

Here are answers to some common questions about the Growing Futures Registry.

## Frequently Asked Questions

### CAN I 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 a security feature of the Growing Futures system to help protect your information. 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. IF I DO, I DON'T KNOW THE EMAIL ADDRESS OR THE PASSWORD.

Go to “Login” in right corner of the blue bar at the top of the Growing Futures website. On the login page, click “Create Account” and follow the steps provided. Do this even if you think you have an existing account. For more details, view [“How to Create Individual Account.”](#)

## 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 Registry system. You can sign in just once to access all your accounts. You will need to know the Organization ID# of the organization account with which you want to link.

Your organization account may already be connected. All you need to do is login to your account, open the drop-down menu in the top right corner below your name. If you see the name of your organization listed in the drop-down, you simply click on the name of the organization and it takes you to the organization account. You're linked and ready to go!

However, if you don't see the name of the organization in the drop-down, you will need to link the accounts. There are two ways to do this. When logged in 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 person who owns the Organization Account asking to approve your access. The organization account owner 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 owner for the Organization Account, go to your email, open the verification email and approve the linkage. If someone else is the owner, 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 JUST WANT TO TAKE THE TRAINING I NEED FOR MY JOB. IS THERE A WAY TO DO THAT?

Yes, there is. You do not need to be a Growing Futures member to register for and complete training. However, you will need a Basic account with Growing Futures, so you can register for training and get a record of the training you've completed. If you don't have an account, follow the steps in ["How to Create an Individual Account"](#) or login to your account. In your account, open the navigation menu on the left side of the screen and click on "Statewide Training Calendar" (do not select Course Catalog). Follow these directions:

- Type in key words or scroll to the bottom and select "Locate Events." This will bring up all the currently available courses. For example, type "SIDS" in the key word box and click "Locate Events" to find all approved SIDS courses in the state.
- To find local and face-to-face training, type in a city, county, or region in the key word search bars. Counties and regions have a drop down. NOTE: You may need to search for the closest larger city.

Some training organizations, such as Child Care Aware, use the online registration feature so that you can register for a course right from the calendar. If the organization is not using the online registration feature, follow the instructions in the course description to register. **NOTE:** Write down the contact information for the organization that is sponsoring the training. That's who to contact if you have questions or problems with the course.

### 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>.