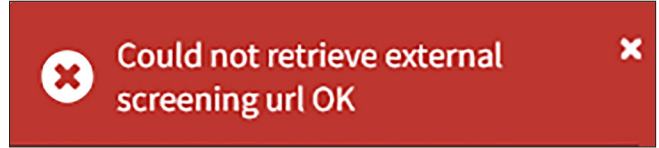


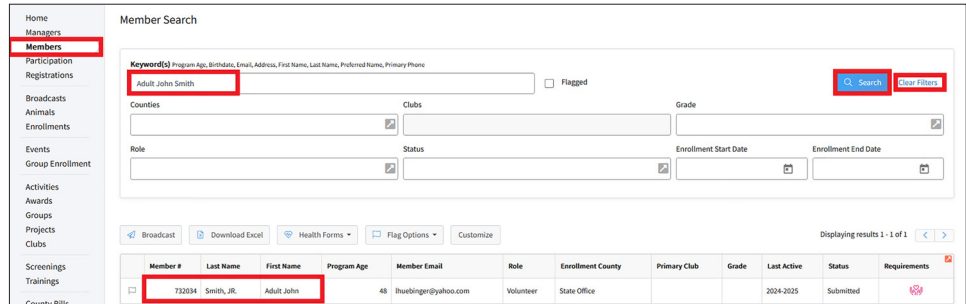
Error: Could not retrieve external screening url OK

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.



STEPS TO CORRECT THE NAME

- Click the Members link on navigation menu.
- Click the Clear Filters link.
- Type in the member's name in the keywords area.
- Click the blue Search button.
- Click the member's name in the results area at the bottom.



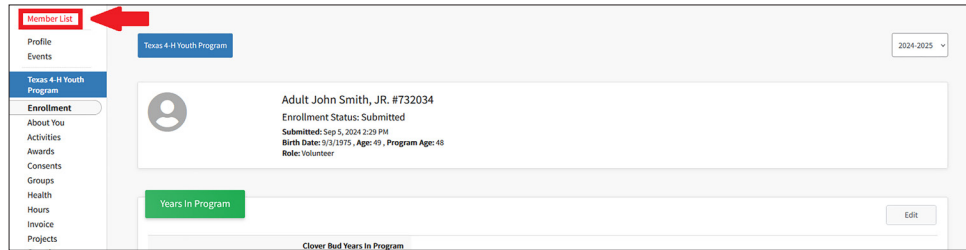
Member Search

Keywords: Adult John Smith

Search

Member #	Last Name	First Name	Program Age	Member Email	Role	Enrollment County	Primary Club	Grade	Last Active	Status	Requirements
732034	Smith, JR	Adult John	48	lhuebing@yahoo.com	Volunteer	State Office			2024-2025	Submitted	

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



Member List

Adult John Smith, JR, #732034

Enrollment Status: Submitted

Submitted: Sep 5, 2024 2:29 PM

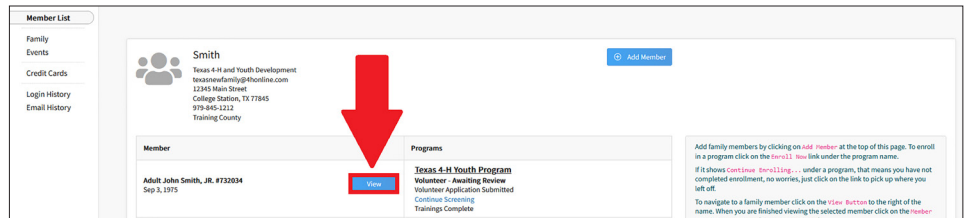
Birth Date: 9/3/1975, Age: 49, Program Age: 48

Role: Volunteer

Years In Program

Close Bud Years In Program

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



Member List

Smith

View

Adult John Smith, JR, #732034

Sep 3, 1975

Programs

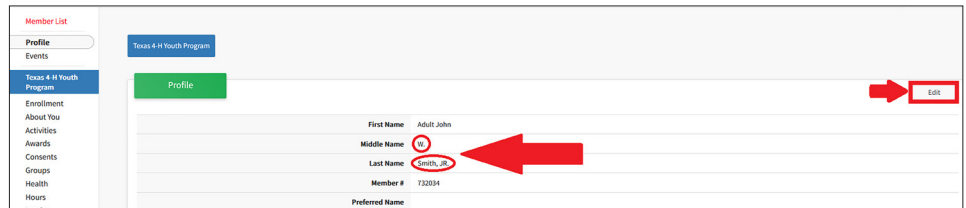
Texas 4-H Youth Program

Volunteer - Awaiting Review

Volunteer Application Submitted

Custom Screening Training Complete

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



Member List

Profile

First Name: Adult John

Middle Name: W.

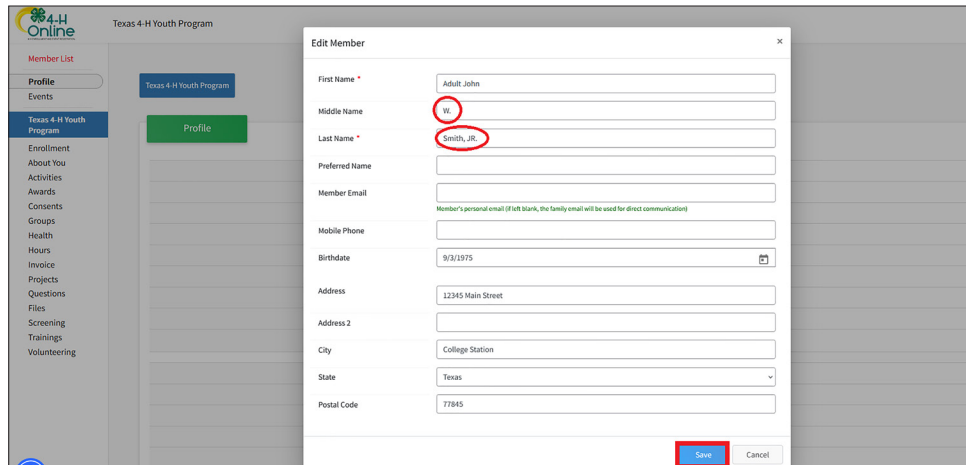
Last Name: Smith, JR

Member #: 732034

Preferred Name:

Edit

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



Edit Member

First Name: Adult John

Middle Name: W.

Last Name: Smith, JR

Preferred Name:

Member Email:

Mobile Phone:

Birthdate: 9/3/1975

Address: 12345 Main Street

Address 2:

City: College Station

State: Texas

Postal Code: 77845

Save

Notes:

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