

Families Creating Accounts in a New State

Before You Start

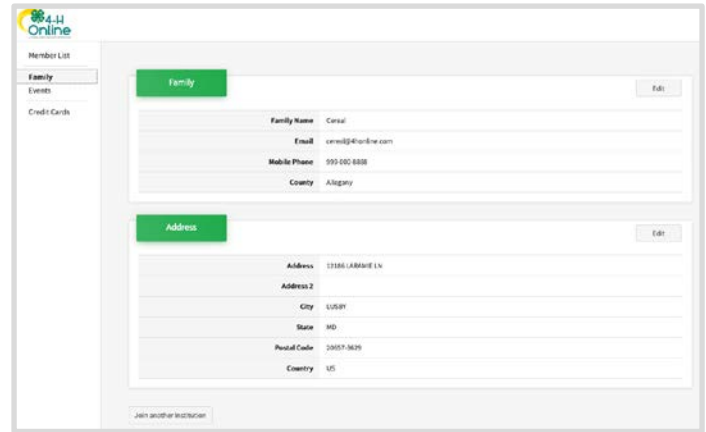
If a family logs in to their account and is signed into a different institution from what they prefer, they can choose to join another institution. Families may need to associate their account with a new state if they have moved or selected an incorrect institution at the time they created their account.

Steps

1. Login to your Family account.
2. Click on the Family Profile button.
3. Click "Join another institution" in the bottom left corner.

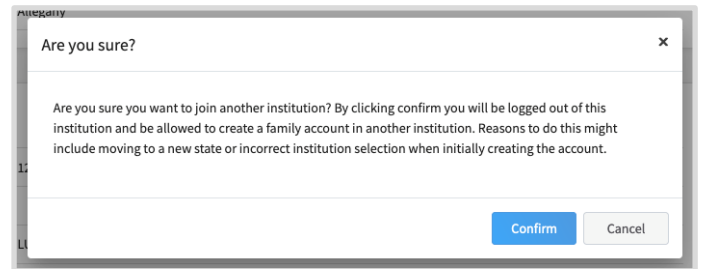
Screenshots

(Screen appearance may vary per state)



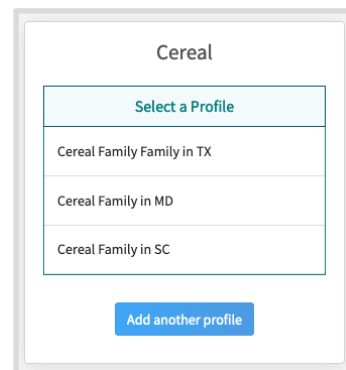
The screenshot shows the 'Family Profile' page. On the left is a sidebar with 'Family', 'Events', and 'Credit Cards'. The main content area has a 'Family' section with fields for Family Name, Email, Mobile Phone, and County. Below this is an 'Address' section with fields for Address, Address 2, City, State, Postal Code, and Country. A 'Join another institution' button is at the bottom left.

4. Click the Confirm button.



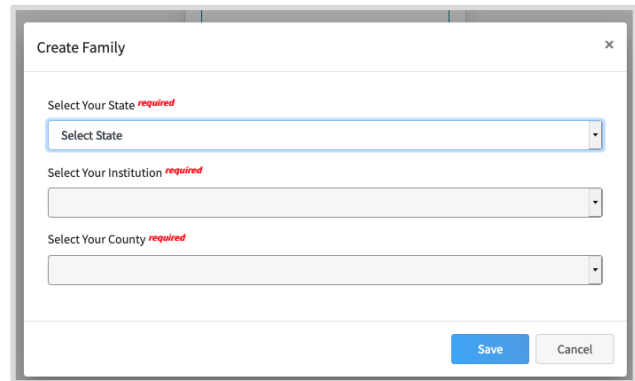
The screenshot shows a confirmation dialog box titled 'Are you sure?'. The text inside asks if the user is sure they want to join another institution, noting that clicking confirm will log them out and allow them to create a family account in another institution. At the bottom right are 'Confirm' and 'Cancel' buttons.

5. Click the blue "Add another profile button."



The screenshot shows a 'Select a Profile' dialog box. It has a title bar 'Cereal' and a list of profiles: 'Cereal Family Family in TX', 'Cereal Family in MD', and 'Cereal Family in SC'. At the bottom is a blue 'Add another profile' button.

6. Select the new state, institution, and county and click Save.
7. Continue with the enrollment process in the new state.



The image shows a web form titled "Create Family" with a close button (X) in the top right corner. The form contains three required dropdown menus: "Select Your State" (with "Select State" as the current selection), "Select Your Institution", and "Select Your County". Each dropdown menu has a small downward arrow on the right side. At the bottom right of the form are two buttons: "Save" (in blue) and "Cancel" (in grey).

Tips

1. The family may use the same USPS address when creating an account in a new institution.
2. Families may quickly switch between their institutions by clicking on their name in the upper-right corner and selecting "Change Institution".