

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

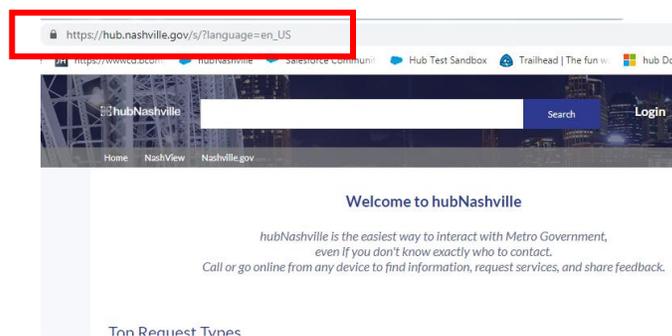
There are several ways you can get to the hubNashville website.

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.



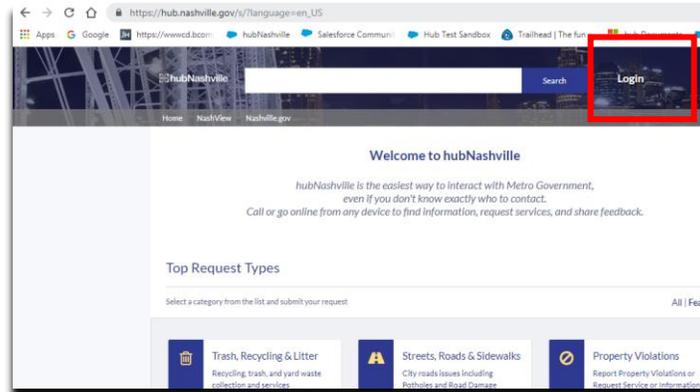
3. You can also just type hub.nashville.gov in the URL area of your search engine. The language you have as a default in the browser will automatically be added to the URL. In this example, English United States is the default language.



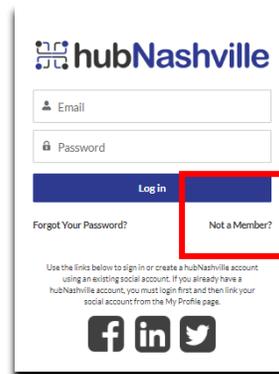
We recommend you create an account so you can see updates on the requests you have entered into the hubNashville app.

Creating an Account

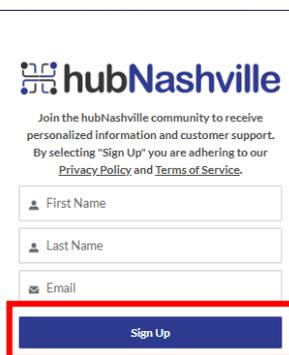
Creating an account in hubNashville is just like creating accounts on most websites. No matter how you get to the website, this is what you will see at the top of the web page. Click 'Login'.



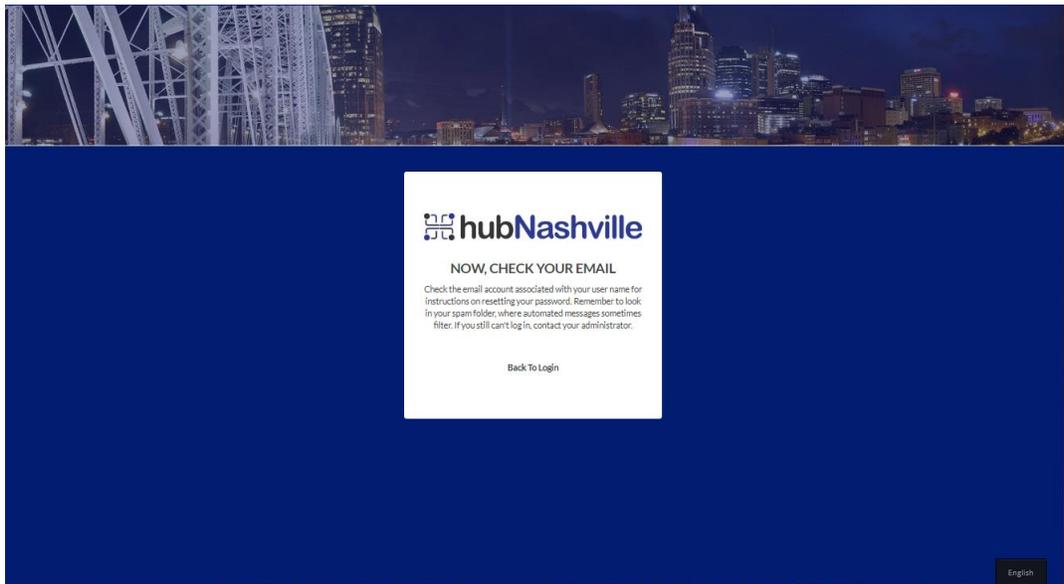
At the next screen, you can log in if you have an account, or you can create an account. To create an account, click 'Not a Member'.



