

Household/Family

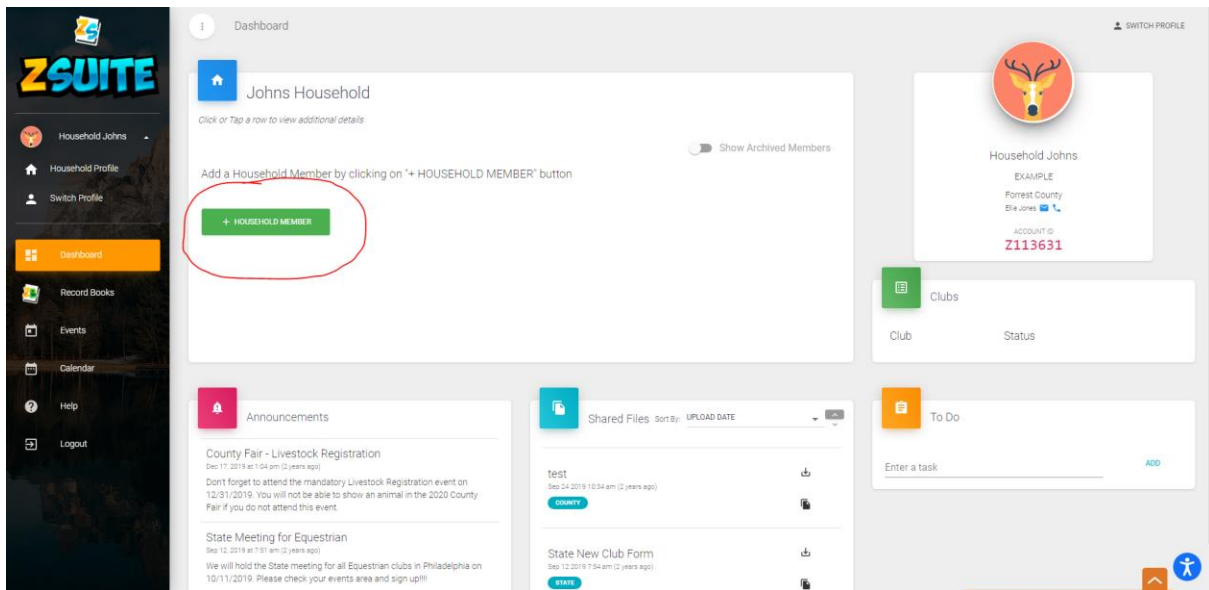
Frequently Asked Questions

1. How do I add a new member to the household?

The way to add household members depends on if your state has enrollments turned on or not.

If the state has enrollments turned on:

- 1) Go to the dashboard of your primary account
- 2) Click on the green “+ Household Member”



If the state does NOT have enrollments turned on:

- 1) Log into your primary account
- 2) Click on the “Household Members” tab on the left navigation menu
- 3) Click on the green “+ Household Member” button on that page

Household Members

Johns Household

Avatar	First Name	Last Name	Role	Edit
+ HOUSEHOLD MEMBER				IMPORT ZINGROOKS ACCOUNT

revecb3

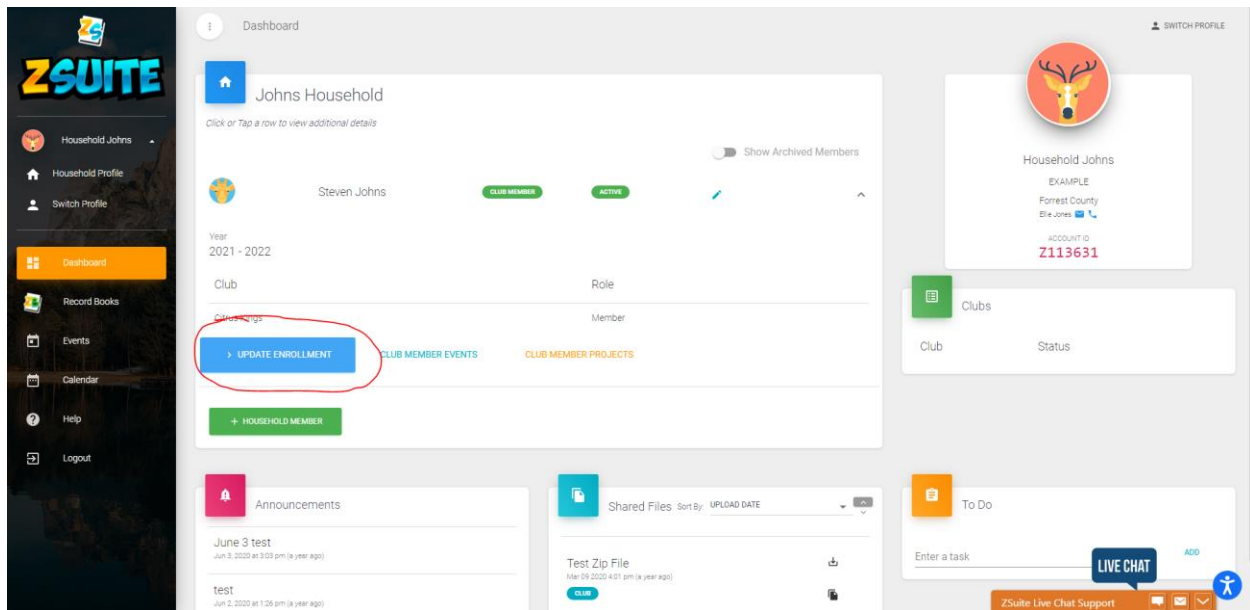
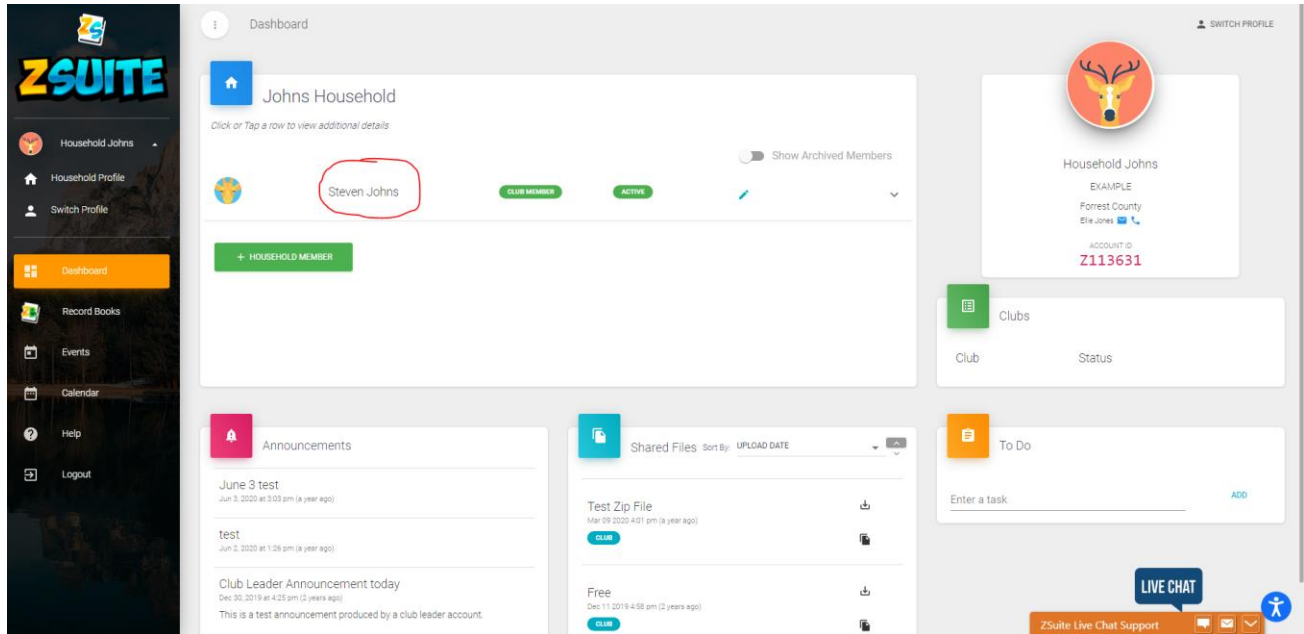
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LIVE CHAT

