



## Quality Counts FAQ - County Extension Agents

- 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.
- **Helpful Hint:** 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).
- I have learners 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).
- Can an exhibitor use the same email address as their sibling to take Quality Counts?
  - No, each individual exhibitor must have their own email address to use for registration.
- 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.
- How often do exhibitors have to take Quality Counts?
  - 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) to be eligible to show at Spring major livestock shows or other county/local shows that indicate Quality Counts verification is required.
- My exhibitors are having technical problems while trying to take Quality Counts. Why is this happening?
  - Please be sure they are using Mozilla Firefox as their internet source (Internet Explorer, Google Chrome, and Safari may work in some instances but are NOT suggested). Also, please make sure the browser (Firefox) has JavaScript and Cookies enabled. For desktop computers, they must have Adobe Flash Player 10.1 or greater installed.

### Contact Information

- For questions related to technical issues or AgriLife Learn, please contact [learnonline@ag.tamu.edu](mailto:learnonline@ag.tamu.edu)
  - For questions related to content, scores, and verification, please contact [texasyouthlivestock@ag.tamu.edu](mailto:texasyouthlivestock@ag.tamu.edu)
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