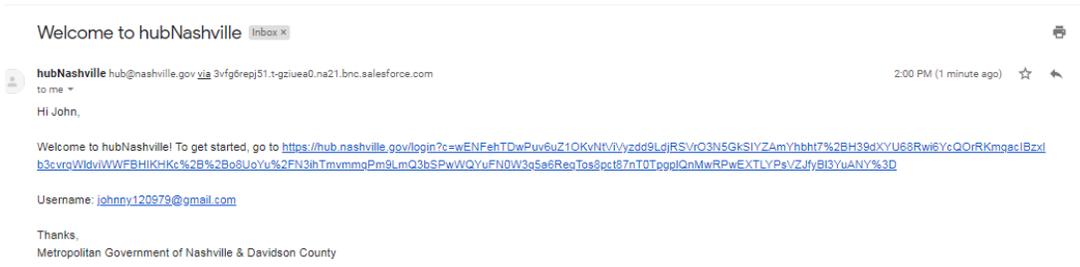
You create an account on this next screen. Fill out your first name, last name, and email address on this page, then click 'Sign Up'.



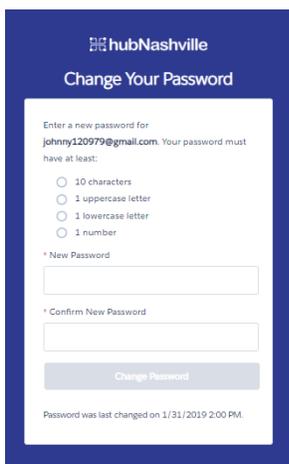
This will appear on your screen.



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



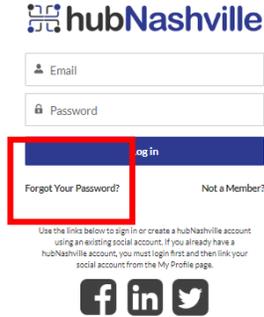
Click on the link provided in the email. Now your screen looks like this:



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?'



hubNashville

Email

Password

log in

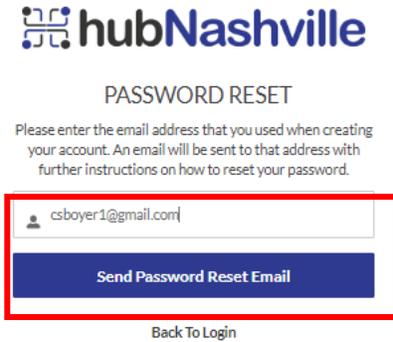
Forgot Your Password?

Not a Member?

Use the links below to sign in or create a hubNashville account using an existing social account. If you already have a hubNashville account, you must login first and then link your social account from the My Profile page.

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



hubNashville

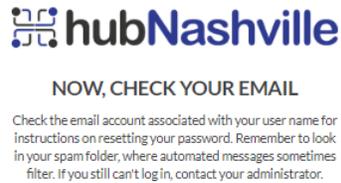
PASSWORD RESET

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.

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.



hubNashville

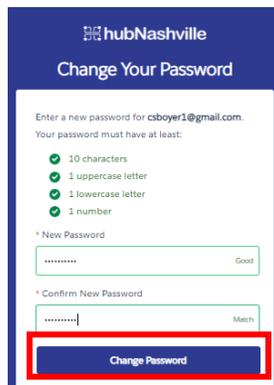
NOW, CHECK YOUR EMAIL

Check the email account associated with your user name for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact your administrator.

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.



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