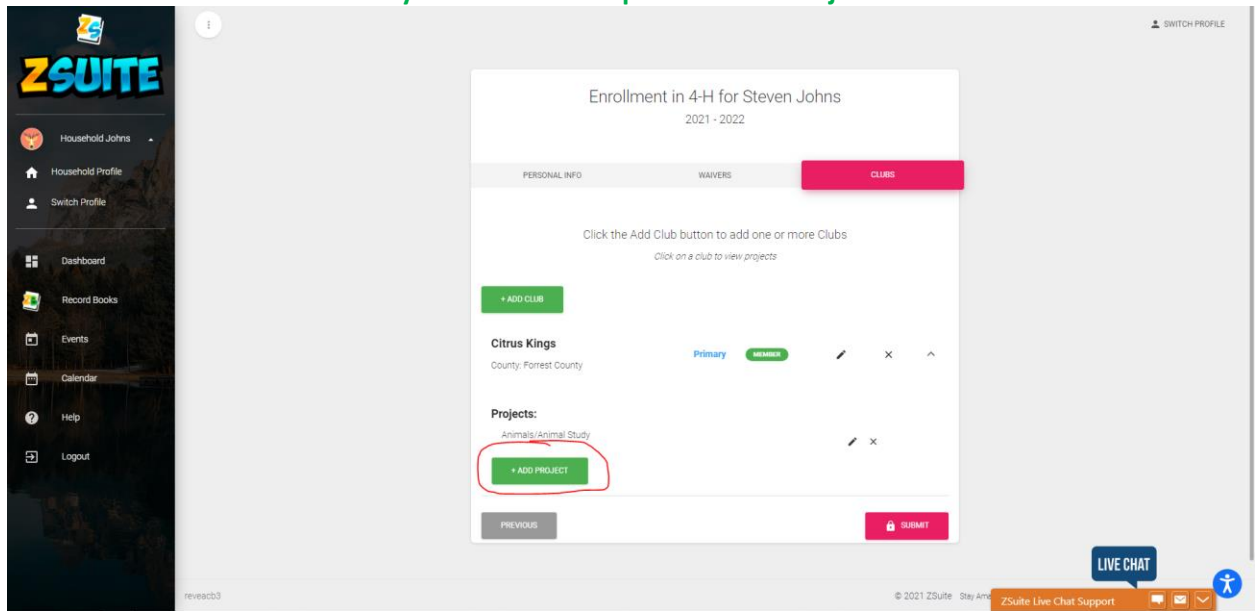
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2. How do I add a new club or project to my “active” enrollment?

- 1) Go to the dashboard of your primary account
- 2) Click on the “Update Enrollment” button under the name of the kid you want to add the project to. If the button is not under their name, click on their name on the dashboard:



3) Click on the “Clubs” section and you should see a space to “Add Project”:



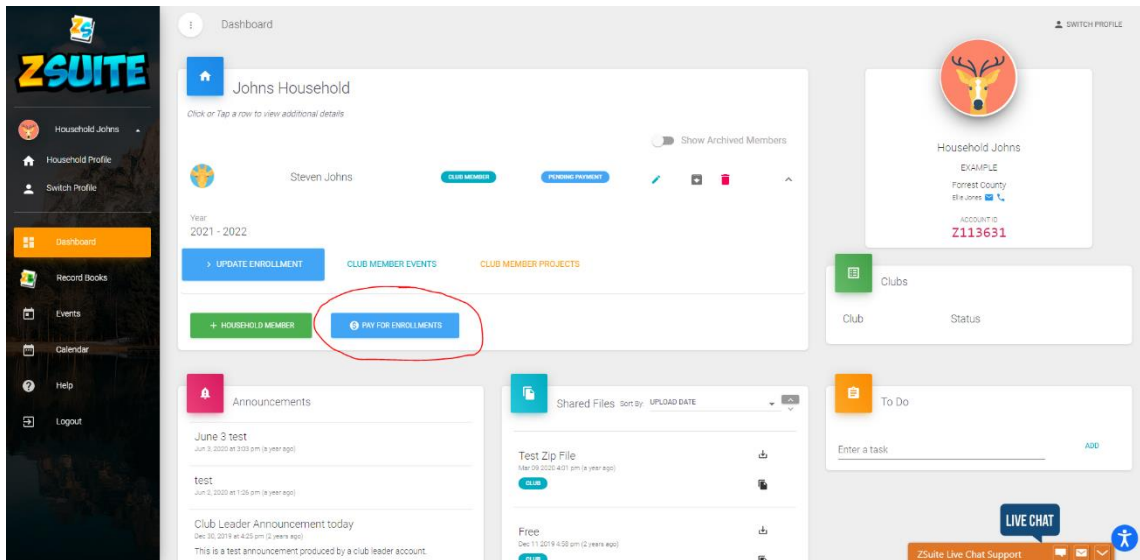
4) Click the “Submit” button and it will update the enrollment with the newly added projects

