

How to Request an EMG Intranet Account

Applies to: All Extension Master GardenerSM volunteers

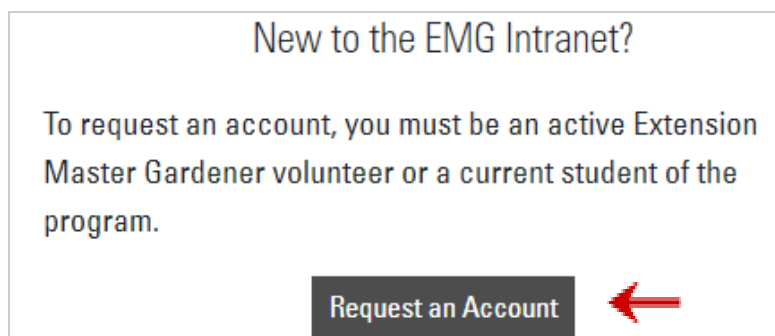
When you join the NC State Extension Master GardenerSM (EMG) program, whether you transfer from another state or enroll as an EMG volunteer student, follow these steps to request an EMG Intranet account. (If you are an Extension employee, follow [these instructions](#) to request an account.)



[Watch Tutorial Video](#)

WRITTEN INSTRUCTIONS

1. Visit <https://emgintranet.ces.ncsu.edu/accounts/login>
2. Scroll down and click 'Request an Account' ([or use this link](#)). Do not fill in the email and password fields.



3. **Complete the account request form.** All fields in **boldface** with an asterisk* are required.

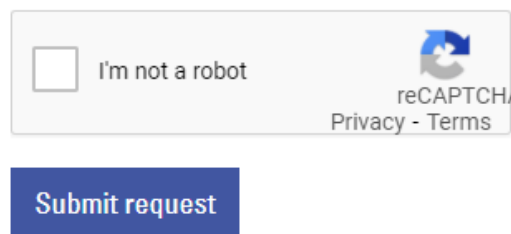
- a. ***COUNTY:** Select the county in which you will serve as a Master Gardener volunteer, not where you live.
- b. ***EMAIL:** Enter a valid email address. You will use your email address to login to the system and receive messages generated by the system.
- c. ***NAMES:** Your first and last names as entered here will display in the directory and throughout the system. Enter a **nickname** only if you wish it to be shown instead of your first name.
- d. **ADDRESS:** If you enter an address here it will display in the directory. If you do not wish your address to display in the directory leave these fields blank.
- e. **PHONE:**
 - i. ***Phone number** is required. Only your agent and volunteers with site admin permissions will be able to view the number that is entered here.
 - ii. **Public phone number** (optional) will display in the directory and will be visible to other Master Gardener volunteers in your county. If you do not wish your phone number to display in the directory, do not enter a number here.
- f. ***EMERGENCY CONTACT:** You must enter an emergency contact (name and phone number) to save your profile. Only Extension employees will have access to this information. It will NOT be displayed in the directory or be accessible to other volunteers.
- g. **OTHER STATES:** If you have ever been a Master Gardener volunteer in another state, please indicate which state(s) here. When you click on the field a dropdown menu will appear from which you can choose one or more states.
- h. **DATE OF INITIAL TRAINING:** Please enter the date you started initial EMG training (whether it was in NC or another state). If you do not remember the exact date, please enter the closest estimate possible. The year and month are more important than the actual day. Years of service awards will be calculated based on the information entered here.
- i. **GAPS IN SERVICE:** If you have completed Master Gardener volunteer certification in the past but left the EMG program prior to now, please enter your best estimate of the number of years and/or months you were not active in the program. Time spent on **Leave Of Absence** should be included in the gap in service estimate.

- j. **DEMOGRAPHICS:** Extension is required to request demographic data from our volunteers. This information will only be used for required civil rights reporting and will NOT be displayed in the directory.

If you make a mistake, do not submit another account request.

