

County Staff FAQ's

How do I get added to an event so that I can see the roster and run reports?

- Currently you will need to send a request to [Gloria](#) or [ANR Event Services](#) to be added to the event as an organizer. In a few months a new role will be created for one person in each county to have access to these events.

How do I register a 4-H family or volunteer at the county office?

- Log into the system and click on the roster. At the top of the roster, you will see green registration buttons. Select the process that best suits the 4-H family's needs. If they wish to pay by credit card, register the person or family and select pay by check and zero out the payment. Once you have them registered, find their name on the roster and click on send bill under actions. This will email them an invoice with a link they can click on to pay by credit card at a later time. If they wish to make a payment by check, register the person or family and enter the amount and check number. Ask them to mail the check.

How do I handle checks that come into the office?

- Go into the events system and click on the roster. Select Payment across from the name of person for which you have the payment. Select the method of payment from the drop down and click on add payment. Add in the required information. After you have entered all of your payments go to your dashboard and to the right of your event, click on manage. Click on the deposit slip. Select those who you have entered payments and create a deposit slip to send to campus along with the checks.

What do I do if someone wants to pay by credit card?

- If they are already registered in the system and have had trouble paying through the system electronically please have them call ANR Event Services and someone can help process their credit card through the ANR Event Services swipe terminal. If they have not yet registered log into the system, go to the roster and select the registration and process appropriate for that person, using the green registration buttons above the roster. Process their registration, enter their payment type as a check. Once they are registered, you can go back to the roster and send them a bill. This will email them an invoice with a link they can click on to pay by credit card at a later time. If they would prefer to pay by phone rather than online, please have them call ANR Event Services at (517) 353-3175.

How do we handle blended checks from cash we've received if some is for the MSUE Business Office and some is for the Events Management System?

- Enter the payment information for each person into the Events Management System. Then, if you have blended checks from cash, please send those to the MSUE Business Office on a transmittal form as usual, but indicate which portion goes to the events management system and which account and they will do the transfer. Please do not send cash through the mail!

How do we handle scholarships from the 4-H foundation or other sources?

- If the funds are "real dollars" enter it as a payment and indicate where the funds will come from. If it is an account on campus indicate which account. If it is a check from the 4-H Council

enter the check as you would a participant payment and send the check to campus using a deposit slip.

- If the funds are part of the cost of the program (and no actual money will change hands) enter the payment as a credit in the system. When a credit is issued it means that the funds are coming from the bottom line of your program.

How do I swap participants?

- If no payment has been made simply go into the roster, find the person's name and click on registration to the right of their name and change the pertinent information. If a payment has already been made but will still be used to cover the new person, i.e. the same family or club, simply replace the old registration information. If the payment cannot be swapped, register the new person with the new payment and then cancel and request a refund for the other person. It is important to register the new person first when dealing with quotas.

How do I request a refund?

- To request a refund go into the roster, click on payment to the right of the person's name who needs the refund and then click on the green request a refund button. Provide the required information and then click on submit request. The refund will be processed by ANR Event Services within a few days.

What link do I give participants to register for Kettunen Center workshops?

- Each event will have a specific link that should be referenced. These links will be included in the events calendar listing on the MSUE site. It is recommended that a page listing for all Kettunen Center workshops be included on both the Kettunen Center page and possibly a 4-H event page. It likely that the 4-H page can be auto generated with the new calendar events listing process.

Where and how are the events promoted?

- Events are promoted through the MSUE Events Calendar. The event will be automatically posted as part of the activation process after you complete a checklist indicating the desired categories. In addition you will received a custom URL for each event as part of the activation process that you can use on flyers and email promotions.

How do we learn who the chaperones are for an event?

- The best way to learn about who the chaperones are for an event is to create a customized report. To do so, from your dashboard select reports to the right of the event name and click on counts report. Click on the green add counts report button. Fill in the required information. Select the fields you wish to capture like chaperone name, male/female, email address, etc. and then save the report. Then simply run the report each time you'd like to see who is on your chaperone list. Most events will have this report set up as part of the configuration process.

How do we determine who requested special rooms?

- Create a customized report to determine your participants room selections. To do so, from your dashboard select reports to the right of the event name and click on counts report. Click on the green add counts report button. Fill in the required information. Select the fields you wish to capture like name, male/female, room selection, email address, etc. and then save the report. Then simply run the report each time you would like to see who else is on your chaperone list. Most events will have this report set up as part of the configuration process.

4-H Families FAQ's

How do I register for Kettunen Center workshops?

- Each event has a unique link. The events are listed on the MSUE and 4-H events calendars when they are open for registration. Simply search for the event you are looking for by keyword. It is also likely that you will receive information via email about events of interest to you. Once you find an event, click on the URL provided and register.

Why doesn't this system require a login?

- The ANR Events Management System doesn't require a login because it doesn't store your primary contact information the way 4-H access has stored your information in the past. This means that you will need to enter your core contact information each time you register.

The other registration system used to pre-load my information, why do you need me to enter all of my contact information?

- The ANR Events Management system is not structured the same as the previous program you used for registration. As such, you will need to enter all of your contact information each time you register for an event. The ANR Events Management System doesn't have a core database of client contact information.

What types of payments are accepted?

- The system accepts cash, check or credit card. If you choose to pay with cash please pay your registration fee in a county office, **please do not mail cash**. If you choose to pay with a check you may mail the check to: ANR Event Services, 446 W. Circle Dr., Room 11, East Lansing, MI 48824 or drop your check off at your local county office. If you choose to pay by credit card simply follow the steps on the screen as part of your registration process. If you have trouble completing your transaction online or are uncomfortable doing so please contact ANR Event Services at (517) 353-3175 to process your card over the phone after you have registered. Please note all payments are to be received and processed by the county or state offices prior to your attendance at a workshop.

How do I pay by credit card?

- Credit card payment is one of the options directly associated with your registration as you complete it online. Simply select the credit card option and follow the instructions on the screen. Please make sure the contact information on the credit card page matches the information associated with the card. Please note it will auto load the information for the registrant and may need to be changed prior to charging the card. If you have trouble processing your card online the first time or forget to process it when registering, please click on the link in your emailed confirmation and try again. If you continue to have trouble processing your card please contact ANR Event Services at (517) 353-3175 for assistance.

How do I register for an event if I have a scholarship?

- If you have a scholarship for an event register for the event and indicate that you will be paying by check. Then submit the check to your county office or ANR Event Services for the portion you are expected to pay. The rest of the payment will be handled by your county office or the state office. If you require a receipt of your exact amount due, please work with your county office staff to have the scholarship appropriately applied to your account and then remit payment.

What if I don't yet know if I have been awarded a scholarship?

- Register for the event and remit full payment for the event. If you are awarded a scholarship the county or state staff will apply the appropriate additional payment to your account and request a refund be issued to you for the amount of overpayment associated with the scholarship. If you pay by credit card the refund will be returned your credit card. If you pay by check your refund will come in the form of a check from MSU. Credit card refunds process within days and checks require up to two weeks for processing.

How do I determine 4-H age?

- 4-H age is based on a youth's age as of January 1 of the current year. So for example on January 1, 2013 a youth is 13 but their birthday is in February. Their 4-H age for the year remains 13.

Where do I submit the emergency contact and other forms requested in the confirmation message?

- Emergency contact and other forms required as part of registration will be sent to you as links in your confirmation message. Please make sure you complete all of the forms and return them to your county office at least three days prior to the start of the event.