Quality Counts FAQ - Students/Parents

Registration/Access

- 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

  > **Helpful Hint:** Follow the Enrollment Instructions!

- Can I use the same email address as my sibling to take Quality Counts?
  - No, each individual exhibitor must have their own email address to use for registration.

- 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.

  > **Helpful Hint:** 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.

Quality Counts Verification

- 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 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 an email confirmation from texasyouthlivestock@ag.tamu.edu 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.

Course Issues

- I am having technical problems while trying to take Quality Counts. Why is this happening?
  - Please be sure you are using Mozilla Firefox as your internet source (Internet Explorer, Google Chrome, and Safari may work in some instances but are NOT suggested). Also, please make sure your browser (Firefox) has JavaScript and Cookies enabled. For desktop computers, you must have Adobe Flash Player 10.1 or greater installed.

- I have completed all 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 (texasyouthlivestock@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.

  > **Helpful Hint:** Follow the Enrollment Instructions!

- 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.

Contact Information

- For questions related to technical issues or AgriLife Learn, please contact learnonline@ag.tamu.edu

- For questions related to content, scores, and verification, please contact texasyouthlivestock@ag.tamu.edu