

How to Create a hubNashville Login Account

Create your own account in hubNashville!

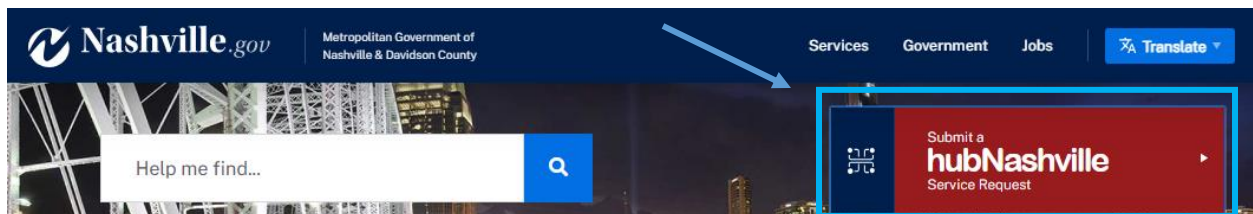
If you create an account, you will be able to see the progress of your requests online. You can always create and submit a request anonymously, but that means you will not be able to track your request or get updates by email. To create an account in hubNashville, please follow the directions in this document. It's easy!

Getting There

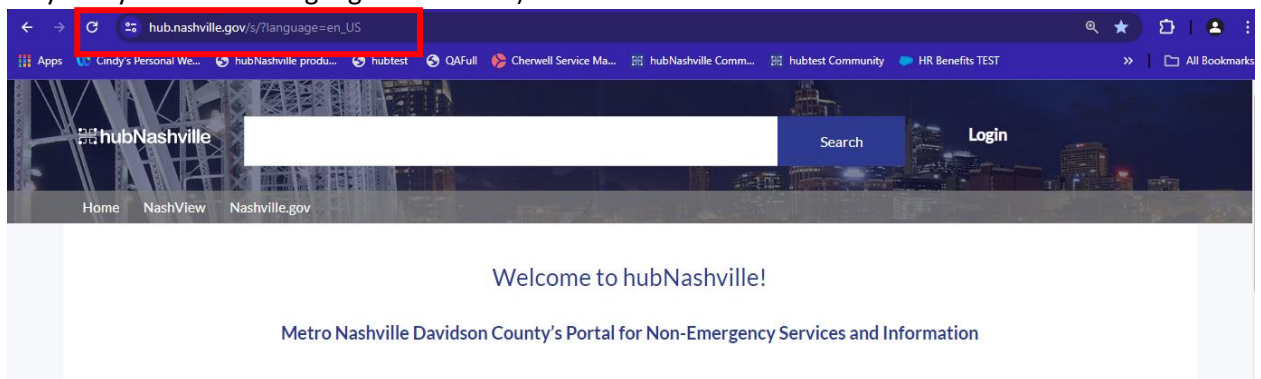
There are several ways you can get to the hubNashville website.

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

If you are on the Nashville.gov website, there is a link to hubNashville in the top left of the Home page. Click on "Submit a hubNashville Service Request".



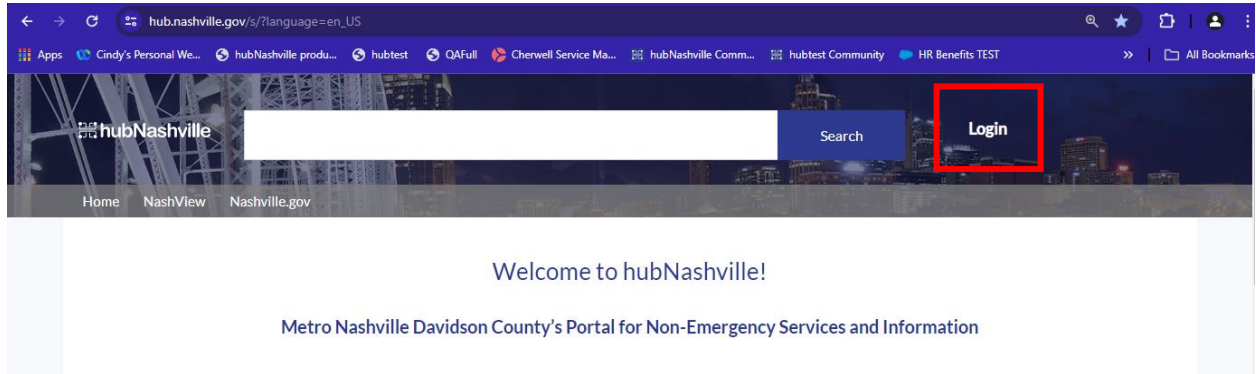
3. You can also just type "hub.nashville.gov" in the URL area of your search engine. (The browser may add your default language to the URL.)



