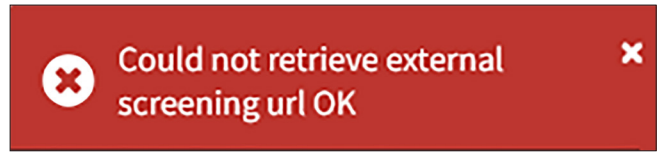


**Error: Could not retrieve external screening url OK**  
 Sterling Volunteers could not retrieve a link for the adult to submit the screening details. This normally means there is an error with the adult's name as it was entered in 4HOnline. Sterling Volunteers does not allow for periods and other special characters in the first, middle and last name sections.

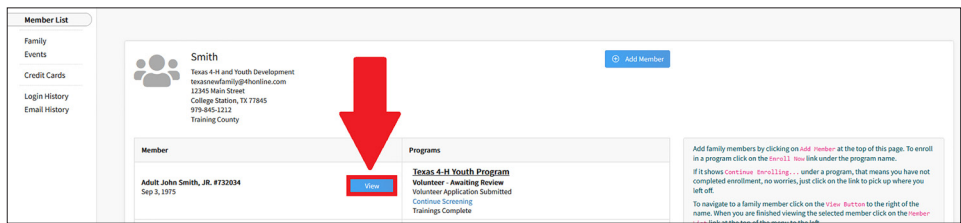


### CORRECT THE NAME

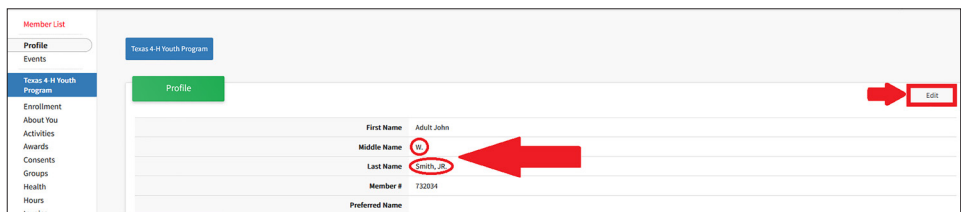
- Click the Member List link on the family navigation menu.



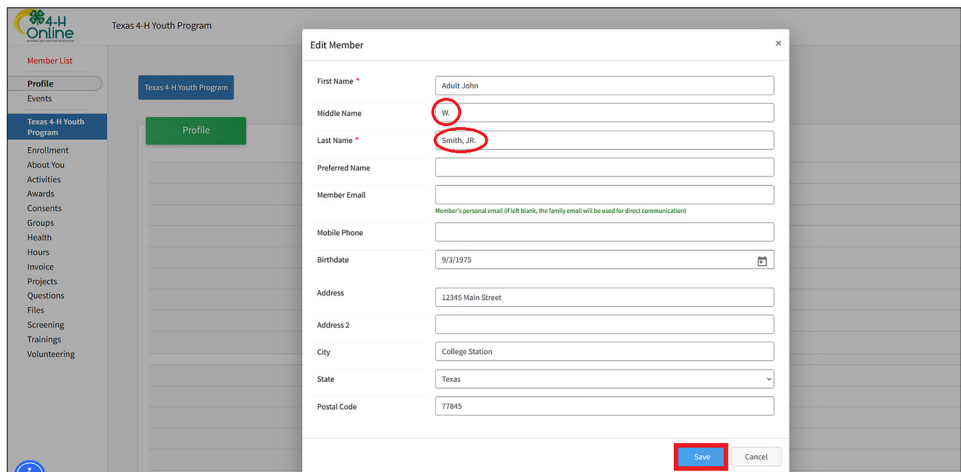
- Click the View button by the member's name.



- View the name area to look for periods or special characters.
- Click the Edit button to remove those.



- Make the adjustments on the screen that appears.
- Click the blue Save button to accept changes.



**Notes:**

- Make sure there is an address entered on this screen as well. Sterling Volunteers needs this for processing.
- [Click To See More Sterling Errors](#)

**Click to refresh or reload the browser:**

- Windows: Ctrl + F5 or Ctrl + R
- Mac: Cmd + Shift + R
- Safari: Click the refresh button in the address bar or press Cmd + R
- Internet Explorer/Microsoft Edge: Ctrl + F5

**Also, click to load from the website and not from cache:**

- In most browsers, pressing Ctrl+F5 will force the browser to retrieve the webpage from the server instead of loading it from the cache.