

Parent Portal Login Instructions



BEFORE GETTING STARTED

Please be aware of how the Parent Portal Logon process works:

- A parent will receive login credentials if they are listed as the primary head of household and have a valid email address on file in Case Management.
- If a parent (Primary head of household) does not have a valid email address on file they will need to be directed to their SPOE to have this information updated in the child's profile. Once updated, they should receive a system-generated email with their portal logon credentials within 24-48 business hours.
- **DO NOT DIRECT PARENTS TO CREATE A USER ACCOUNT.** Doing so could cause issues and is not necessary as the parent will receive an email with a system-generated username and temporary password once the account has been created following the correct process.

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1. Once a parent receives a system generated email, advise the parent to open a NEW browser and use hub.prod.ineihub.com. The parent will be taken to the page below.
2. The parent should login with their new username and temporary password that was listed in the email.

A screenshot of the EIHub login page. At the top left is the EIHub logo, which includes a stylized family icon and the text 'EIHub' in large blue letters, with 'First Steps Early Intervention Case Management System' in smaller text below it. Below the logo, the text 'Sign in with your username and password' is displayed. There are two input fields: 'Username' with the text 'cbarnett_fam' and 'Password' with a masked password '*****'. Below the password field is a link that says 'Forgot your password?'. At the bottom of the form is a blue 'Sign in' button and a link that says 'Need an account? Sign up'.

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3. Next, the parent will be prompted to change their password. Please note the **password requirements** which are listed in the popup window.

EIHub
First Steps Early Intervention
Case Management System

Change Password

Please enter your new password below.

New Password

Enter New Password Again

- ✓ Password must contain a lower case letter
- ✓ Password must contain an upper case letter
- ✓ Password must contain a special character
- ✓ Password must contain a number
- ✓ Password must contain at least 8 characters

Send

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4. Once the password is successfully changed, a “Go Green” popup window will appear. The parent must select a go green option, and then click Submit.
5. The Family Dashboard page will appear. They have successfully logged-in.

