How to Put Siblings on One Parent Account

Student Profile · https://a2bmanager.com/docs/how-to-put-siblings-on-one-parent-account/

Embedded media: https://a2bmanager.com/wp-content/uploads/2026/10/how-to-put-siblings-on-one-parent-account-v1-walkthrough.mp4

Video walkthrough (200 seconds)

Brothers and sisters show together on a profile only when they're on the same parent account. If they were signed up under different parent accounts, you can't move a child from one account to the other, and there's no "family card" to link them. Instead, you add the child again on the right account with **Add Sibling**, add them to their classes, and take the old record out of its classes.

Before you start

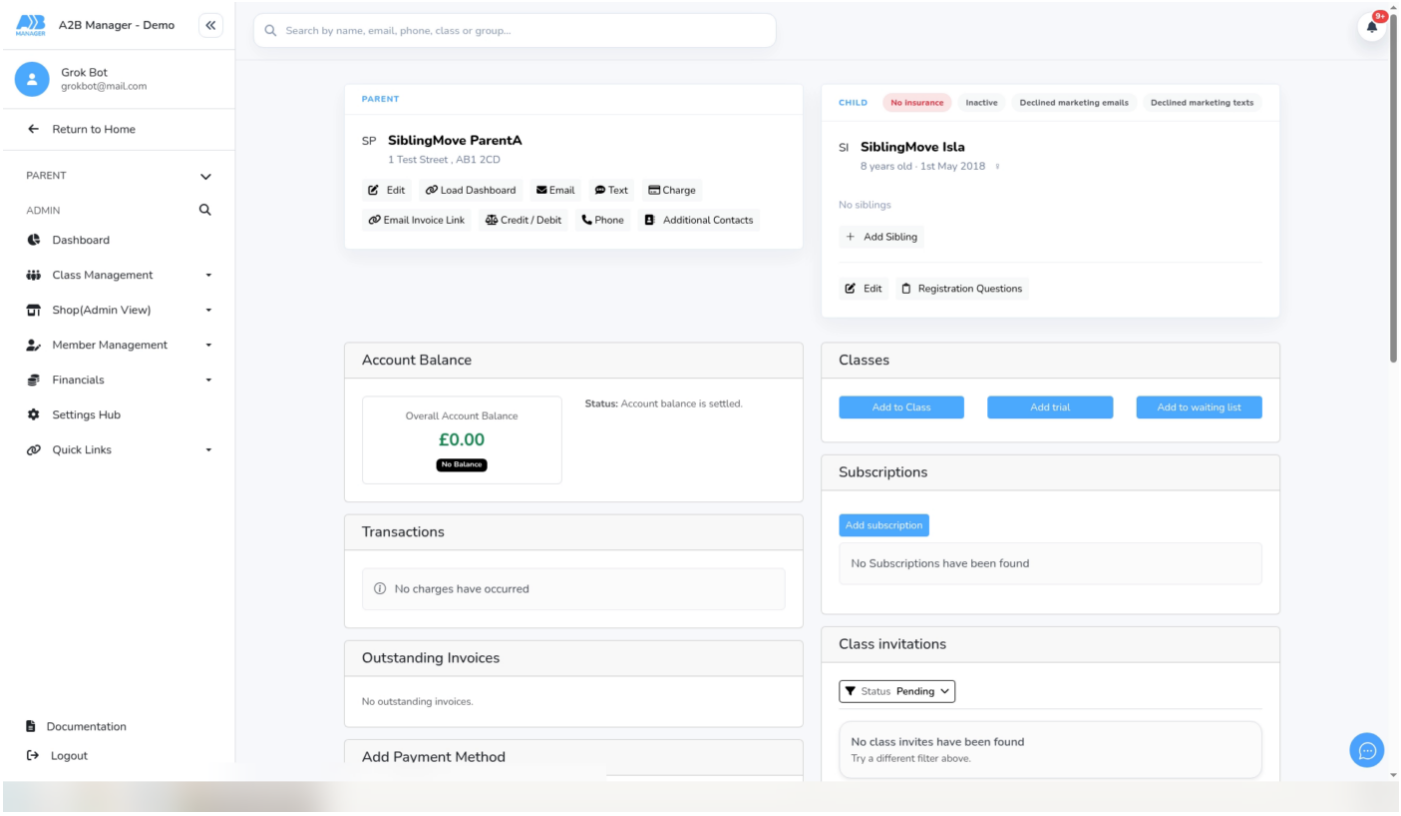
- A child can't be moved from one parent account to another. There's no move, link or merge option on the profile or in **Manage Parents**.
- The email on the Parent card belongs to the parent's login. Children don't have an email address of their own, and each login email must be unique.
- Have the child's details to hand: name, gender, date of birth, consents, medical conditions and the answers to your club's registration questions. Nothing is copied from the old record.
- Steps 1 to 3 show what happens if you try to change the email. To go straight to the fix, start at Step 4.

