



## Home address error when creating a new family account

### Purpose

4-H Online is set up to prevent duplicate family accounts through home address verification. When a new family moves into a home with an address that was previously for a family account, they will receive a “duplicate address” error alert. The family will not be able to use the “recover account” feature because the recovery phone number and email address attached to that home address belong to the former family.

### Locate the address in 4-H Online

The best way to look for the address across all accounts connected to your county is by using the **Universal Search** tool.

1. Locate the gray magnifying glass in the upper right corner. This is the **Universal Search** function.
2. Type in the street address. Do not click your Enter key, just wait for the list to populate.
3. Look at the returned options and check each record labeled as **Family** for one using the address.
4. When you locate the correct record, click the **View** button.
5. On the left menu, click **Family**.
6. In the **Address** section, click the **Edit** button.
7. In the **Address** line, add “**Apt. 1**” to the address. A family account must have an address so complete deletion of the text does not work.
8. Click **Save**.
9. The new residents may now utilize that address for their family account.

### Universal search did not find the address

If you utilize **Universal Search** and do not find the address, it is possible that the former family’s account was connected to another county. When this happens, it will not appear in your search results. Contact the 4-H Online Data System Coordinator for assistance.

**To contact an expert in your area, visit [extension.msu.edu/experts](https://extension.msu.edu/experts) or call 888-MSUE4MI (888-678-3464)**

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