How to create a hubNashville account

hubNashville is the easiest way to interact with Metro Government, even if you don't know exactly who to contact. Call or go online from any device to find information, request services, and share feedback.

How to access hubNashville

There are several ways you can get to the hubNashville website.

- 1. From nashville.gov
- 2. From entering the URL in your browser

If you are on the nashville.gov website, find the link to hubNashville in the top center of the Home page.



3. You can also just type hub.nashville.gov in the URL area of your search engine. The language you have as a default in the browser will automatically be added to the URL. In this example, English United States is the default language.



We recommend you create an account so you can see updates on the requests you have entered into the hubNashville app.

Creating an Account

Creating an account in hubNashville is just like creating accounts on most websites. No matter how you get to the website, this is what you will see at the top of the web page. Click 'Login'.

← → C ☆ @ https://h	ub.nashville.gov/s/?language=en_US		
Apps G Google M https://w	ww.cd.bcom 🐤 hubNashville 🗢 Salesforce Communi 🐤 Hi	ub Test Sandbox 👩 Trailhead The fun	III to b Comments
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	hubNashville is the easiest way even if you don't knc Call or go online from any device to find in	y to interact with Metro Governmer ow exactly who to contact. formation, request services, and shi	nt, are feedback.
	Top Request Types		
	ielect a category from the list and submit your request		All Fe
	Truck Describer Citities	Paralle S Sidewallia	Descent Ministers
	Recycling, trash, and yard waste City road collection and services Pothole	ds issues including s and Road Damage	Report Property Violations or Request Service or Information

At the next screen, you can log in if you have an account, or you can create an account. To create an account, click 'Not a Member'.

::: hubNas	shville
🛎 Email	
Password	
Login	
Forgot Your Password?	Not a Member
Use the links below to sign in or create a using an existing social account. If y hubNashville account, you must login fi social account from the My P	hubNashville account ou already have a irst and then link your Profile page.
f in l	¥

You create an account on this next screen. Fill out your first name, last name, and email address on this page, then click 'Sign Up'.

∺ hubNashville
Join the hubNashville community to receive personalized information and customer support. By selecting "Sign Up" you are adhering to our <u>Privacy Policy</u> and <u>Terms of Service</u> .
🛓 First Name
🙎 Last Name
🛛 Email
Sign Up

This will appear on your screen.



Go to the email address you specified when you created your account. There will be an email there from <u>hub@nashville.gov</u>. In this example, the email address is <u>johnny120979@gmail.com</u>:

	Welcome to hubNashville Intex ×			ē	C
*	hubNashville hub©nashville.gov <u>via</u> 3vfgörepij51.t-gzluea0.na21.bnc.salesforce.com to me ≁	2:00 PM (1 minute ago)	☆	*	
	Hi John,				
	Welcome to hubNashvillel To get started, go to <u>https://hub.nashville.gov/login?c=wENFehTDwPur6u210KvNtVi/vjzdd8LdjRSVrO3N5Gk5IYZAmYhbht7%28H39dX</u> b3cvroWdvWWFBHIKHKc%28%28o8UoYu%2FN3ihTmvmmgPm9LmQ3bSPwWQYuFN0W3g5a6RegTos8ost87nT0TpgpQnAwRPwEXTLYPs/ZJ/yBl3yuANY%3	<u>YU68Rwi6YcQOrRKmga</u> 3 <u>D</u>	<u>cIBzxl</u>		
	Username: johnny120979@gmail.com				
	Thanks, Metropolitan Government of Nashville & Davidson County				

Click on the link provided in the email. Now your screen looks like this:



Create a new password for your hubNashville account, taking care to follow the conventions shown in this screen. You will be logged in to hubNashville!

Forgot your password?

No worries! It's easy to reset your password. At the login screen, just click 'Forgot Your Password?'

∺ hubl	Nashville
🔺 Email	
Password	
	ogin
Forgot Your Password?	Not a Member?
Use the links below to sign using an existing social hubNashville account, you social account fr	in or create a hubNashville account l account. If you already have a must login first and then link your om the My Profile page.
f	in У

On the next page, enter the email address you used to create the account, and click 'Send Password Reset Email'.

HubNashville	
PASSWORD RESET	
Please enter the email address that you used when creating your account. An email will be sent to that address with further instructions on how to reset your password.	
sboyer1@gmail.com	
Send Password Reset Email	
Back To Login	

You should see this screen next, which directs you to check your email for the instructions on resetting your hubNashville account.



The email looks like this one shown below. Click on the link in the email.



You will be redirected back to a "Change Your Password" screen within hubNashville. Enter a new password, following the instruction for password requirements, and click 'Change Password' to be taken back to the hubNashville login.

器hubNas	shville
Change Your	Password
Enter a new password for csb	over1@gmail.com
Your password must have at I	east:
10 characters	
1 uppercase letter	
1 lowercase letter	
I number	
New Password	
	Good
Confirm New Password	
	Match
Change Pas	sword

Mobile App – hubNashville is also available on a mobile app. Download the app from the Apple Store or the Google Play Store by searching for **hubNashville** or **Nashville 311**

hubNashville can be reached via phone at 311, Monday-Friday 7 AM - 5 PM