Why a Child Can't Be Moved to Another Parent Account

Step 1: Siblings show together only on the same parent account (0:00)

- Open the child's profile. In this example, SiblingMove Isla is on **SiblingMove ParentA**, and her brother is on a different parent account.
- Her Child card says **No siblings**. The **Siblings** list only shows children on the same parent account.
- There's no family card, and neither card has an option to move, link or merge a child. The Parent card has **Edit**, **Load Dashboard**, **Email**, **Text**, **Charge**, **Email Invoice Link**, **Credit / Debit**, **Phone** and **Additional Contacts**. The Child card has **Add Sibling**, **Edit** and

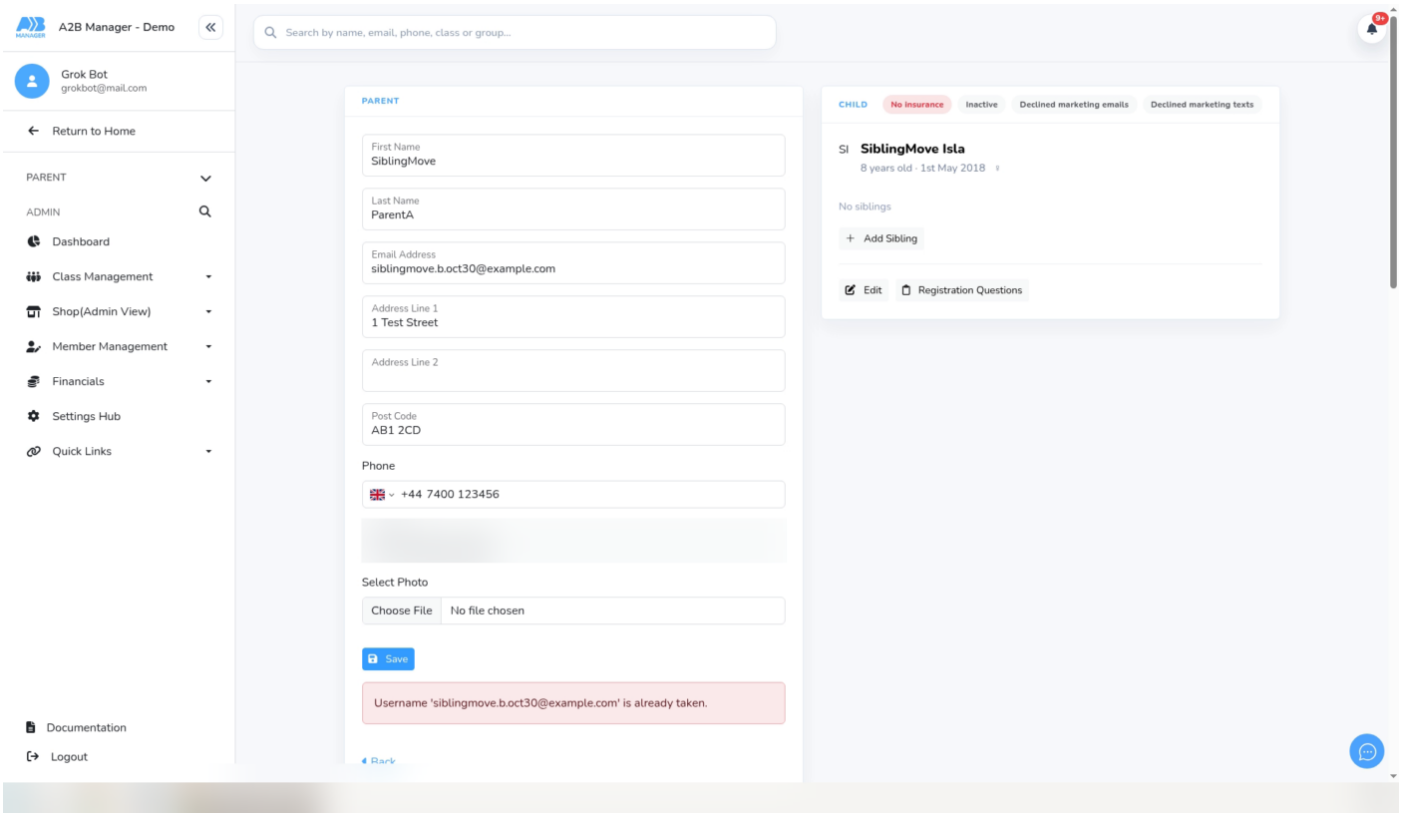
Registration Questions.