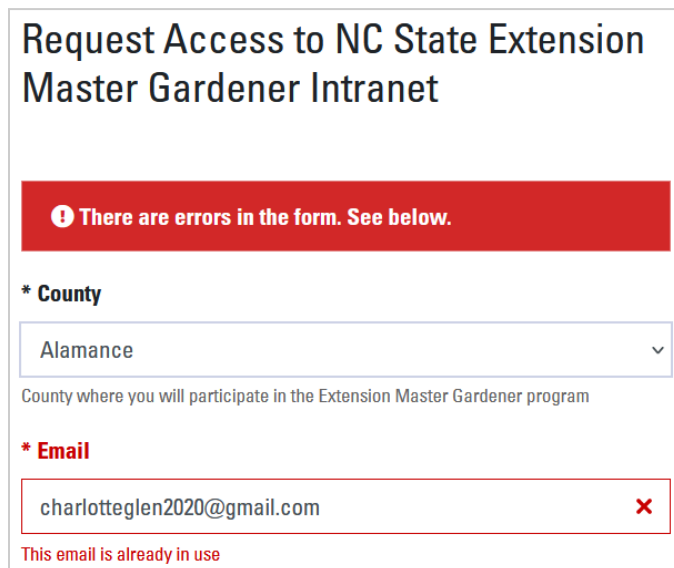
You will be able to [edit your account](#) after it is approved. If you made an error in your email address, please contact your agent or local EMG Intranet site admin so they may correct it after approving your request.

4. **When you have completed the form, check “I’m not a robot” and click Submit request.**



The image shows a form section with a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with links for "Privacy" and "Terms". Below this is a blue button labeled "Submit request".

If you click ‘Submit request’ and get the message below, the email address you entered is already in use in the system.



The image shows a form titled "Request Access to NC State Extension Master Gardener Intranet". It contains a red error message box that says "There are errors in the form. See below." Below this, there are two fields: "County" with a dropdown menu showing "Alamance" and "Email" with a text input field containing "charlotteglen2020@gmail.com". A red "X" icon is next to the email field, and a red message below it says "This email is already in use".

If you receive this message:

- Make sure you have entered the correct email address.
- Confirm you do not share an email address with someone else who is a Master Gardener volunteer, such as your spouse. If this is the case, you will need to

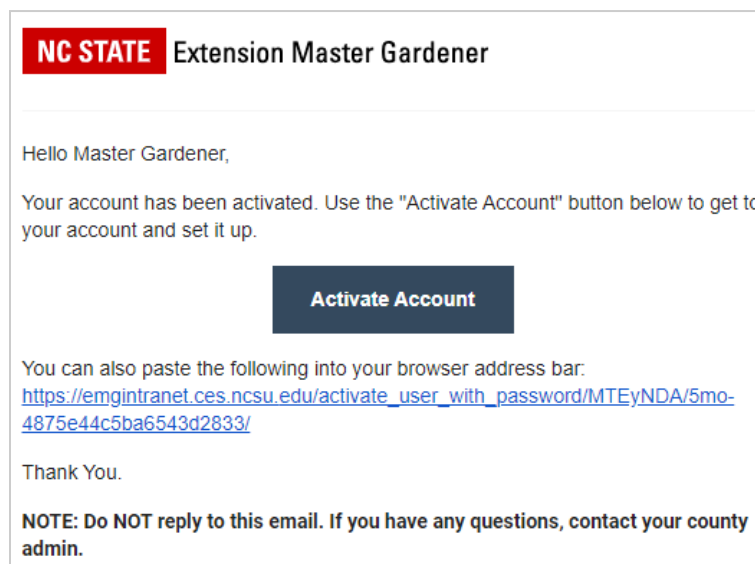
create a new email address for your EMG Intranet account as every account must have a unique email address.

- Confirm you do not already have an account on the EMG Intranet from a previous attempt to create an account OR from service in a different county.
 - If you already have an account in your current county, [follow these instructions](#) to reset your password and log in.
 - If you have an account from service in a different NC county, contact your Extension agent for assistance having your account and volunteer records transferred to your new county - Do NOT create a new account!

5. **After your request is approved**, you'll receive an email similar to the message below with further login instructions. The message will be from:

NC State Extension Master Gardener <emgv-intranet@ncsu.edu>

- **Please look out for this message! It will include a link to set your password, which is only valid for two days.**
- If the message does not show up in your inbox within an hour, check your SPAM folder
- If it is not in SPAM, add emgv-intranet@ncsu.edu to your “safe sender” list - If you can't find a way to do this, please check with your email service provider for instructions.