3. How do I pay for my enrollment(s)?

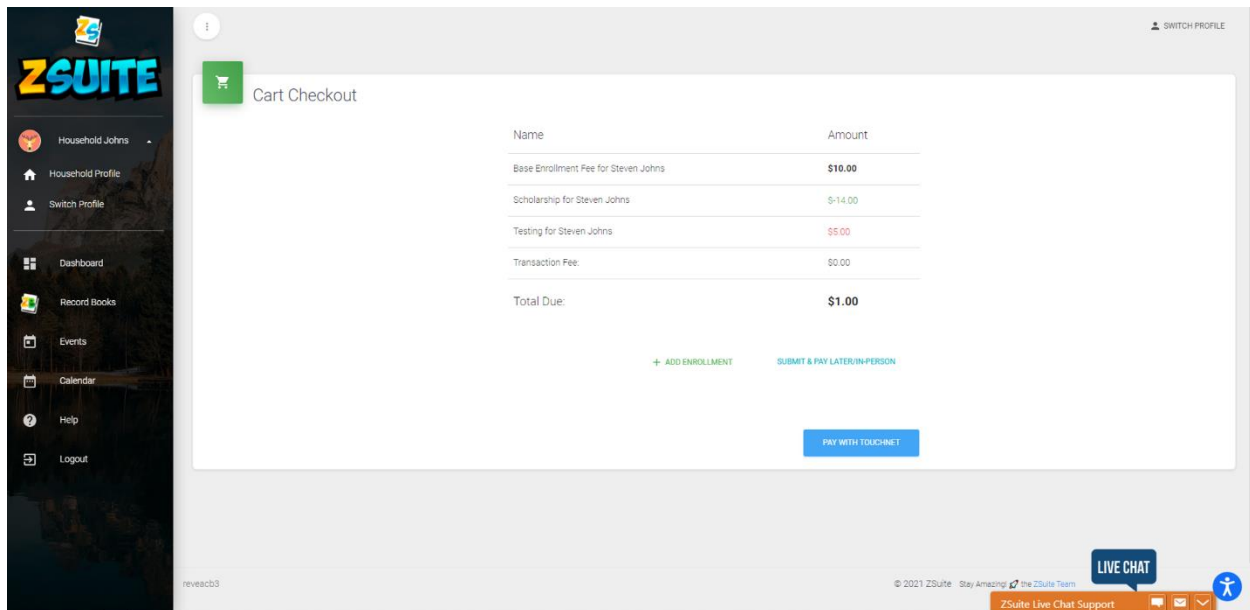
If your state has not activated online payments, please contact your local county Extension Office.

If your state has online payments turned on:

- 1) Log into your primary account
- 2) If there is a member with the status of “Pending Payment”, a button that says “Pay for Enrollments” will appear to the right of the “+ Household Member” button. Press that to go to the payment page



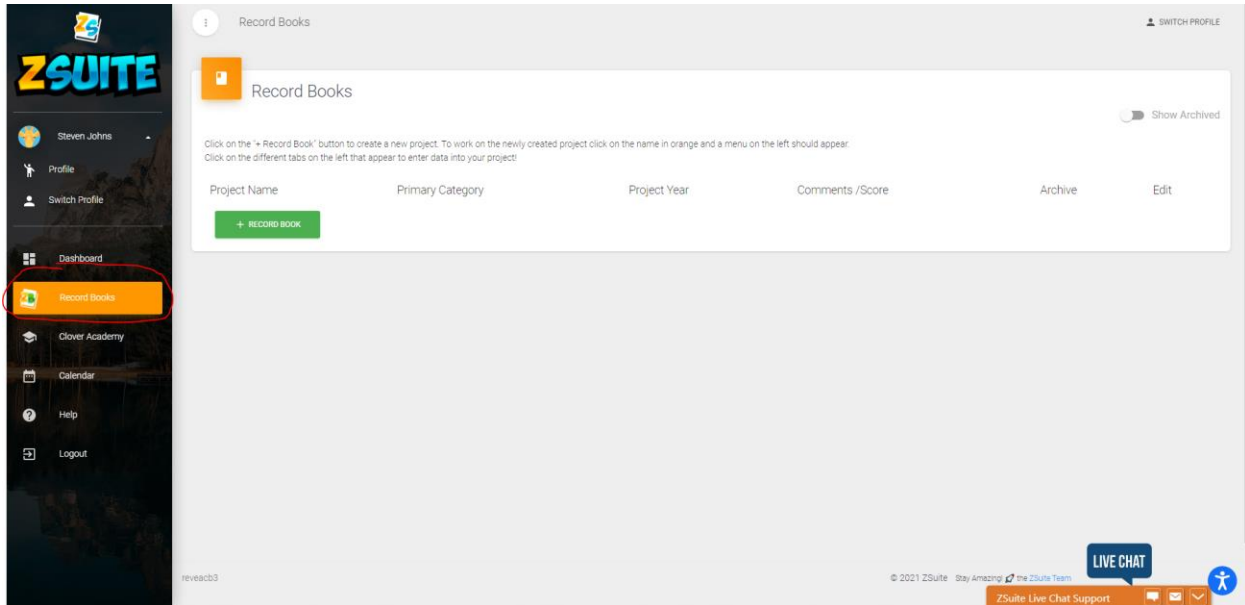
- 3) The page will break down the cost of each individual enrollment and will have a button to pay which depending on your LGU’s payment method will either have you pay on our site or take you to an external site to pay:



