

## Quality Counts FAQ

How do I access the new Quality Counts system? The new Quality Counts program can be found at: <https://www.texaslivestockvalidation.com/qc/qcregister.aspx> Please be sure to follow the enrollment instructions!

I took Quality Counts previously (last year, for example). Do I have to take it again? If you are planning to show at Spring major livestock shows (or other county/local shows that indicate), Quality Counts verification is *required*. Exhibitors must be verified once as a junior (grades 3-5), once as an intermediate (grades 6-8) and once as a senior (grades 9-12).

I took Quality Counts last year and created an account. I have to take it again this year because I moved to the next age category. Do I have to create new login information? Yes. Please create new a new login under "Are You A New Learner?". This is because we transitioned to a new website for improvements.

I will probably only show through 4-H (or FFA), but I am also a member of the other organization, which should I select? Select both 4-H and FFA, as applicable. It is best to have both selected just in case! Keep in mind, 4-H affiliation is by county, not individual clubs.

I have completed all of the lessons, but when I click to go to the exam, it just takes me back to the registration screen. What do I do? You MUST follow the Personalized Return Link from the initial email ([dottie.goebel@ag.tamu.edu](mailto:dottie.goebel@ag.tamu.edu)), then click Proceed to Curriculum, finish the lessons (if you haven't already), now you can press the Exam button! The Return Link is critical for the system to know who to administer the exam.

Which shows require Quality Counts verification? Verification on the Quality Counts system is required for all major livestock show entries. Additionally, county and local shows may require Quality Counts numbers. Please refer to each show's rules to determine if Quality Counts verification is required for show or contest participation.

I keep trying to complete an activity, but the answers won't stay on the answer line. What is going on? The drag and drop answer choices only "stick" in place when the answer is correct.

I did not get a certificate to print when I finished Quality Counts. How do I prove I am verified? Quality Counts no longer provides a certificate to print. You received email confirmation upon your completion. This can be kept for your records to confirm verification.

I did not receive the confirmation email. What do I do? The emails are automatic and cannot be resent. Please check your spam folders.

## County Extension Agent/Agricultural Science Teacher FAQ

How do I access my new Quality Counts Roster? The new Quality Counts roster is housed on [www.texaslivestockvalidation.com](http://www.texaslivestockvalidation.com) under Manage My County/Chapter. You will need an access code to login. This is the same as your HLSR entry access code, and the same as lamb/goat/steer/heifer validation code. If you do not have this code, please first check with a teacher or coworker who facilitates validation as they may already have it. If not, contact [dottie.goebel@ag.tamu.edu](mailto:dottie.goebel@ag.tamu.edu) or [tammy@texasffa.org](mailto:tammy@texasffa.org) (ASTs).

My students are not getting the emails. What do I do? Many school system email accounts do not allow student email addresses to accept messages from outside of the district. Please work with your IT department to allow the messages from this system in for your students. This should be done BEFORE students try to register.

I have students that accidentally registered multiple times and have more than one listing on my roster. What do I do? Contact [dottie.goebel@ag.tamu.edu](mailto:dottie.goebel@ag.tamu.edu) and we will remove the profiles that are not verified (extras).

I see two columns indicating True/False in my roster. What does this mean? The Content column indicates if the student has completed the curriculum portion of Quality Counts. The far right column (Complete), indicates if the student has completed and passed the exam. For the number to be verified and ready for use on entries, both columns must indicate True.

FOR QUESTIONS RELATED TO TECHNICAL ISSUES CONTACT:

[LEARNONLINE@AG.TAMU.EDU](mailto:LEARNONLINE@AG.TAMU.EDU)

FOR QUESTIONS RELATED TO CONTENT, SCORES, AND VERIFICATION CONTACT: [DOTTIE.GOEBEL@AG.TAMU.EDU](mailto:DOTTIE.GOEBEL@AG.TAMU.EDU)