Step 1: On Parent A, with No siblings

Step 2: Changing the parent's email doesn't move the child (0:15)

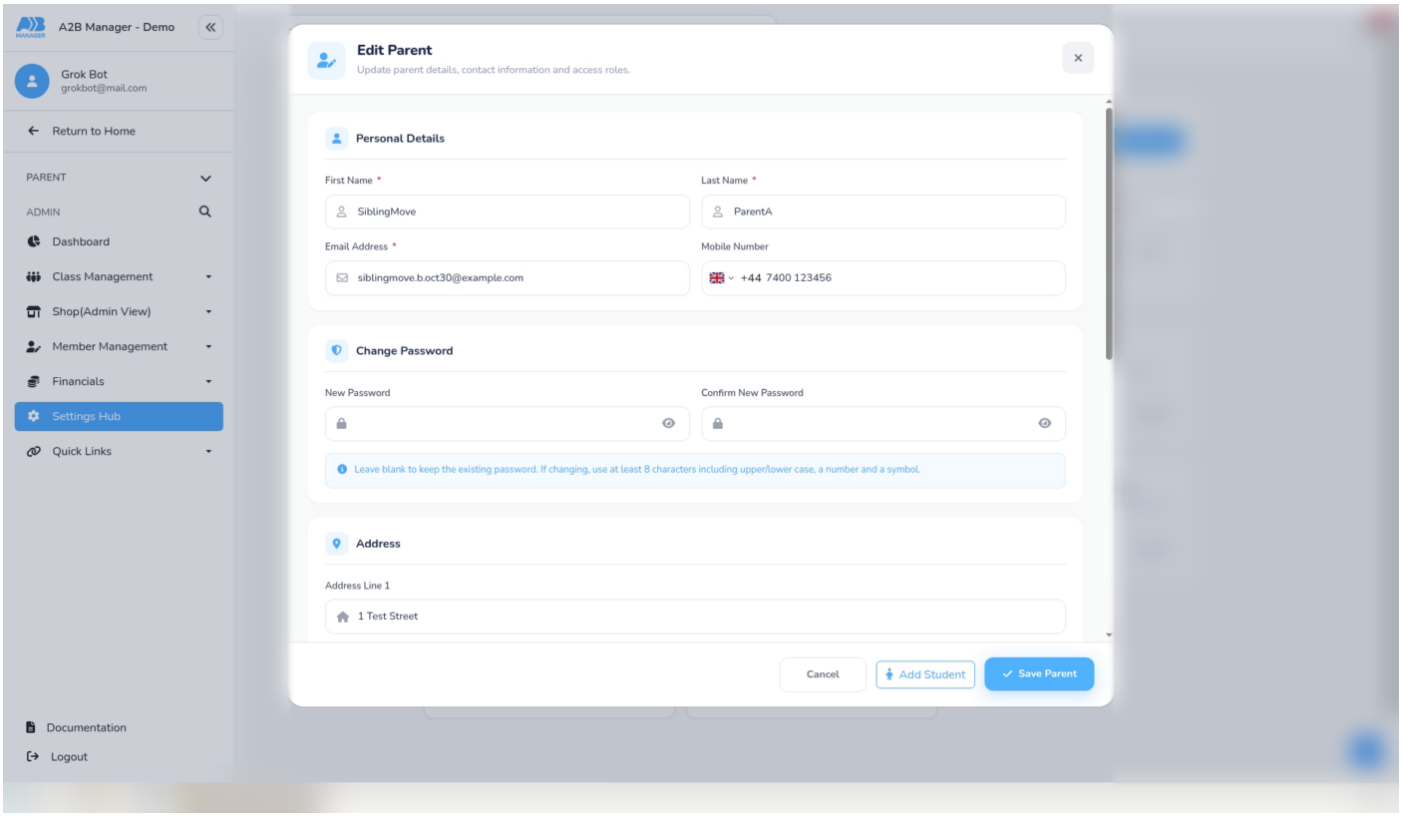
- On the Parent card, click **Edit**. The **Email Address** here is the parent's login email. Children don't have an email address of their own.
- Each login email must be unique. If you enter an address another parent already uses and click **Save**, you'll see *"Username 'siblingmove.b.oct30@example.com' is already taken."* Nothing is saved.
- To change a parent's login email, see How to Change a Parent's Login Email.



