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4-H Online
4-H ENROLLMENT AND EVENT REGISTRATION

TEXAS 4HONLINE COUNTY MANAGER GUIDE
DUPLICATE FAMILY ADDRESS ERROR EXPLAINED
https://youtu.be/BQg7ENRVAWg

TEXAS A&M
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EXTENSION

HANDOUT 1

The duplicate family account error that a family gets on the screen is caused because there is duplicate information from another family in the system.

In some cases, the information can match the same family receiving the error if they have made a duplicate family account.

This means they have created a family account and cannot continue. Hopefully, they complete the screen and click the blue Send Message to get the process started to ask for help.

Duplicate Address: Account Recovery

Recovery Phone: 9798451xxx

Fill in last 3 digits to recover   Recover

Enter a message to your County

Send Message

Sign Out.

The primary county coordinator will receive a message through email from the family after they have completed the error screen.

HOW CAN THE COUNTY HELP?

The email that the primary county coordinator receives will have a few pieces of information but the county office will need to do a few things in order to resolve the issue.

Collect key information from the family:

• The family's mailing address
• The family's primary phone number
• The family's email address
• The seven error phone number displayed on the screen might help find the duplicate family but is not necessary

You have a message from a family in your county

4HOnline - Texas 4-H and Youth Development <no-reply
To ✓ Misty M. Cathey
Wed 9/3/2025 11:46 AM

4-H Online

Family Name: 9trainingfamilytexas4h@gmail.com
Family Email: 9trainingfamilytexas4h@gmail.com
Family Phone: 8798798798

I received an Duplicate Address: Account Recovery error when I tried to sign up my family on 4HOnline.

This email was sent to misty.cathey@agnet.tamu.edu by 4HOnline - Texas 4-H and Youth Development.

RegistrationMax LLC - 1213 W. Morehead St. 5th Floor Charlotte NC 28208

SEE HANDOUTS AVAILABLE ON DUPLICATE FAMILY ACCOUNTS

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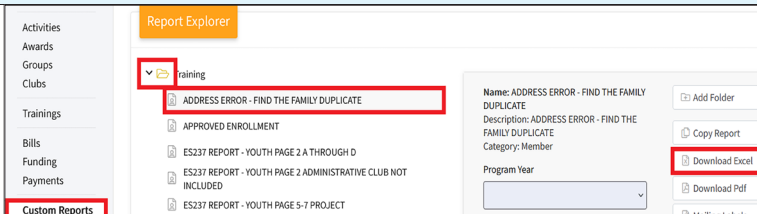
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HANDOUT 2

Step 1: Collect Key Information from the Family

• The family's mailing address
• The family's primary phone number
• The family's email address
• The error phone number displayed on the screen might help find the duplicate family but is not necessary

Step 2: Access the Custom Report

• Navigate to Custom Reports
• Open the appropriate county folder
• Select "ADDRESS ERROR – FIND THE FAMILY DUPLICATE"
• Click Download Excel and open up the report.

Step 3: Filter and Search for the address in Excel

Use the information collected to locate the duplicate entry:

• Filter by address or phone number from the error screen
• Start by typing the address number; if unavailable, enter the street name
• Avoid overly specific inputs—abbreviations may vary (e.g., South could appear as S., s, or South)

Step 4: Using the Global Search Magnifying Glass to Find a Family Profile

• Click the magnifying glass at the top right of the screen
• Type in the family email address from the Excel report
• Click the family name from the list that appears
• Click blue View button to navigate into the family profile

Look over the information that is displayed to see if the family might have created another account or if someone else had their mailing address previously!

FIND THE RIGHT INSTRUCTIONS TO FOLLOW

IS THIS FAMILY THE SAME FAMILY?

YES

NO

THE FAMILY HAS CREATED TWO ACCOUNTS

SEE HANDOUT 3 INSTRUCTIONS

FAMILY CREATED A DUPLICATE ACCOUNT

THE FAMILY HAS CREATED TWO ACCOUNTS

SEE HANDOUT 4 INSTRUCTIONS

PREVIOUS FAMILY MAILING ADDRESS REMOVAL

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FAMILY CREATED A DUPLICATE ACCOUNT
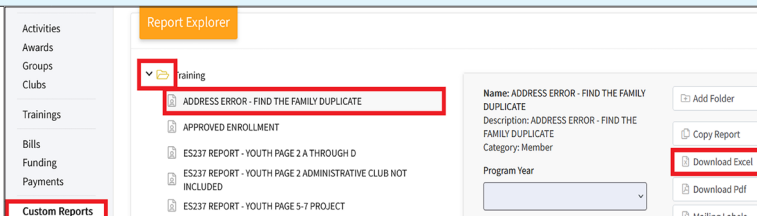https://youtu.be/EDSiCrOc1nE

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HANDOUT 3

Step 1: Collect Key Information from the Family

- The family's mailing address
- The family's primary phone number
- The family's email address
- The error phone number displayed on the screen might help find the duplicate family but is not necessary

Step 2: Access the Custom Report

- Navigate to Custom Reports
- Open the appropriate county folder
- Select "ADDRESS ERROR – FIND THE FAMILY DUPLICATE"
- Click Download Excel and open up the report.

Step 3: Filter and Search for the address in Excel

Use the information collected to locate the duplicate entry:

- Filter by address or phone number from the error screen
- Start by typing the address number; if unavailable, enter the street name
- Avoid overly specific inputs—abbreviations may vary (e.g., South could appear as S., s, or South)

THE FAMILY HAS CREATED ANOTHER PROFILE

Step 4: Collect Information from the family

- Ask questions to the family about their history in Texas 4-H. Find out if the family was unable to access their account because they have a new email address. The family just may not remember or realize they already have an account
- It's recommended for the family to continue in the original family account created. You may need to reset their password or replace their email address with a new one.

