

Parent Portal – How to merge/link accounts

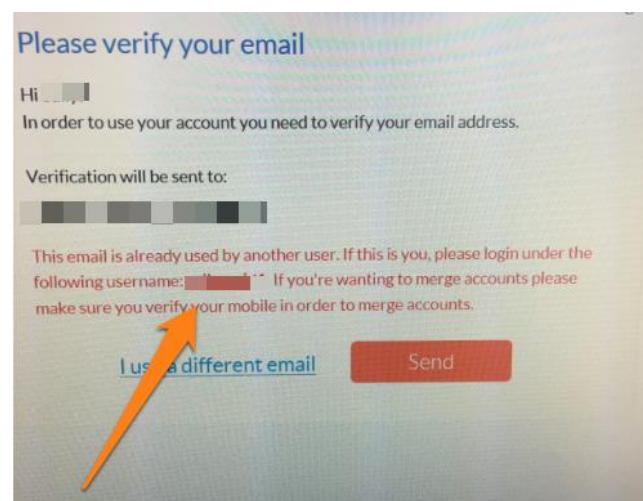
To access the Parent Portal and to merge accounts you do need to log in to <https://hubhello.com/#login>

Use your original username (from previous service or account)

If you can't remember the previous username you can ask your previous service, or it may show as an error when you are logging in.



or when you are using a different log in and trying to verify your email address.

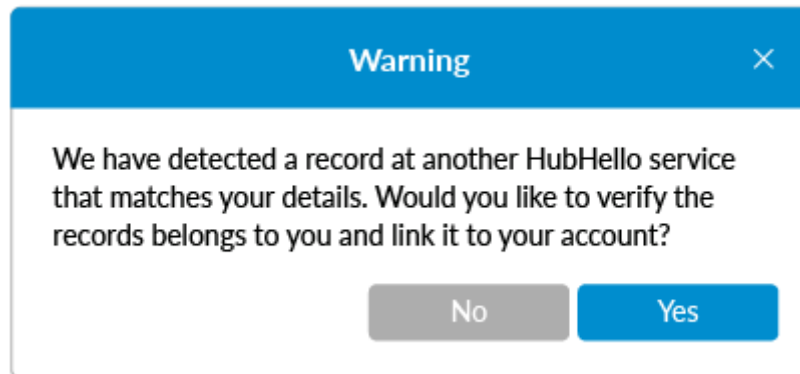


There are 2 possibilities to link accounts:

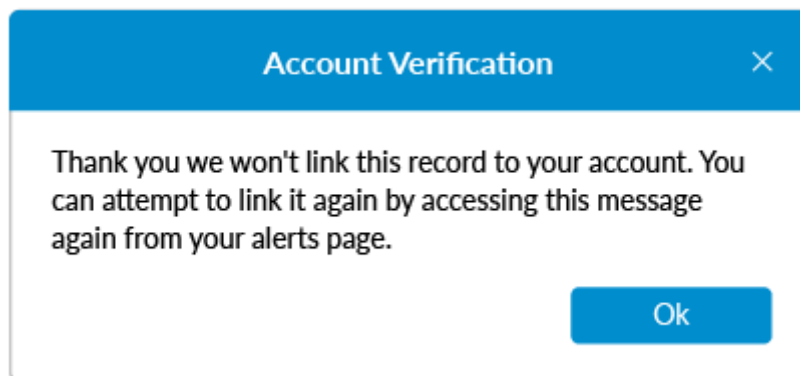
1. You will automatically be prompted to link accounts.
2. You will need to manually go to the link now button.

Prompted to link accounts

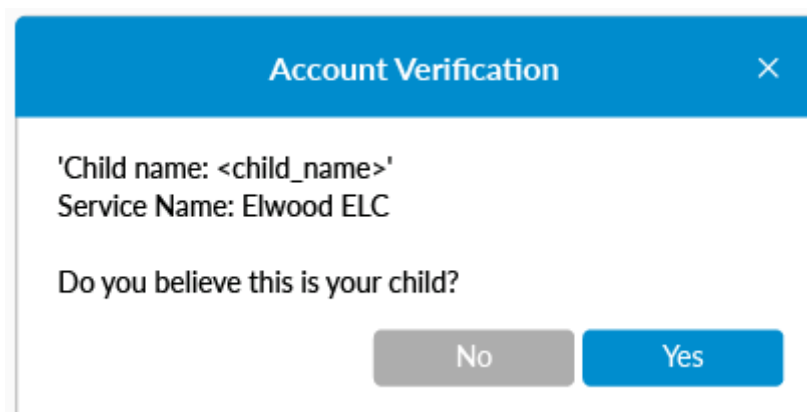
Once you have successfully logged into your original account you are likely to get a prompt letting you know that another account has been found and would you like to link these accounts.



If you say no you will receive this message.