6. **When you click ‘Activate Account’** you will be taken to this screen and prompted to create a password:

Create a strong password

Create a strong password

- Your password can't be too similar to your other personal information.
- Your password must contain at least 8 characters.
- Your password can't be a commonly used password.
- Your password can't be entirely numeric.
- Your password can't be one you've used before.
- Due to security concerns, your password can't have been used (by anyone) on the NCSUGarden site.

Type your password again

Type your password again

Activate my account with my email and this password

IF YOU GET THIS MESSAGE:

NC STATE Extension Master Gardener

Login

Password reset
unsuccessful

This token has expired.

You have waited too long to set your password. To receive a new link, go to the [EMG Intranet login page](#) and click the ‘Forgot your password?’ link.

Login

Email

Email

Password

Password

➔ Login

[Forgot your password?](#)



Please look out for an email from emgv-intranet@ncsu.edu within a few minutes of submitting the new request. It will include a link to set your password, which is only valid for two days.

7. After you enter a strong password and click '**Activate my account**' you will see:

Password reset complete.

Your new password has been set. You can log in now on the [log in page](#).

8. Click on "[log in page](#)" to log into your account using your email address and password. **PLEASE NOTE:** Email addresses are saved in lowercase. When entering your email address to log in to the system, make sure it is entered in all lowercase letters.

The first time you log in, you will be prompted to complete a NC State Extension Master Gardener certification agreement similar to the one below (individual counties may modify some of these requirements). Carefully read each of the requirements, click on the box to check it, then click Certify:

In order to re-certify for the North Carolina Extension Master Gardener Program in Example, I, Master Gardener, agree to:

- ☐ * Volunteer a minimum of 30 hours of approved service within calendar year 2020
- ☐ * Acquire a minimum of 15 hrs of approved continuing education within calendar year 2020
- ☐ * Attend at least 8 monthly meetings
- ☐ * Abide by [NC State EMG Program Guidelines](#)
- ☐ * Follow the NC State EMG Program [Volunteer Recertification Code of Conduct](#)
- ☐ * Report all volunteer service and education hours to this site on a regular basis, not less than monthly to allow accurate reporting of volunteer efforts to county and state partners

 Certify

If you are joining the EMG program as a Master Gardener volunteer student, you will be prompted to complete a student certification agreement.

In order to certify as a Student or Intern of the North Carolina Extension Master Gardener Program in Example, I, Charlotte Green, agree to:

- ☐ * Participate fully in the 40 hour training course provided for NC State Extension Master Gardener volunteers
- ☐ * Complete the 50 hour volunteer service internship by June 1st, 2021
- ☐ * Attend at least 10 initial training classes in person
- ☐ * Abide by [NC State EMG Program Guidelines](#) and [COVID-19 Guidelines for EMG Volunteer Activities](#)
- ☐ * Follow the NC State EMG Program [Student/Intern Code of Conduct](#)
- ☐ * Report all volunteer service and education hours to this site on a regular basis, not less than monthly to allow accurate reporting of volunteer efforts to county and state partners

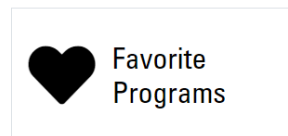
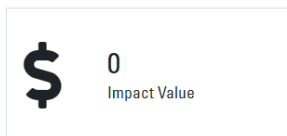
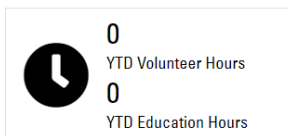
 Certify

You will then be taken to your dashboard - click on the name of your county in the horizontal menu at the top of the page to navigate to your county homepage:



North Carolina Example Enter Hours Calendar Directory

Hello Master, here's your snapshot for December 23rd, 2020:



Additional instructions:

- [How to update your profile](#)
- [How to sign up for events and volunteer opportunities](#)
- [How to enter hours](#)
- [How to report education contacts](#) as part of a volunteer hour entry

Last updated 03/11/2025 by C. Glen