

Trouble Shooting the Client Hub

Below is a list of issues and questions that our support team has been asked. We hope this document will mean that you can solve simple issues yourself.

I can't log in.

This is a very vague statement that does not provide enough information to offer specific advice, when a client wants to log into the Client Hub, they must...

- Get to the correct page on the web
- Be allowed to access the Client Hub website
- Enter the correct email address
- Enter the correct password

It could be any of the above causing the problem. The easiest solution is to go to the Client's **CDS**, press **Client Hub**, and then press **Login**. If you can log into their account here, you know that they have an active Client Hub account, and all is well.

Next, return to the **Client Hub** Section of their **CDS**, press the **Forgotten Password** button and this will open an email that you can send to them. It is worth checking that the email address they have contacted you on is the same as the one they want to use. If the email addresses are different, you need to tell the client which email address you are sending to. It is also worth checking that the email address has not been recorded with spaces before or after it, spaces will prevent an email from being delivered.

There are several things you can do to make life easier for your clients, the first is to put the Client Hub Login URL on your website and all your email communication. This way they will not have a problem finding the Client Hub Login page.

The second is to advise clients to create a shortcut to the Client Hub login page on their device. Generally speaking, ...

Android users should navigate to the Client Hub Login webpage, then press the **three bars** in the bottom right of the screen and then press **add page to** before finally selecting home screen.

IOS users should also navigate to the **Client Hub Login** web page, press the **square with the up-arrow icon** and choose to **add to home screen**.

Note: Your Client Hub login URL can be found by pressing **System Configuration** and **Client Hub**.

Once they have created shortcuts, the website can be accessed like an App, with a single tap. Users will often have the ability to retain the username and password prefilled for easier access to the system.

I can't create an account

If a user is trying to register their details and cannot, it can be because their email address has been recorded multiple times within SwimSoft. If this is the case, you need to search in SwimSoft by email address and delete the duplicates. If you do not see a duplicate, it is typically because they were a user and their account or user record has been deleted, but their original Client Hub account was not. In this case, you will have to create a client's CDS manually and then proceed to the Client Hub section of the software. Here, you will need to press **Hard Reset** before pressing **Send** to create a new Client Hub account.

I have forgotten my password

We often get 'I've forgotten my password and when I press resend nothing arrives,' this is usually because...

- They created a Client Hub account using a different email address.
- The password recovery email is going to their junk folder.
- The password recovery email is going to spam.

SMTP2go users can log into SMTP2go, press activity, and search for the client's email address. This will show if an email was created or delivered, remember SMTP2go only keep logs for 30 days and the default search only looks back 7 days so you might have to expand the search.

Administrators cannot view passwords; they can only press the **Reset Password** button to send an email to a client. If a client is still struggling with the details within the reset password email, it can be copied and sent by a different method, be careful where you send login information, so **GDPR** is not breached.

The client says they cannot see lesson information

The lack of lesson information can occur because...

- The client has not been booked onto a course
- The term has not been set as the current term (clients only see current term information). Set the correct **Location and Activity** and then press the **Terms** and the **Current** buttons.
- The location and activity settings have not been fully completed, this is resolved by selecting the **Location and Activity** the client is booked onto. Next, you will need to press **Activity Configuration** and **address and settings**, complete the details, and press **Save**.

Hard Reset

Don't worry about pressing the Hard Reset button, the function just manages log in information. All communication is safely stored and will be shown again as soon as you create a new account for the client.

Cannot access the site, it is blocked

If clients are trying to access the Client Hub at work, they might find they are blocked from accessing the site. If they are using a phone, turning off Wi-Fi will mean their device will connect via 4G or similar. Once connected via a data connection, they should be able to access the system.

Short and broken links

The Client Hub access URL is quite long, if the whole link is not copied into the client's browser, they will get an error message. This is normally overcome by checking the URL is correct and correcting it, using a different browser or, in extreme circumstances, a different device.

GDPR take care

If you are changing an email address within SwimSoft, where possible, get permission sent to you from the original email address to ensure that the person you are communicating with is the account holder.