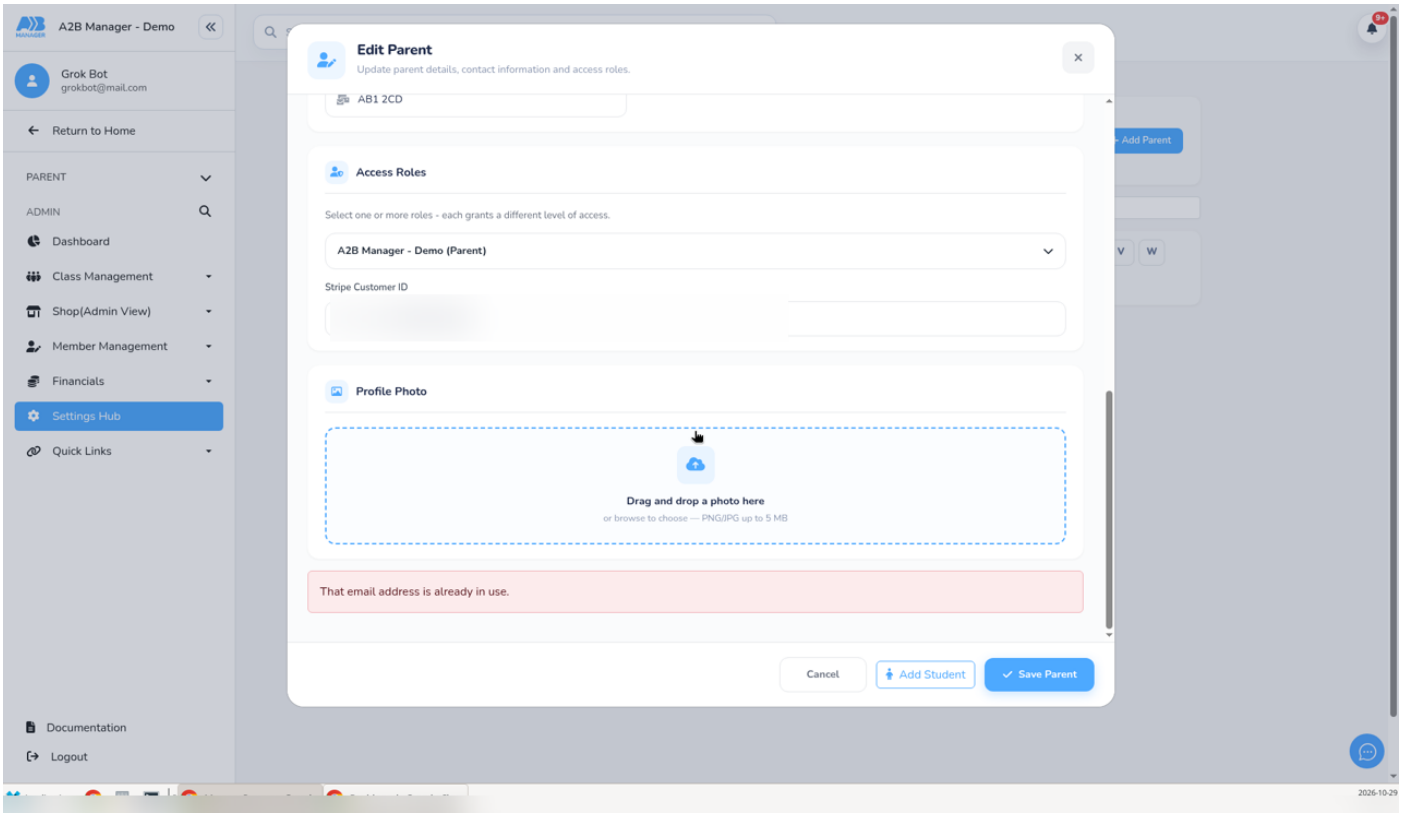
Step 2: The other parent's email is already taken

Step 3: Manage Parents gives the same answer (0:36)

- Go to **Settings Hub** > **Manage Parents**, find the parent and click **Edit**.
- In the **Edit Parent** pop-up, enter the other parent's email in **Email Address** and click **Save Parent**.
- An alert at the bottom of the form reads *"That email address is already in use."* Nothing is saved. Click **Cancel**.