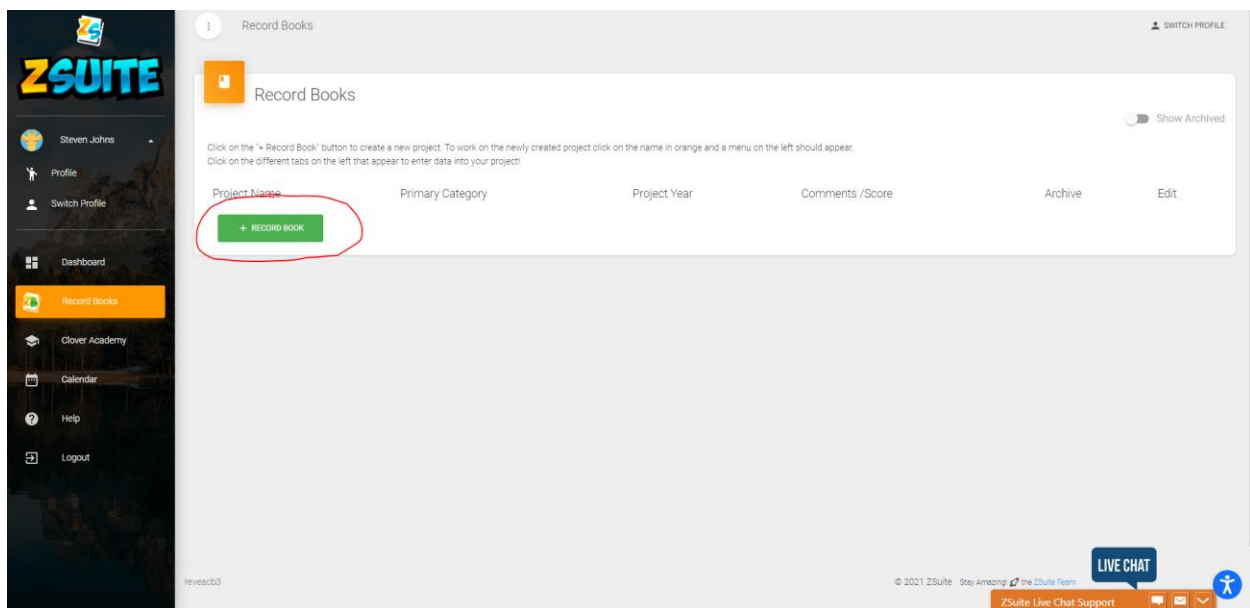
- 4) After the enrollment has been paid for, the enrollment status will be set to “Pending Approval”

4. How do I create a record book?

- 1) Log into any club member account type in your household
- 2) Click on the “Record Books” tab on the left navigation menu



- 3) Click on the green “+ Record Book” button to create a new book



4) Fill out the information asked for:

Record Books

Record Books

Create Record Book

Project Name: Stevens Animal Study Book

Sub: CITRUS KINGS

Primary Category: ANIMALS

Sub Category: ANIMAL STUDY

Record Book Type: ANIMAL STUDY PROJECT

Project Year: 2021 - 2022

Project End Year:

Start Date: [Calendar Icon]

End Date: [Calendar Icon]

BACK SAVE

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NOTE: The primary category, sub category and record book type may be different from state to state

5) Click the “Save” button and you will notice the book listed with the project name you gave it:

Record Books

Show Archived

Click on the "+ Record Book" button to create a new project. To work on the newly created project click on the name in orange and a menu on the left should appear.
Click on the different tabs on the left that appear to enter data into your project!

Project Name	Primary Category	Project Year	Comments /Score	Archive	Edit
STEVENS ANIMAL STUDY BOOK	ANIMALS/ANIMAL STUDY	2021 - 2022		[Archive Icon]	[Edit Icon]

+ RECORD BOOK

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5. How do I enter data into my record book?

- 1) Log into the club member account that has the book created
- 2) Go to the "Record Boks" tab
- 3) Click on the project name in orange:

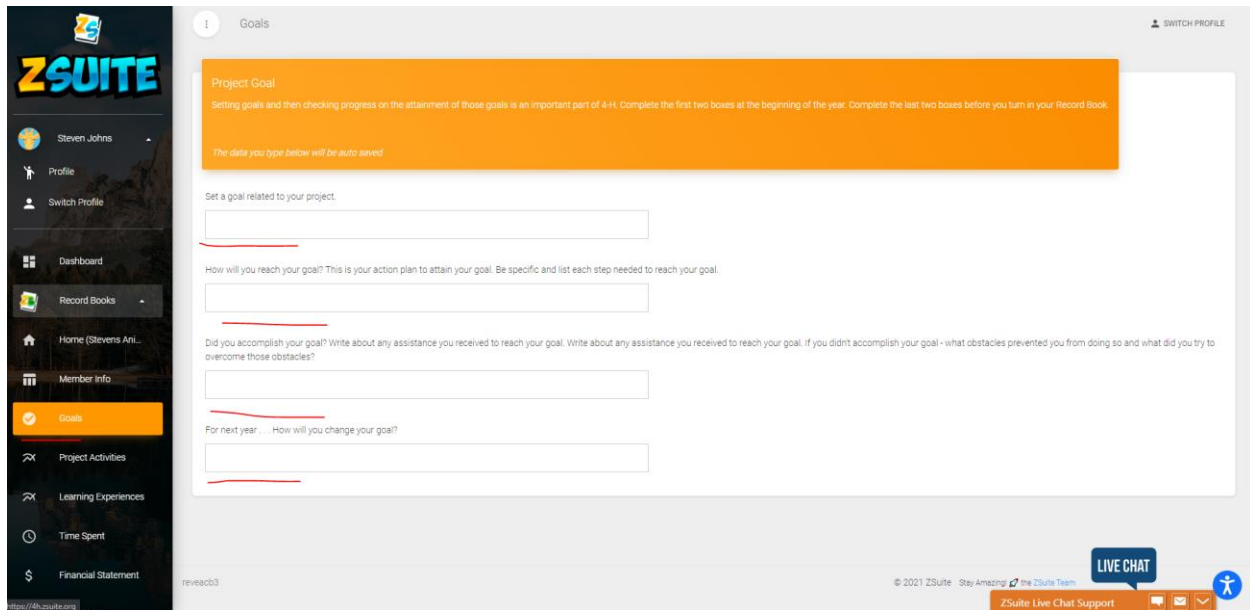
The screenshot shows the ZSuite Record Books interface. On the left is a navigation sidebar with the ZSuite logo and user profile information for Steven Johns. The main content area is titled 'Record Books' and includes a 'Show Archived' toggle. Below the title, there is instructional text: 'Click on the "+ Record Book" button to create a new project. To work on the newly created project click on the name in orange and a menu on the left should appear. Click on the different tabs on the left that appear to enter data into your project!'. A table lists the record books with columns for Project Name, Primary Category, Project Year, Comments /Score, Archive, and Edit. The first row is 'STEVENS ANIMAL STUDY BOOK' with category 'ANIMALS/ANIMAL STUDY' and year '2021 - 2022'. The project name is circled in orange. Below the table is a '+ RECORD BOOK' button. At the bottom right, there is a 'LIVE CHAT' button and a 'ZSuite Live Chat Support' link.