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?'.



Email

Password

Log in

Forgot Your Password?

Not a Member?

hubNashville provides non-emergency services. If you are experiencing an emergency, call 911 immediately.
Terms of Service | Privacy Policy
hubNashville can be reached via phone at (615) 862-5000, Monday-Friday 7AM-5PM
For more information about Metro Government, visit Nashville.gov

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'.



Join the hubNashville community to receive personalized information and customer support.
By selecting "Sign Up" you are adhering to our [Privacy Policy](#) and [Terms of Service](#).

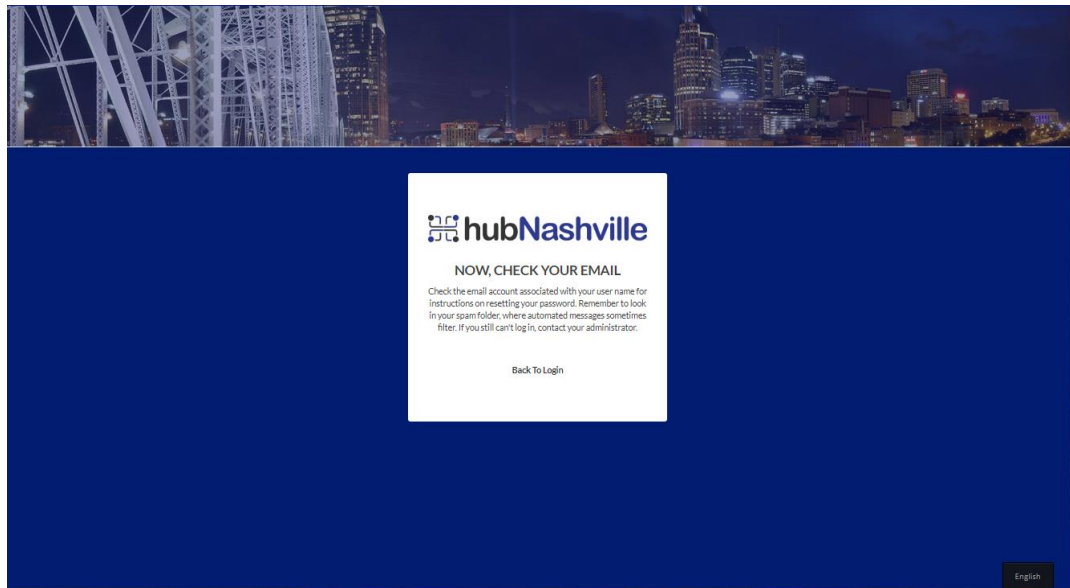
First Name

Last Name

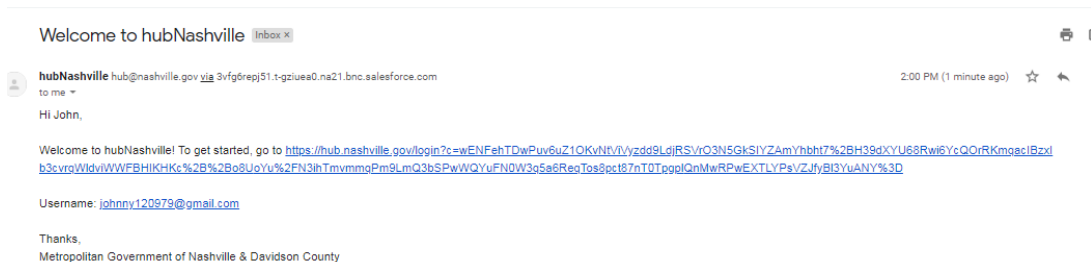
Email

Sign Up

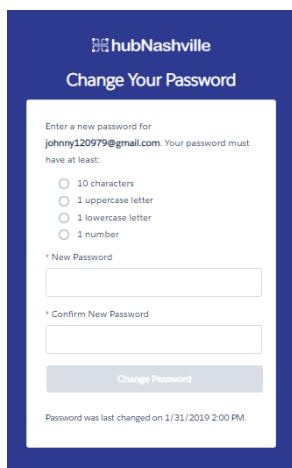
This will appear on your screen.