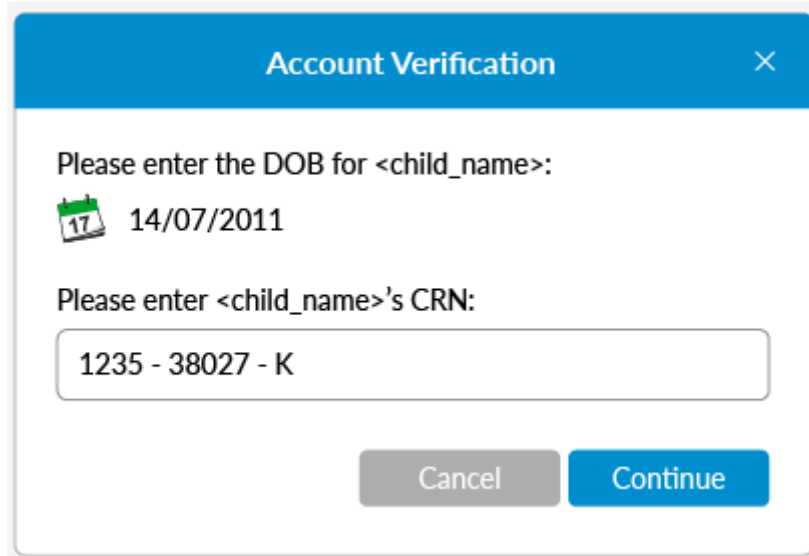
If you say yes you will be given further details about the account.



If this is your child, you will click on Yes and then you will be asked to complete a number of questions about yourself and your child.

For the purpose of linking account the information required to be entered, includes at least 2 of these questions:

- Child DOB
- Child CRN
- Child Middle Name



Account Verification

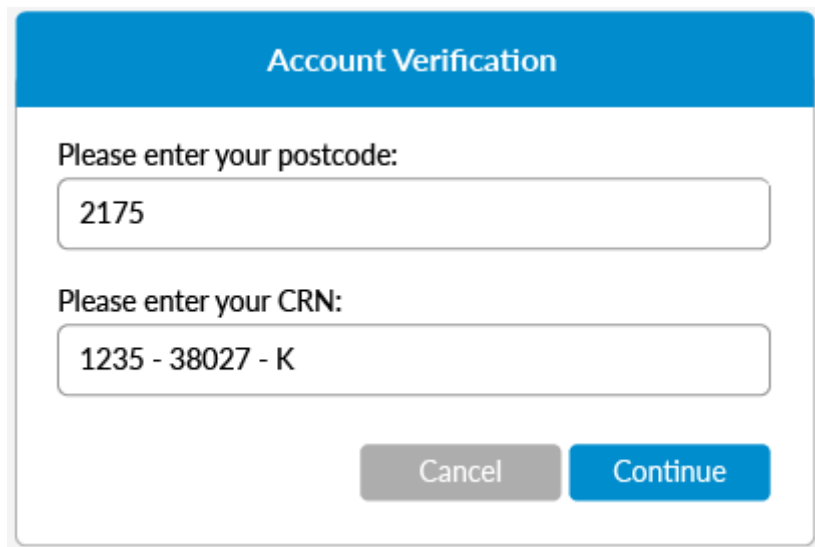
Please enter the DOB for <child_name>:
14/07/2011

Please enter <child_name>'s CRN:
1235 - 38027 - K

Cancel Continue

You will also be asked 2 random questions about yourself which will include:

- Parent middle name
- Parent postcode
- Parent DOB



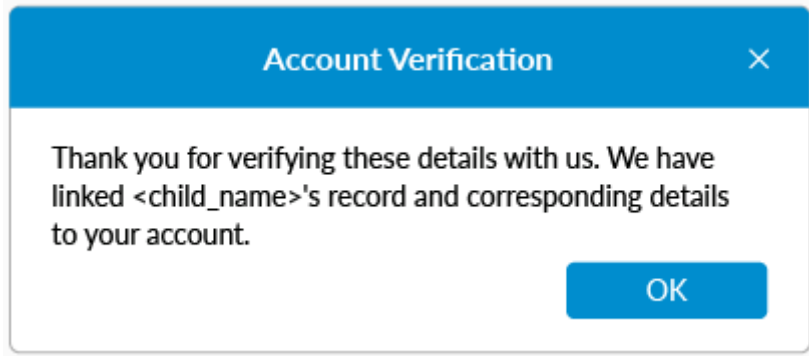
Account Verification

Please enter your postcode:
2175

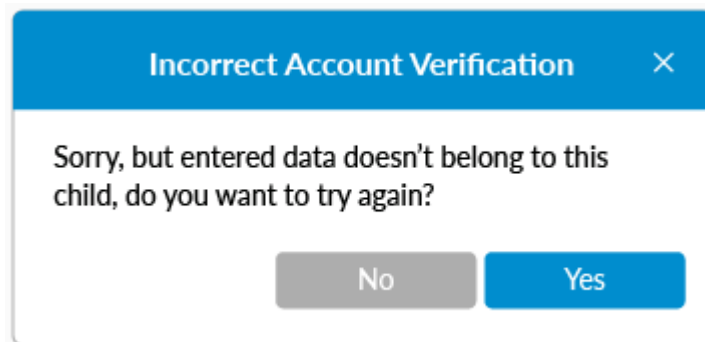
Please enter your CRN:
1235 - 38027 - K

Cancel Continue

If these are entered correctly you will receive a message letting you know that the account has been successfully linked.



