

## Warning

Please review the information that you entered. It does not match what we received.

The error that is displayed to the family:

**Please review the information that you entered. It does not match what we received.**

## WHAT DOES THIS MEAN?

Sterling Volunteers verifies information like the date of birth, email address, and zip code from 4HOnline before proceeding through to their system.

If this information was updated after the volunteer started the re-enrollment process for the current year there may be an issue.

Sterling Volunteers first received the “original” information and they’re trying to verify what was entered to that original information.

Once you click on the Sterling link within 4HOnline with any information that may be incorrect, it’s a little tricky to get around.

## STERLING VOLUNTEERS CUSTOMER SERVICE



**Sterling**  
Volunteers

- Bypass the verification by submitting the form on Sterling about 5 or 6 times where you will receive the verification error.
- Finally Sterling will give a prompt asking to bypass the verification. Click to bypass this verification and proceed through that way.

## WHO TO CONTACT

Contact your local county office for assistance with this issue: <https://counties.agrilife.org/>

Your local county office will work directly with the Extension Volunteer Standards Office/Laura Huebinger to gather further support where available.