Step 3: Edit Parent with the other parent's email address

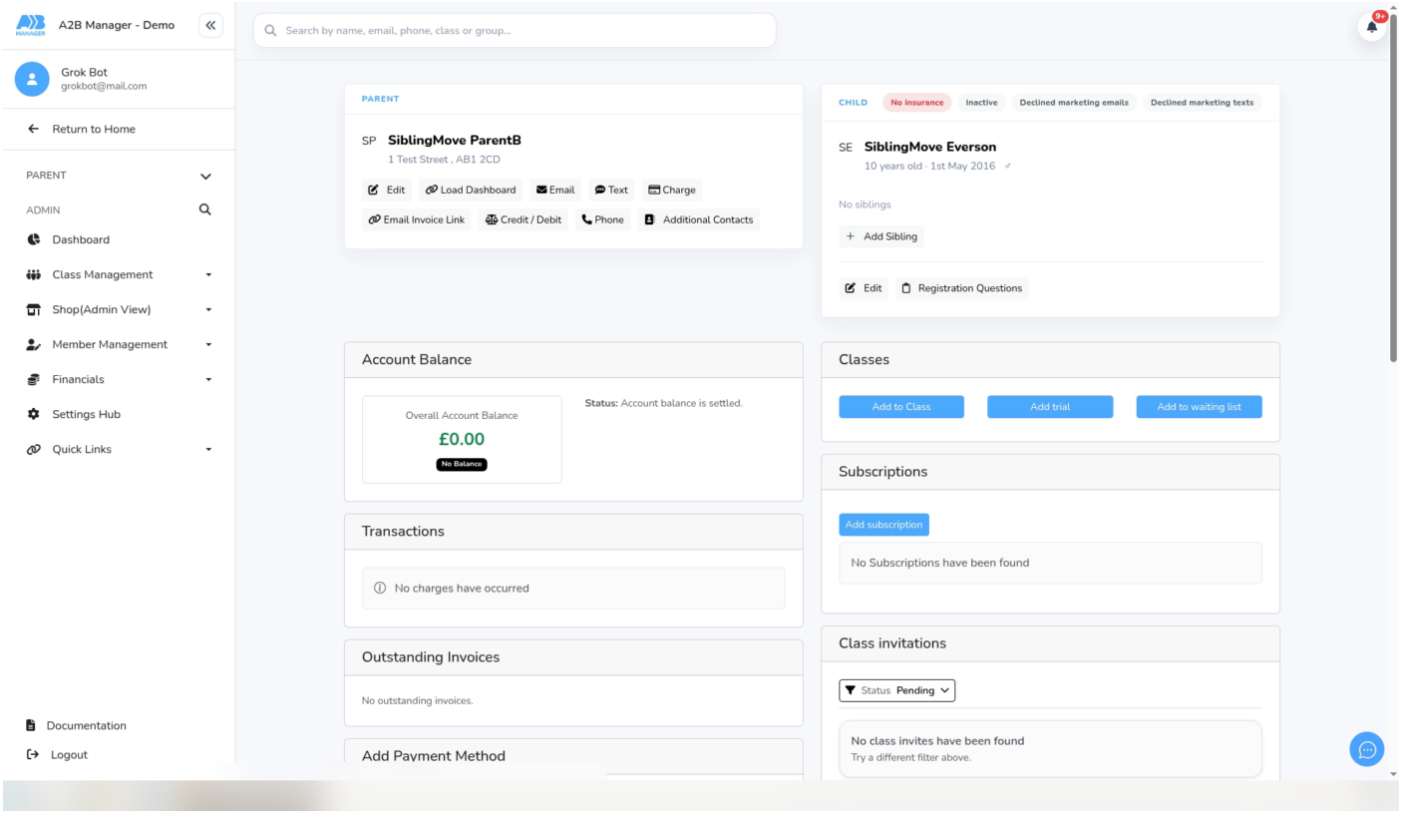


Step 3: The alert at the bottom of Edit Parent

How to Put Siblings on One Parent Account

Step 4: Open the sibling who's already on the right account (0:52)

