

## 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!)**

The screenshot shows the MyClubHub website interface. At the top is a blue navigation bar with the Boys & Girls Clubs logo and links for Home, Memberships, Registration, and Privacy/Notice. The main content area features the MyClubHub logo and two primary options: "NEW TO THE PORTAL?" and "ALREADY HAVE AN ACCOUNT?". Under "NEW TO THE PORTAL?", there is a sub-heading "Register your household account" and a prominent green "CREATE ACCOUNT" button highlighted with a red box. Below this, text explains that returning parents can link old accounts and provides instructions for those unsure of their Club's information. Under "ALREADY HAVE AN ACCOUNT?", there is a "Login Below" section with input fields for "Username (Email)" and "Password", a blue "View My Account" button, and a "Forgot Password?" link. At the bottom of the page, there is a blue footer containing contact information for Boys & Girls Clubs of America (1275 Peachtree Street NE, Suite 400, Atlanta, GA 30309, 770-555-1212) and social media icons for Facebook, Instagram, LinkedIn, Twitter, and YouTube.

## Step Two

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

### **Current & Returning Club Members:**

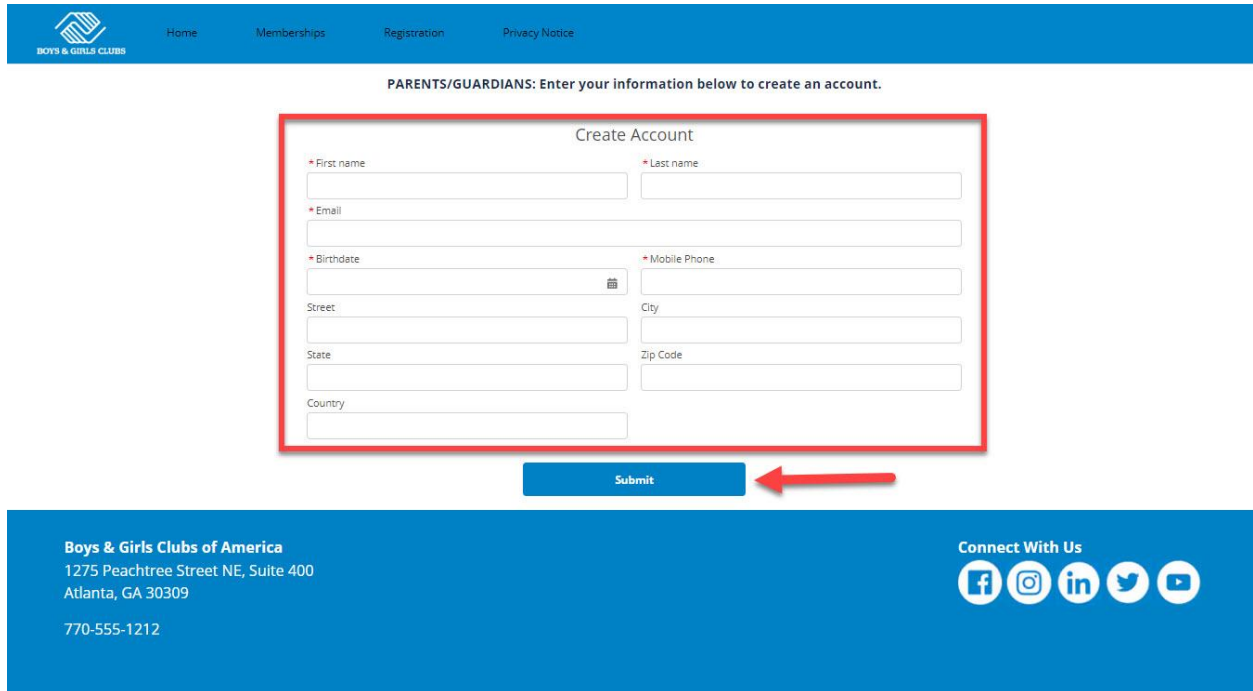
If your child is a current or returning Club Member, **use the same Primary Contact information** (First & Last Name of Parent, and Email Address) that your Club has on file so your account will be matched to this information.

Some of this information may have changed since the last time you filled out an application, that's okay! When you log in for the first time you can update this old information!

Once you have entered your information, click submit and complete the hCAPTCHA.

If a parent cannot set up their account, review the

"<https://myclubhub.my.site.com/help/s/article/Parent-Portal-Troubleshooting-Guide>" QRG to resolve.



create account info.jpg

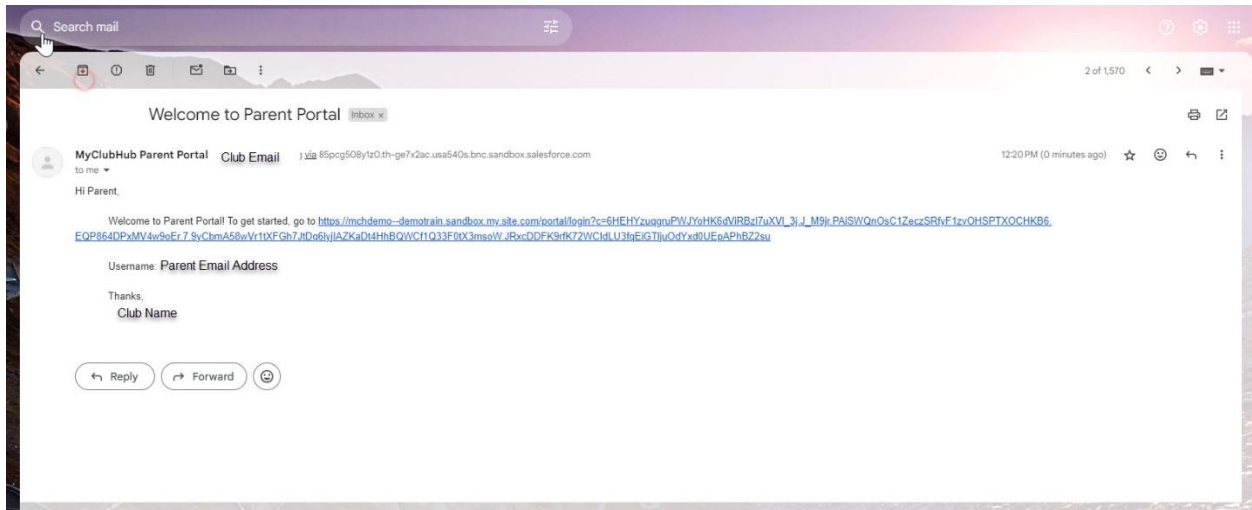
### **Step Three**

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) parent portal email.jpg



## 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.

**NEW TO THE PORTAL?**  
Register your household account

**CREATE ACCOUNT**

Returning parents can LINK their old account using the button above. Use the same parent/guardian first name, last name and email address that your Club has on file, and your account will be linked.

If you are unsure of the information your Club has on file, or receive an error message, please contact the Club.

**ALREADY HAVE AN ACCOUNT?**

**Login Below**

Username (Email)

Password

**View My Account**

Forgot Password?

Interested in translating to another language?  
Using Google Chrome, right-click on this page and select "Translate to English." Then click on the three vertical dots, select "choose another language," select your language and click "done."

¿Le interesa traducir el contenido a otro idioma?  
Desde Google Chrome, haga clic derecho en esta página y seleccione "Translate to English." Luego haga clic en los tres puntos verticales, seleccione "choose another language," seleccione su idioma y haga clic en "done."

**Boys & Girls Clubs of America**  
1275 Peachtree Street NE, Suite 400  
Atlanta, GA 30309  
770-555-1212

**Connect With Us**

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