

Parent Portal - Merging Accounts

To access the Parent Portal and to merge accounts you do need to log into hubhello.com

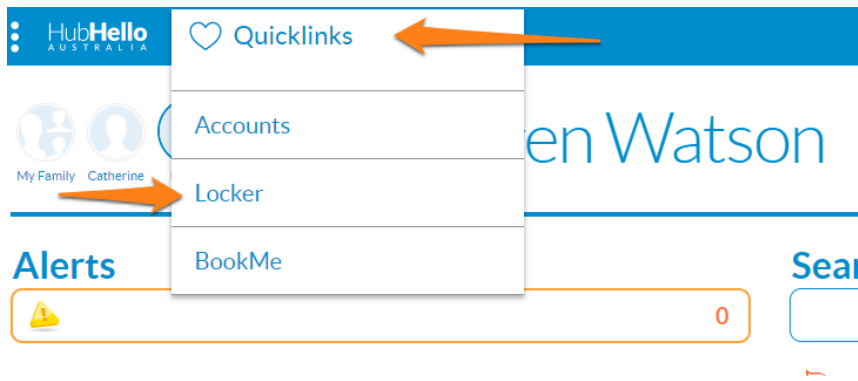
You can merge both accounts, just make sure that the email address and mobile number has been verified for the first account. You then need to add the same mobile number and email address to the enrolment form for the second service. Once you have done this, the parent should be prompted if they want to merge the account when logging in to the second parent 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.

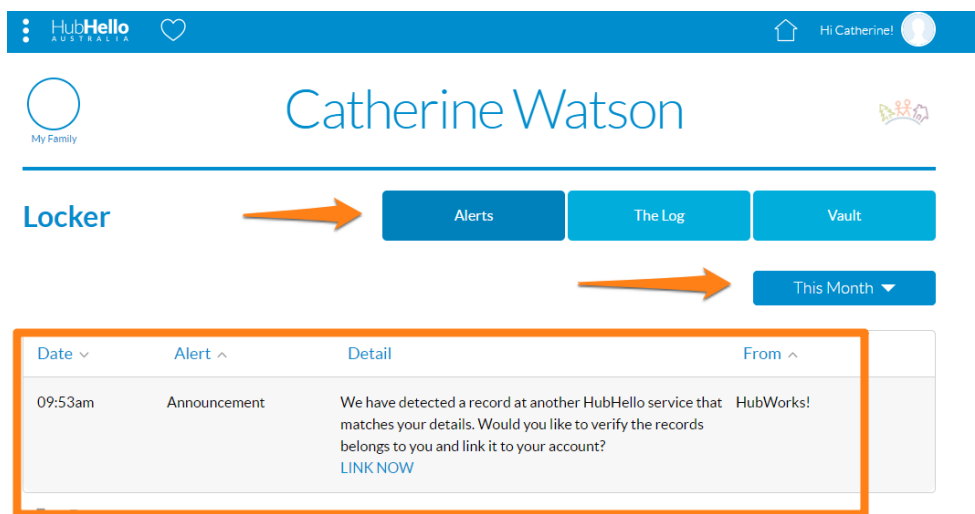
Once viewing the locker page please select alerts, you should be able to see an alert about merging/linking accounts.

If you cannot see this please edit the date range to custom and select a longer date range.

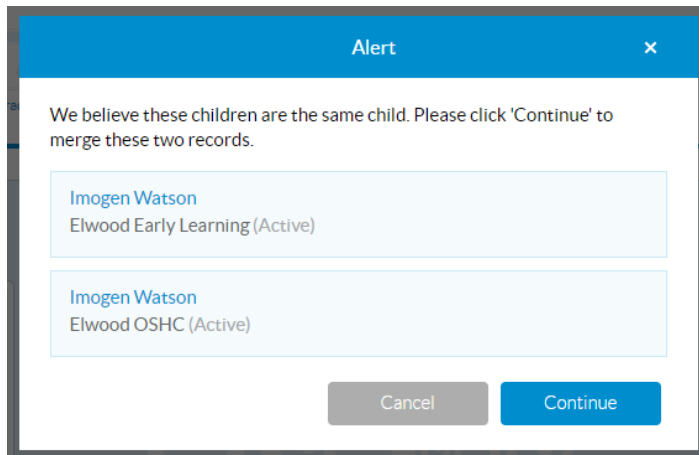


The alert is shown below, if this doesn't show ensure that the same details are entered into both enrolments (email and phone) and that you extend the date range if needed. Click on the link now.

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




Once you have clicked 'Link Now' you will be presented with questions that you need to complete. If you find that there are not correct please check that all services/accounts have the same information (postcodes for parent 1 and children, DOB, place of birth etc).



Account Verification ×

Please enter the DOB for Brad Watson:



Please enter Brad Watson's place of birth:

Please enter your postcode:

Cancel Continue

Account Verification ×

Thank you for verifying these details with us. We have linked Brad Watson's record and corresponding details to your account.

OK

You will then see that when clicking on the House icon that the active services that are linked are able to be selected

My Services



Active

Elwood Early Learning



Active

Elwood OSHC

