

# Boston University MedHub Login - non-BU Account

1. Go to [bu.medhub.com](http://bu.medhub.com)
2. Select Click here to login using a non-BU account.



Figure 1 MedHub Login Page

3. Enter your login information.

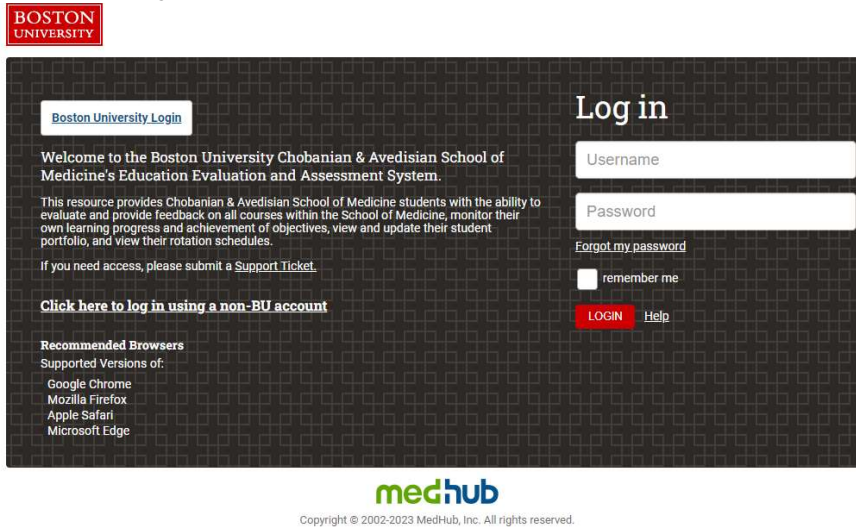


Figure 2 Login

### Frequently Asked Questions

Q: How do I know what my username is?

A: Most non-BU account logins usernames are created from the individual's institutional email address. Please try entering the prefix to your email. For example, my email is [gkmorris@bu.edu](mailto:gkmorris@bu.edu), so my login name would be gkmorris.

Q: How do I know what my password is?

A: If you have never logged into MedHub before, you will need to create a password. Please reach out to [edtechhelp@bu.edu](mailto:edtechhelp@bu.edu) to reset your password. Once the link is set to your institutional email address, you will have 24 hours to create the password. If you have logged into MedHub before, you can select "Forgot my password."

Q: MedHub tells me that I have "Invalid Authentication Link"

A: Please try switching browsers. For example, switch from google chrome to Firefox or Microsoft edge. If this does not work, please clear your browser's cache/cookies. Lastly, if neither of these options work, please contact [edtechhelp@bu.edu](mailto:edtechhelp@bu.edu)