



## Creating a Prospective Account on Behalf of a Student

1. Verify the student does not already have a prospective or active student account by searching their name in the search box. Check student accounts against email addresses or date of birth to verify if the account belongs to the student or not.
2. If the student does not have an account already, create the prospective student account using the form on the Home page in Student Hub.
  - a. Verify spelling of name and email address by repeating it back to the student and using phonetic alphabet.
  - b. Verify phone number by repeating it back to the student.
  - c. Click Next when information is verified to create the account.

The screenshot shows the Student Hub dashboard. The top navigation bar includes the Student Hub logo, a search box, and various utility icons. The main content area is divided into several sections: a 'Scheduler' dashboard for schedulers, 'Today's Events' with a 'View Calendar' button, and a 'Team Appointments Today' section. The 'Create PersonAccount for Prospective Students' form is highlighted with a green border. This form contains fields for: \* First Name, \* Last Name, \* Email, \* Confirm Email, Home Phone, \* Birthdate, and Mobile Phone. A 'Next' button is located at the bottom right of the form.

3. When the student account is created, the widget on the home page will display a success message with a link to open the student's account page (which will open in a new browser tab) where you can then leave notes or schedule appointments as needed.

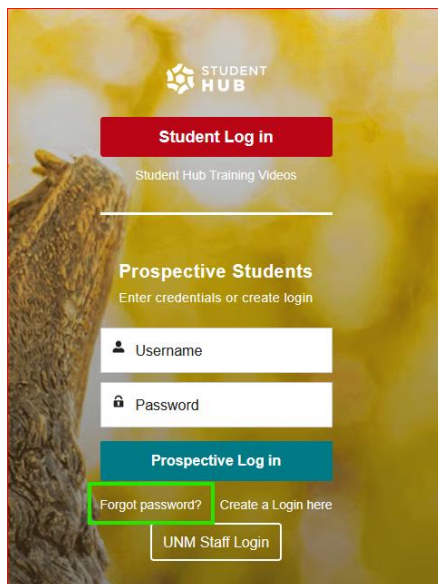
The screenshot shows a success message in a widget. The title is 'Create PersonAccount for Prospective Students'. The message reads: 'Prospective Student Account was created successfully.' Below this, it says 'Click [here](#) to open the new Prospect Account:'. The word 'here' is highlighted with a green box. A 'Done' button is located at the bottom right of the widget.

4. Click “Done” on the widget to reset it if you need to create another prospective account.

**Please Note:** If you get an error message, it may be because the email the student provided is already in use in the Student Hub system. Please return to Step 1 as the student may have forgotten they created a prospective account in the past with perhaps a different spelling of their name, preferred name, or nickname. If this does not resolve the issue, please email [shconnect@unm.edu](mailto:shconnect@unm.edu).

### What happens on the student side when an account is created?

Once the profile is created, the student can set up their password to access their account, view notes, and schedule/cancel appointments. Direct the student to [studenthub.unm.edu](http://studenthub.unm.edu) and have them click the “Forgot Password” link.



The student will be prompted to enter their user name which is the email address that was used to create the prospective profile. From there they can get a password reset link and use that to create their login credentials.

