

As of July 17, 2018, the Growing Futures Registry has a new look and some new functionality. With the upgrade to the Registry, the site's navigation has changed.

With these updates, there are changes to how you log in to your account. Previously, you signed in with your Registry ID # and password. Now, to access our Registry account, you will log in with your email address and password. You need to have your own, unique email address in your account. You cannot use the same email address as any other person.

Here are answers to some common questions about our updated Registry.

## Frequently Asked Questions

### CAN I STILL CHANGE MY EMAIL ADDRESS?

Yes, you can change your email at any time. Login to your Individual Basic or Membership Account. On the right-hand side of the page, you will see a link that says, "Change Email." Click on the link and enter the email address you wish to use. Then click "Submit." Your account will be updated with the new email address.

### WHAT IF THE EMAIL ADDRESS IN MY ACCOUNT IS SHARED WITH SOMEONE ELSE?

If your Individual Basic or Membership Account shares an email address with one or more other accounts, you will not be able to sign in until your email address is updated. This is because we needed to make some changes to the Growing Futures Registry system to update our security features. Now, everyone must have a unique email address associated with their account.

If you attempt to login with a shared email address, you will get an error message. To access your account, you will need to click "Create Account" on the Login page, even if you know for certain that you have an existing account. This will take you through the process of connecting with your existing account and allow you to update your email.

### WILL I STILL BE ABLE TO USE MY REGISTRY ID CARD FOR TRAINING EVENTS?

Definitely! Even though you will no longer sign in to your account with your Registry ID#, you will use your Registry ID# to register for training and when you sign the attendance sheet at a training to ensure that the training clock hours will be added to your training record.

I'M NOT SURE IF I HAVE AN ACCOUNT. I THINK MY EMPLOYER/FRIEND MAY HAVE SET ONE UP BUT I DON'T KNOW THE NUMBER, PASSWORD, OR EMAIL ADDRESS. CAN YOU HELP ME?

Absolutely! Give us a call at 800-997-8516 Monday-Friday from 8:30-4:30 (summer hours are Friday 8:30-Noon). You can also submit a "Request Support" ticket any time of the day or night at our Help Center, <http://www.ndgrowingfutures.org/help-center>.

I REGISTERED EVERYONE WHO WORKS AT MY BUSINESS WITH ONE EMAIL ADDRESS. NOW WHAT DO I DO?

Your next step is to make sure your employees know they need to update their accounts to include a unique personal email. Print off the "Log In" instructions from the Growing Futures website, [www.ndgrowingfutures.org](http://www.ndgrowingfutures.org) and make it available to each employee. If your employees are not sure how to update their accounts, please provide them with the contact information for the Registry (above) so that we can assist them.

I HAVE BOTH AN INDIVIDUAL ACCOUNT AND AN ORGANIZATION ACCOUNT. CAN I LINK THEM TOGETHER?

Yes, you can. This is one of the great features of the updated Registry system. You can sign in just once to access all your accounts.

For this to work, you need to link your accounts. There are two ways to do this. To get started, login to your Individual account.

- Option 1: Click on "+ Organization Profile" from the drop-down menu
- Option 2: Click "Add Organization Profile" on the right-hand menu

Then, enter the Organization ID# and click "Find Profile." The Organization Look-Up screen will appear with the organization information. If this is correct, click on "Send Request." If not, click on "New Search."

If you click "Send Request, an email will be sent to the contact person for the Organization Account asking to approve your access. The contact person might be you and it may seem a bit strange to have to approve your own access to your own accounts. However, this is how the system knows it's okay to connect the accounts. If you are the contact for the Organization Account, go to your email, open the verification email and approve the linkage. If someone else is the contact, you will need to wait for them to approve your access. Once your access is approved, you will be able to Login to your Individual Account and have access to the Organization Account from the top drop-down menu.

I STILL HAVE QUESTIONS.

Please visit our Help Center for answers to the most popular questions we are asked at the Registry: <http://www.ndgrowingfutures.org/help-center>.