Project Name	Primary Category	Project Year	Comments /Score	Archive	Edit
STEVENS ANIMAL STUDY BOOK	ANIMALS/ANIMAL STUDY	2021 - 2022			

- 4) A list of new tabs will appear under the "Record Books" tab:

This screenshot shows the same ZSuite Record Books page as above, but with a dropdown menu open under the 'Record Books' tab in the sidebar. The dropdown menu is circled in red and contains the following items: Home (Stevens Ans.), Member Info, Goals, Project Activities, Learning Experiences, Time Spent, and Financial Statement. The main content area remains the same, showing the 'STEVENS ANIMAL STUDY BOOK' entry in the table.

- 5) Click on the tab to load up that section of the book. These tabs will act as the “Pages” of the book where you can enter data into them

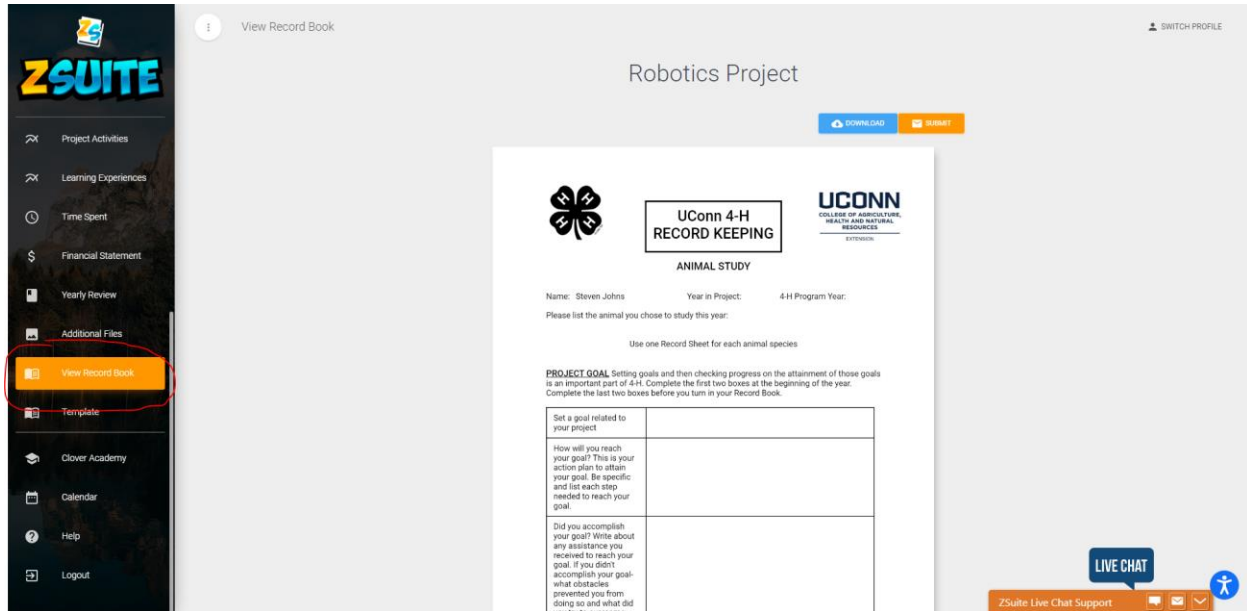


The tabs that appear are different depending on your state record book.

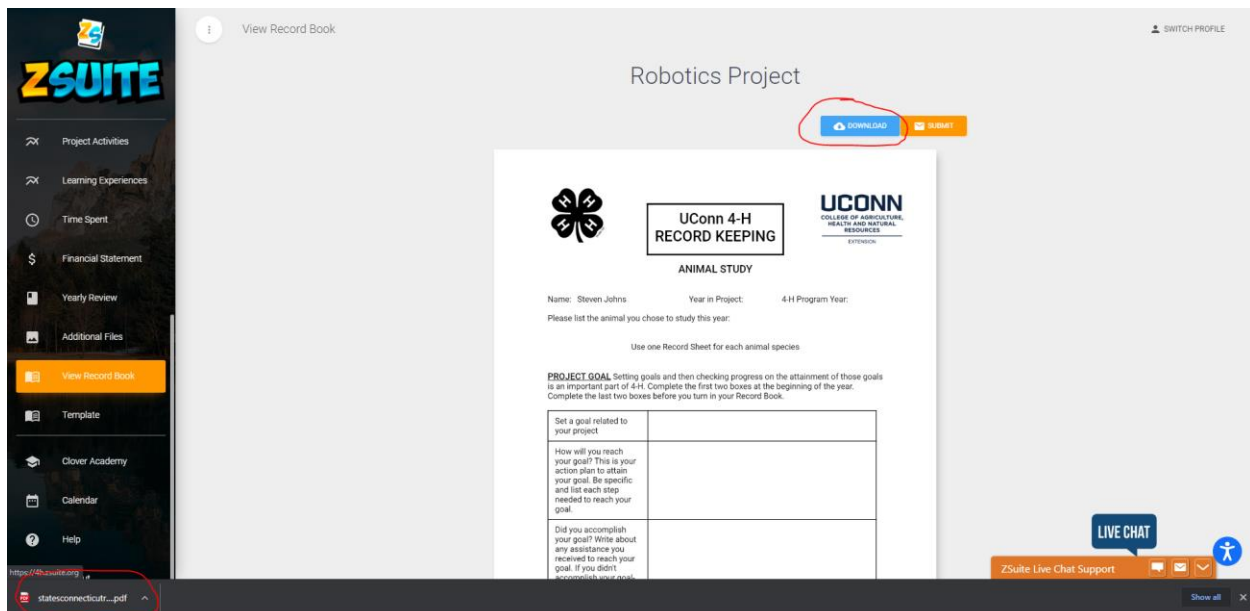
- 6) Some tabs will have a save button after you enter data, some have autosaving and some you enter into a table and save after every entry. These all depend on the data that is being asked and how it needs to be recorded.

