## Step One

- If it is your first time logging into MyClubHub, follow the link to your Club's Parent Portal and click the green "Create Account" button on the left side of the screen. *(Quick Tip: Use Google Chrome to log in to the Parent Portal!)*



## Step Two

- On the "Create Account" page, enter your information (as the Parent).

- Once you have entered your information, click submit and complete the hCAPTCHA.
- If a parent cannot set up their account, review the "Parent Portal Troubleshooting Guide" QRG to resolve.
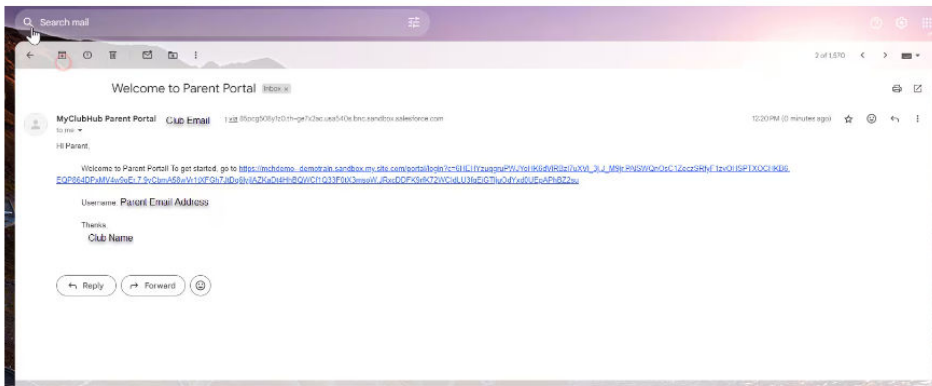
## Step Three

- You will now receive an email from the Parent Portal with a link to set up your password for the first time, click this link and set up your password. (Check your spam folder or search "Parent Portal" to find the email)
- After setting up your password you will automatically be logged into your Parent Portal Account.
- **Current & Returning Club Members:** If the information you entered matches a contact, a User will be created, and you will see your household information on the "My Account" page of the Portal. If the information does not match any existing Contact, the system will create a new User and a correlating Contact and Account (which may be a duplicate, see "Merging Duplicate Account Records" QRG)



## Step Four

- To log into your Club's parent portal, follow the link to your Club's Parent Portal, **enter** your **username** and **password** on the right side of the screen, and click **Login**. Your username will be your email, and your password will be the one you set up when you originally set up your portal account.

> ⚠️ If you cannot log in with your username and password, click the **forgot password link** and enter your email. You will then receive a link in your email that will help you reset your password.
>
> If you do not receive a reset password link OR are still unable to reset your password, reach out to Club Staff.