PORTAL TIPS and INFORMATION

There are a few errors that are associated with the Parent Portal Emails and Password log in problems. There are different error messages for each problem, along with a different solution for each error. Reference your error message below to see what the cause is, and how to fix it.

Some of these can be resolved by yourself moving forward, please save and reference this email later. There are a handful of QRG's attached at the bottom.

Some typical errors we see:

- When a parent gets sent in a Reset Password Loop- Clicking an older expired link will put them in the reset password loop, this should not be happening anymore since we changed the profile setting to not expired passwords. Some email providers put the newest email at the bottom of the email chain. Ensure that the user is scrolling down to the bottom most active link from the newest email.
- When a parent does not receive any emails at all- the first cause could be that the emails are going into their spam folder. Have the parents check their spam folder. The second reason could be caused by the member's email not being accurate. Verify that it is the correct email.
- If a parent has an error that says 'You are already registered, please use the forgot password page to reset your credentials'- This error is caused because the user already has a parent portal account. The Parent can click 'forgot password' to reset it themselves. You can reset their password by going to setup> users> select user > reset password button.
- If parents receive "email needs to be verified, please contact customer service'- This error is shown when the club member's email is already associated with two contact records. The typical issue that is coming up, is that the Parents Email is also stamped on the kid's records. The system is flagging the First name, Last Name, or Email for duplicates. If there is none or only one in the system, the system allows it. If there are multiple emails for the contact or user, it will say it needs verified - meaning by the user OR the staff. We normally put an Underscore (_) before the email address of the Child's contact record to save the data, while changing it in the system to be different. ex change 'USER@GMAIL.COM' to '_USER@GMAIL.COM'

This is the QRG for how parents can create an
Account: https://myclubhubhelp.force.com/help/s/article/Memberships-QRG-Parent-Guardian-Creating-a-New-Account
This is the QRG for how parents can log in to the Parent
Portal: https://myclubhubhelp.force.com/help/s/article/Memberships-QRG-Parent-Guardian-Logging-in-to-the-portal
This is the QRG for seeing if a parent has created a Parent Portal Account, and to log in as the
parent: https://myclubhubhelp.force.com/help/s/article/Log-in-As-Parent-Guardian