6. How do I print my record book?

- 1) Once you are finished with your book, scroll down to the “View Record Book” tab. It might also say something else like Print/Submit Book, View Report, etc..... It’s generally the last or second to last tab.

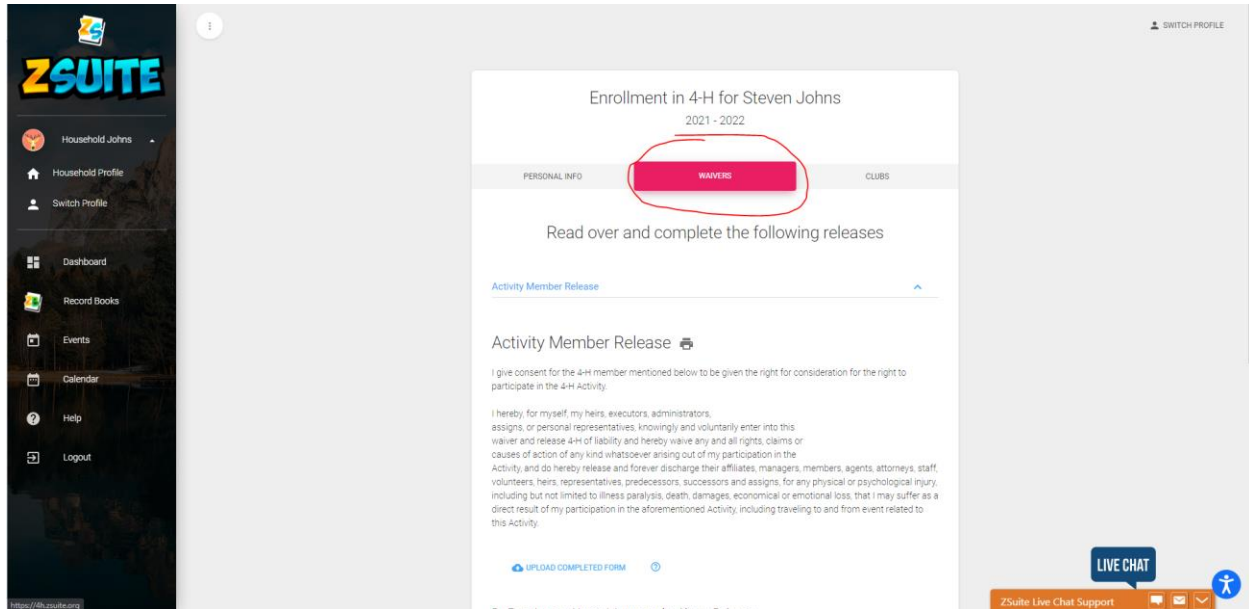


- 2) Click on the “Download” button to download a .pdf of the book and then use any program that you have to open the .pdf to print it off:

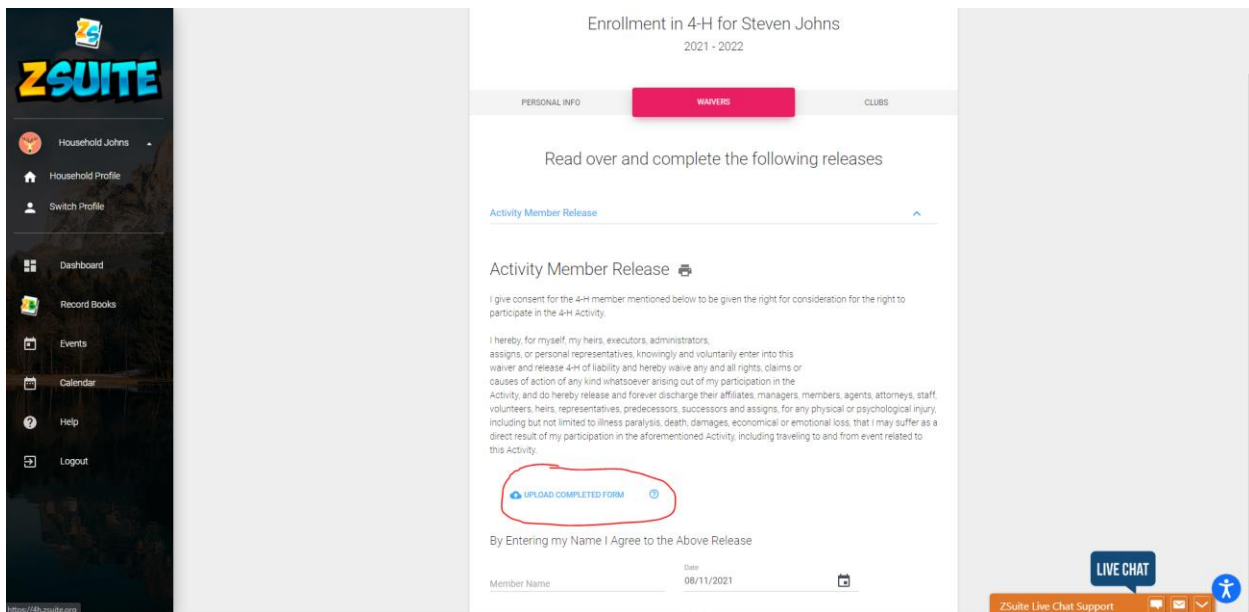


7. How do I upload a file to the waiver section of the enrollment?

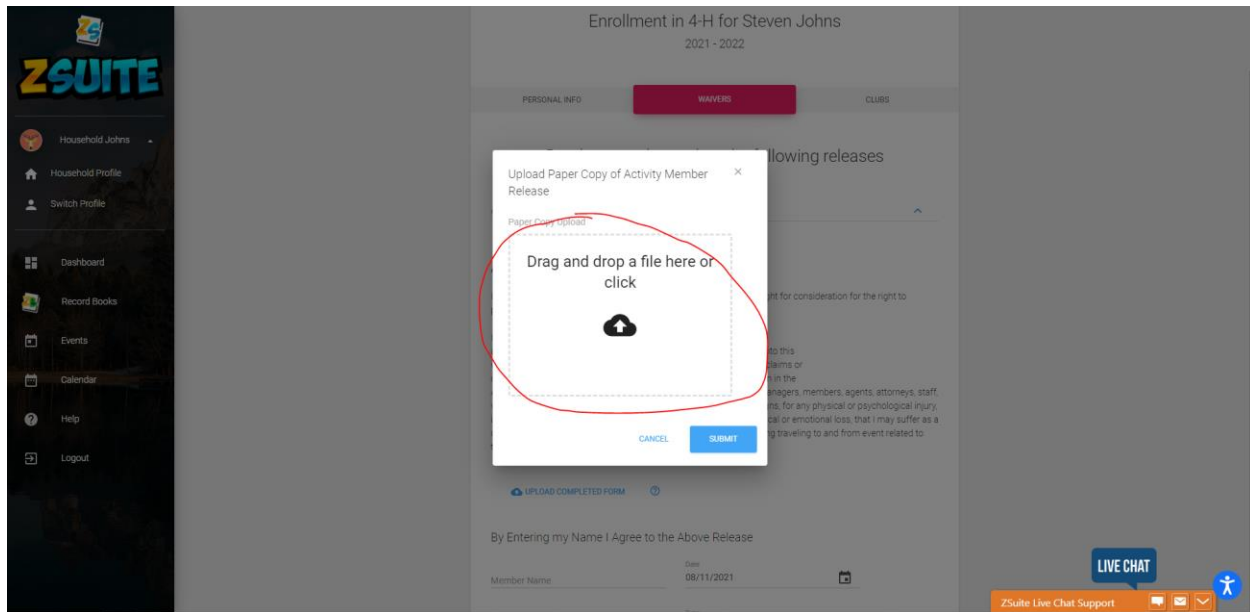
- 1) Log into the primary account
- 2) Enter into the enrollment of the member you need to upload a document for
- 3) Once in the enrollment, go to the “Waiver” section



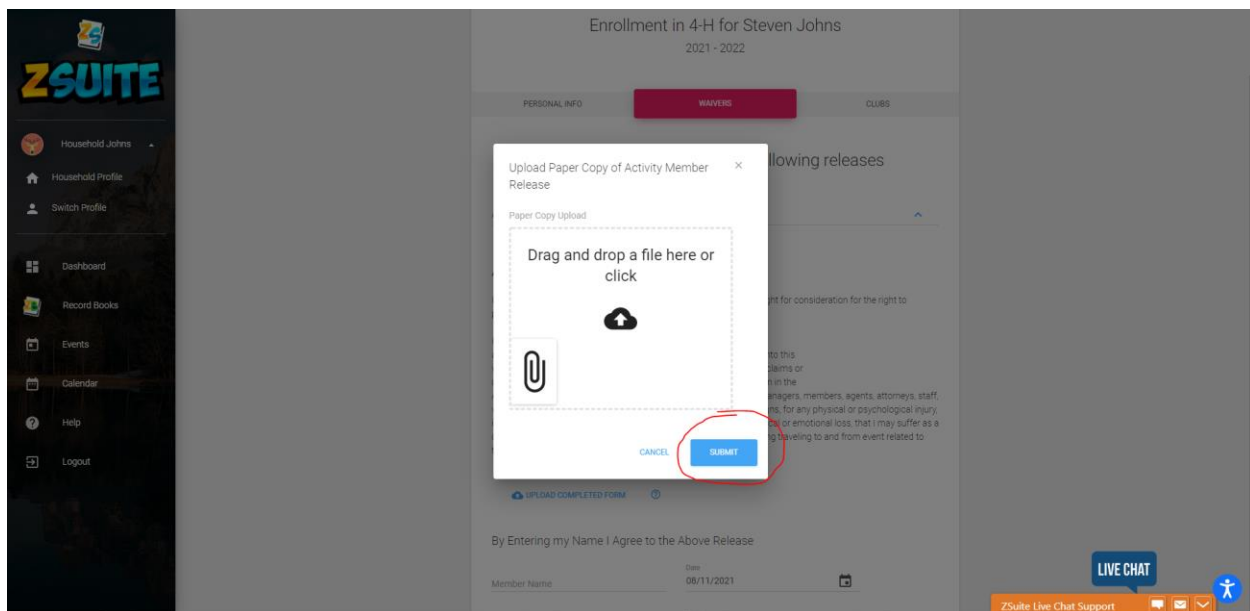
- 4) Once on that page, find the waiver you need to upload and you might see a “Upload Completed Form” button. This button does not always appear on waivers. It’s dependent on the state to set up if the waivers can have uploads or not
- 5) Click on the “Upload Completed form” button



6) Click on the lined box to open up a file explorer window to look for your file, or if you have the file explorer already opened you can drag and drop the file over



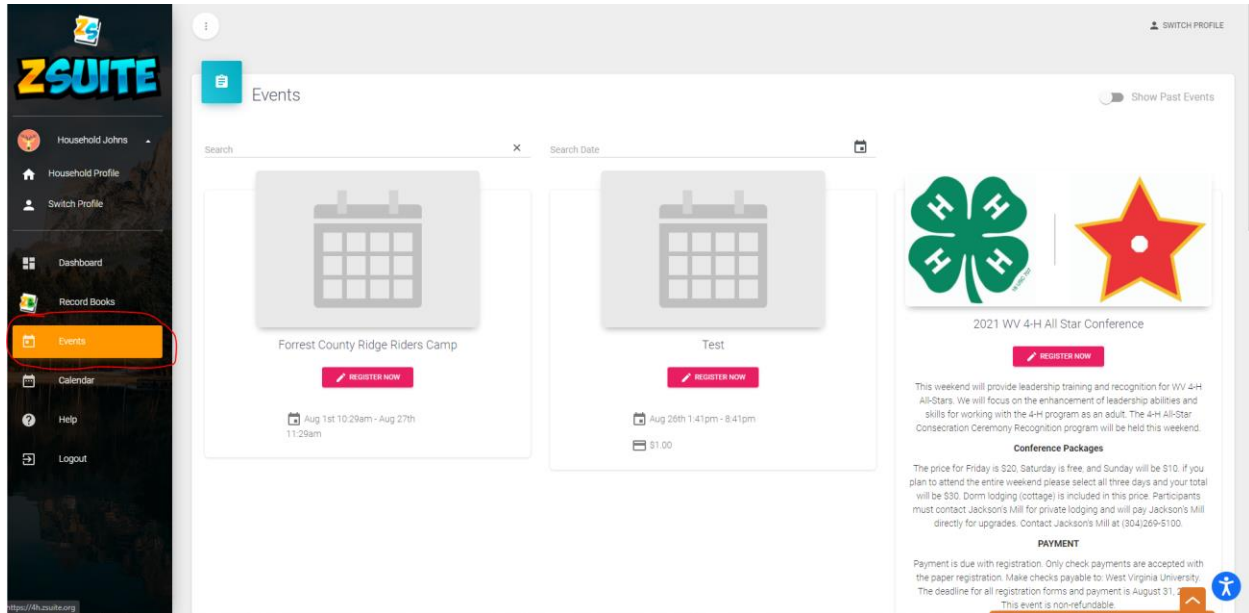
7) Once the file is uploaded, click on the “Submit” button:



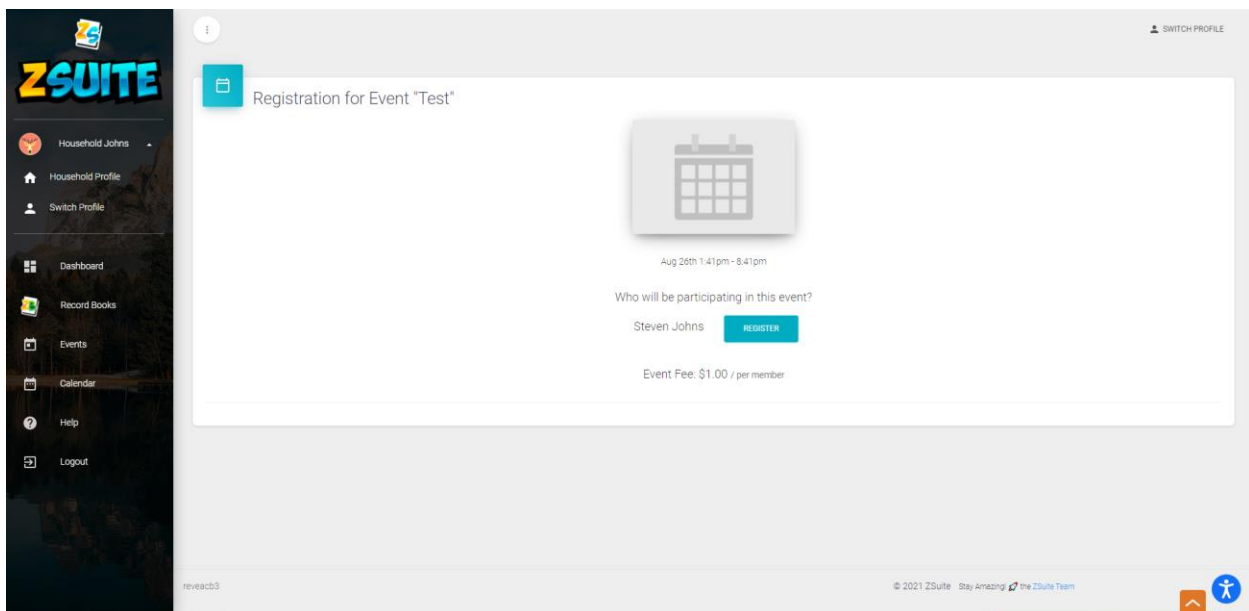
Make sure if you are updating an enrollment that you scroll down and click the “Submit Changes” button to submit the newly uploaded form.

8. Where do I register for events? (Many households are logged into the club member profile instead of the primary profile when they ask this question)

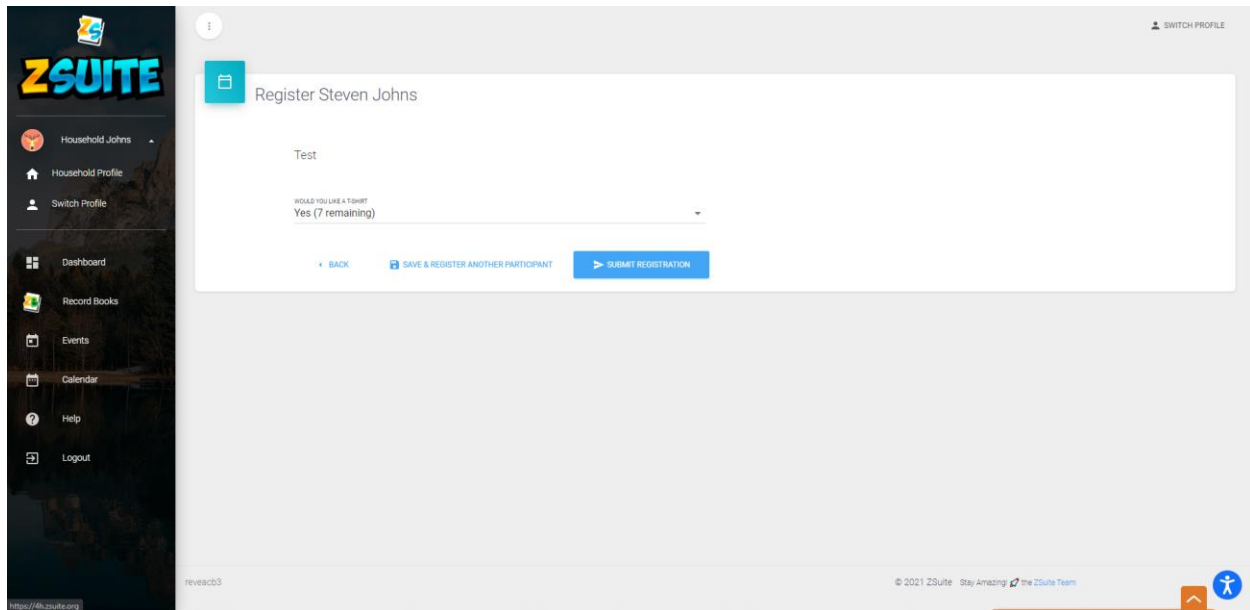
- 1) Log into the primary account
- 2) Go to the “Events” tab on the left navigation menu



- 3) Click on the “Register Now” button under an events name and it will load up all the people eligible to register for that event



- 4) Click the blue “Register” button to the right of the name of the person(s) you want to register for the event, and it will pull up the register form for the event (if there is one).



- 5) One the registration form is filled out you can either click “Submit Registration” or “save and Register Another Participant”. Which you choose to do is personal preference
- 6) If you press “Save and Register Another Participant” you will be taken back to the previous page and it will break down the event fee (if there is one) and will show you that their registration is not submitted and the “Submit Registration” button will appear for you to press to submit their registration.