If the information provided is not correct you be given another chance to try again.

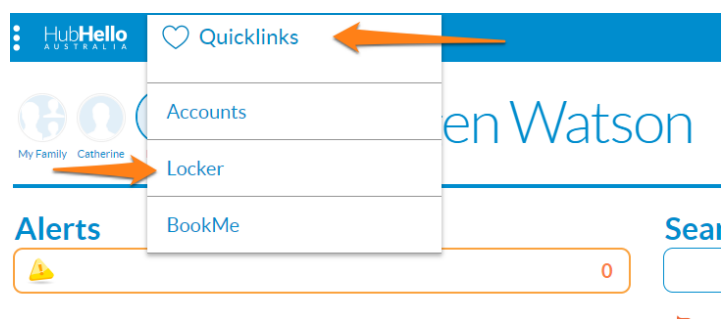


If it is still not correct you should contact your original and new service to ensure that the details are all showing the same information, particularly the questions listed above.

Not prompted on login

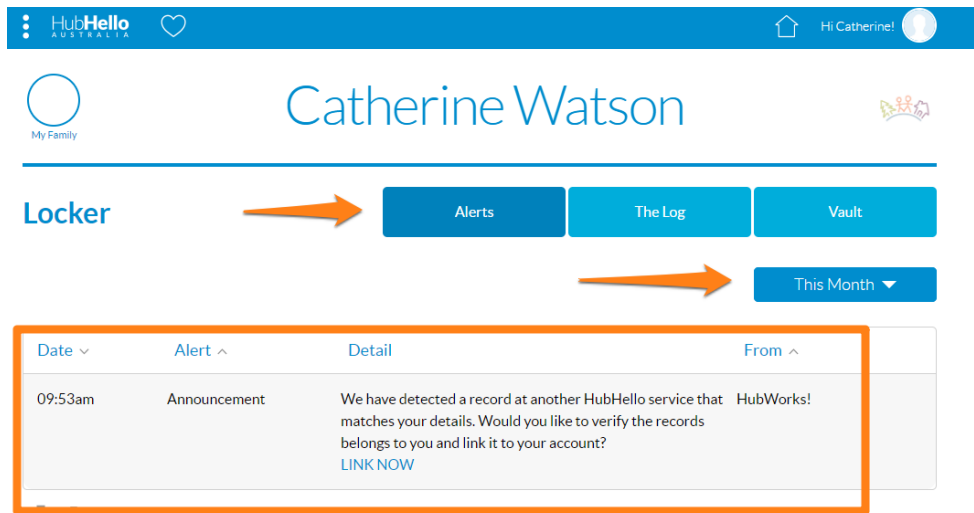
If families do not see a merge option when logging in, they will need to complete the following below. Please note only parents which have verified both their email address and mobile number would be able to merge accounts:

Please click on the love heart icon at the top of your screen and select locker.

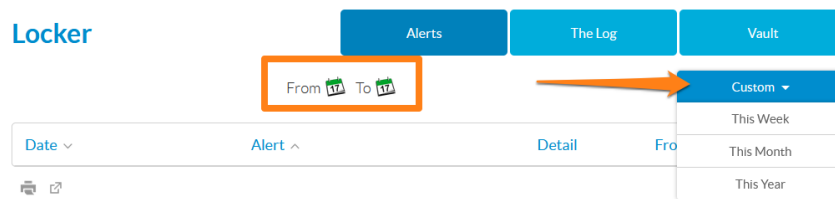


Go to the Alerts and the LINK NOW should show.

This alert could be that you have two children at different services or the same child at two different services with the same email address and phone number listed.



If you cannot see this please edit the date range to custom and select a longer date range, it could be up to the last few years.



Once you have clicked 'Link Now' you will be presented with questions that you need to complete. Please refer to the above information from step one under prompted to merge.

Once accounts are linked

You will then see on the top line next to your name which services are linked and you can change what service you are wanting to access information by clicking on the service/logo.



Tips

Q. It won't link and tells me the information is wrong?

A. Please contact your original and new service to ensure that all the information matches.

Q. I can't find the link now?

A. You need to extend the date range in the alerts, alternatively it may not recognise the other account if it has different emails or mobile number

Q. I don't know my original username?

A. You can see this when you try and login with your new details or contact your original service for this information.

Q. I can see multiple of the same child on my account?

A. You need to link your accounts and this will merge your children correctly.

Q. I need to change my email or mobile?

A. Please let your service know and your details can be unverified so that your new details can be entered.

Q. I have tried to verify my account but I can't find my email?

A. Please check your junk mail and ensure that you allow emails from communications@hubworks.com.au

Q. Nothing I am doing is working?

A. Have a chat to your service who can then reach out to us for you.

Please remember that you should contact your service for additional information and support, if your service is not sure how to assist, they can contact our support team for further assistance, we do ask that you don't call or email HubWorks! yourself as our team will refer you back to your service.