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



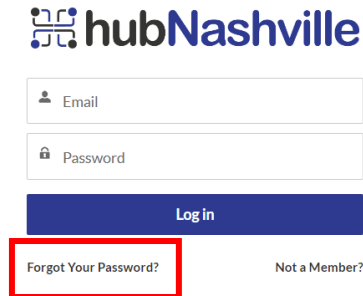
Click on the link provided in the email. Now your screen looks like this:



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!

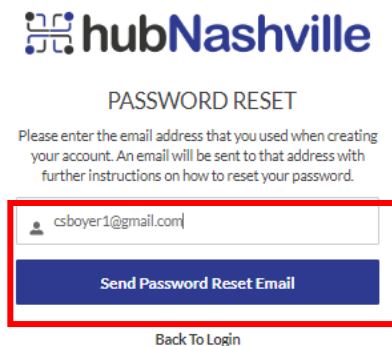
Forgot your password?

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



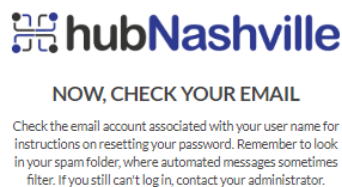
The login screen for hubNashville. It features the hubNashville logo at the top. Below the logo are two input fields: 'Email' with a person icon and 'Password' with a lock icon. A blue 'Log in' button is positioned below these fields. At the bottom, there are two links: 'Forgot Your Password?' (highlighted with a red box) and 'Not a Member?'.

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



The password reset screen for hubNashville. It features the hubNashville logo at the top. Below the logo is the heading 'PASSWORD RESET'. A paragraph of text reads: '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.' Below this text is an input field containing the email address 'csboyer1@gmail.com' (highlighted with a red box). A blue 'Send Password Reset Email' button is positioned below the input field. At the bottom, there is a link '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 'NOW, CHECK YOUR EMAIL' screen for hubNashville. It features the hubNashville logo at the top. Below the logo is the heading 'NOW, CHECK YOUR EMAIL'. A paragraph of text reads: '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.

Your new hubNashville password ►

hubNashville hub@nashville.gov 5wfmok8yy0u8.t-gzuea0.na21.bnc.salesforce.com

to me *

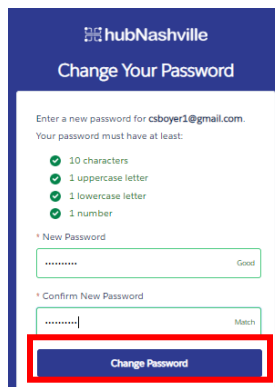
Hi Cindy,

Your password has been reset for hubNashville. Go to:

https://hub.nashville.gov/secure/forpassword?iso7c=00Q0000000GzIU005100000013e58evJlhmMiQUBMfU2R0NNliwYX/xkicidFwiQiwMD8EdDaeMDAwMD8HekV/Cj9XGJ2XCj6XCjwMkgMDAwMDAwMEhMYTfciuximFzjpcimZvcmvdydHb3uY3J5cHRclncin/cj6cI4wNXQwMDAwMDAwM2U1QFwF5islmNvaXQjQj9wFQ0l0aImIhdCj6MTU0NzEzHTayQDq1OSwIZ2Fm_2DAMloJ1p94YXnK1TGR8th0UwQCWm-E_SbzMoL8FNKU01VONkQaCn-n-HKICWZELjvzA%3D%3D_8Uj568k8WmNo-6A39d31dad4fed4142a1e-8656-4b4f-94ce-85fbb2921b2

Thanks,
Metropolitan Government of Nashville & Davidson County

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.



hubNashville

Change Your Password

Enter a new password for csboyer1@gmail.com.

Your password must have at least:

- 10 characters
- 1 uppercase letter
- 1 lowercase letter
- 1 number

* New Password

***** Good

* Confirm New Password

***** Match

Change Password