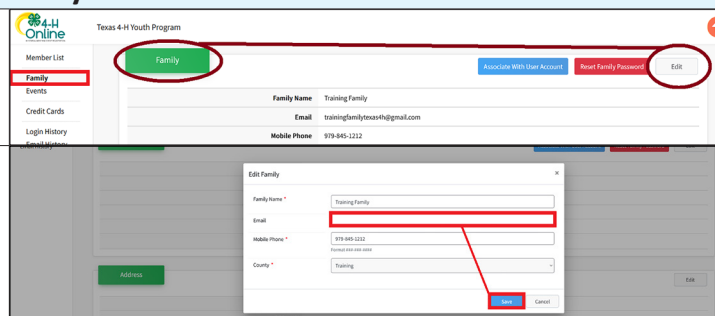### Step 5: Use the Global Search Magnifying Glass to Find the Family from Step 1 (use email address)

- Click the magnifying glass at the top right of the screen
- Type in the family email address from the Excel report
- Click the family name from the list that appears
- Click blue View button to navigate into the family profile

Step 6: Remove the email address from the new family account

Step 6 A
- Click the Family link on the left side navigation menu
- Click the edit button in the Family section

Step 6 B
- Remove the email address
- Click the blue Save button

Step 7: Use the Global Search Magnifying Glass to Find the Family from Step 3 (use email address)

Step 8: Use Steps 5 and 6 but add the email address from Step 1 family to the Step 3 family

Step 9: Reset the Family Password after saving the email address to the original family account

The new family will need to:
- Log out of the family account
- Refresh their browser (or click Control F5 on most devices - Computer | Phone)
- Click to reset the password from the email they receive from the system
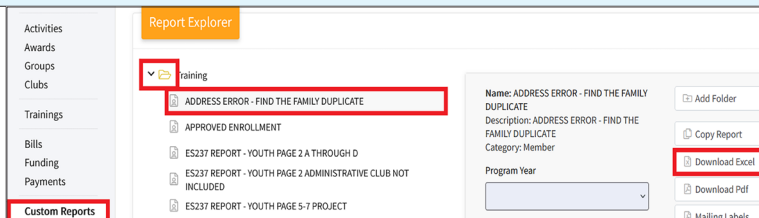- Login to the family account to complete the enrollment process

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PREVIEW FAMILY MAILING ADDRESS REMOVAL
https://youtu.be/zzNUOZGM6Xw

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HANDOUT 4

Step 1: Collect Key Information from the Family

• The family's mailing address
• The family's primary phone number
• The family's email address
• The error phone number displayed on the screen might help find the duplicate family but is not necessary

Step 2: Access the Custom Report

• Navigate to Custom Reports
• Open the appropriate county folder
• Select "ADDRESS ERROR – FIND THE FAMILY DUPLICATE"
• Click Download Excel and open up the report.

Step 3: Filter and Search for the address in Excel

Use the information collected to locate the duplicate entry:

• Filter by address or phone number from the error screen
• Start by typing the address number; if unavailable, enter the street name
• Avoid overly specific inputs—abbreviations may vary (e.g., South could appear as S., s, or South)

Step 4: Using the Global Search Magnifying Glass to Find a Family Profile

• Click the magnifying glass at the top right of the screen
• Type in the family email address from the Excel report
• Click the family name from the list that appears
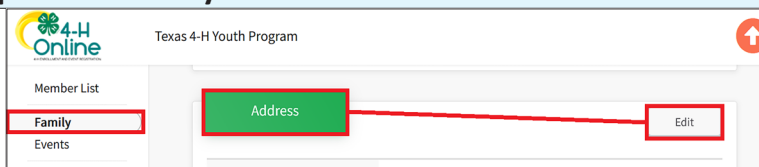• Click blue View button to navigate into the family profile

THE PREVIOUS AND NEW FAMILIES ARE NOT CONNECTED IN ANY WAY

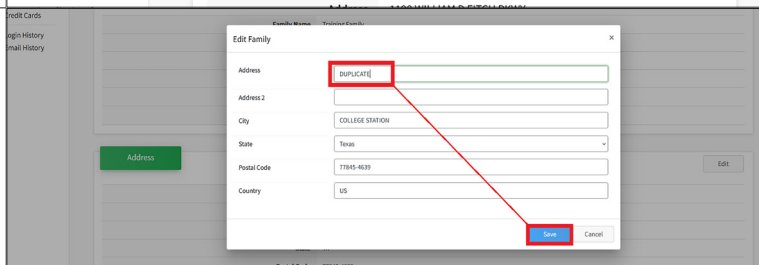### Step 5: Remove the mailing address from the previous family

Step 5 A
• Click the Family link on the left side navigation menu
• Click the edit button in the Address section

Step 5 B
• Type the word DUPLICATE in Address Line 1
• Click the blue Save button
• Refresh the browser or click Control F5 on most devices to perform a hard refresh. Computer | Phone

Step 6: Use the Global Search Magnifying Glass to Find the Family from Step 1 (use email address)

Step 7: Add the mailing address to the new family (follow step 5A)

Step 8: Communicate to the new family with further instructions

The new family will need to:
• Log out of the family account
• Refresh their browser (or click Control F5 on most devices - Computer | Phone)
• Login to the family account to complete the enrollment process