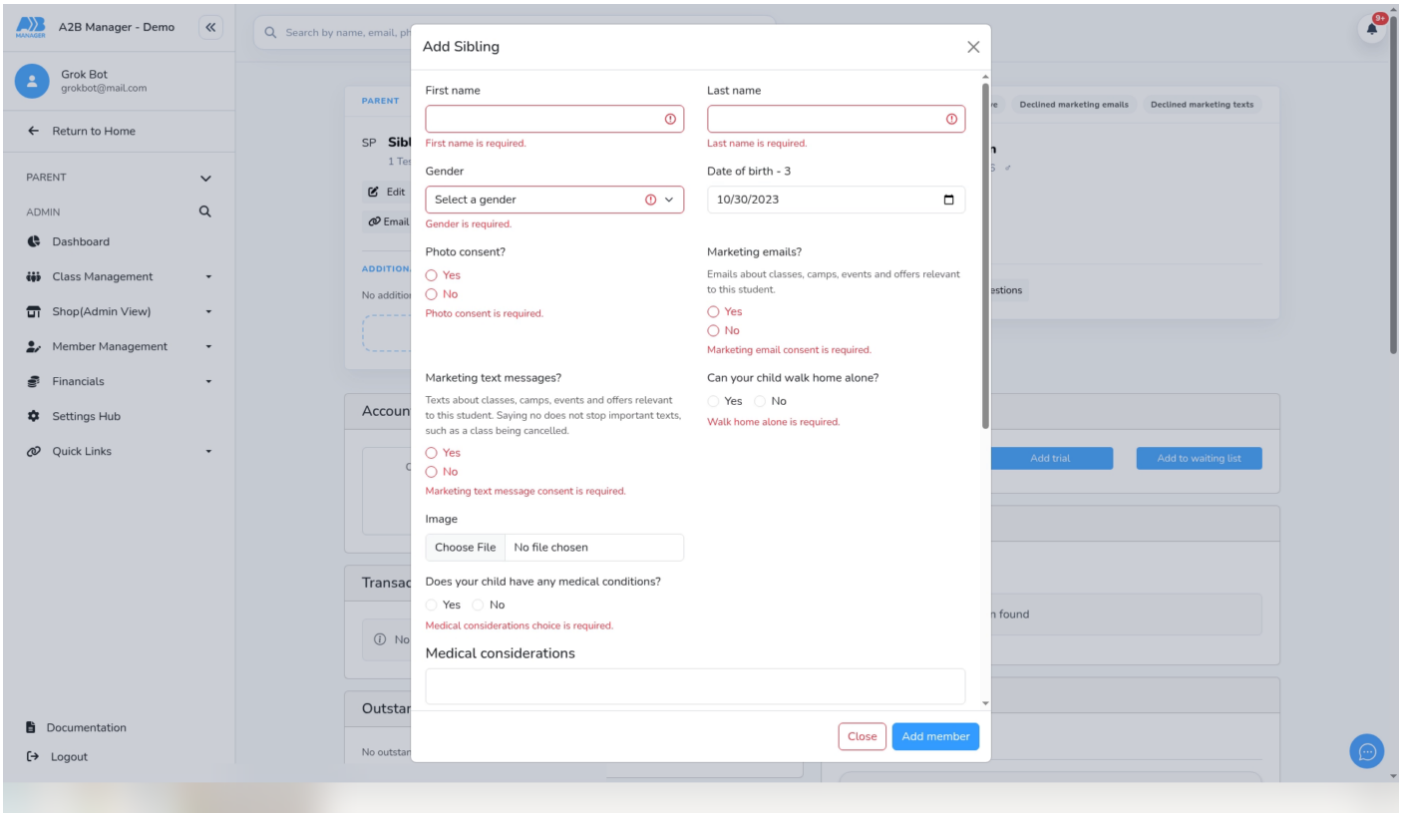
- Instead of moving the child, you add them again on the right parent account.
- Open the profile of the brother or sister who's already on the parent account you want to use. Here, that's SiblingMove Everson, on **SiblingMove ParentB**.
- Check the Parent card shows the right parent.



Step 4: The sibling on the right parent account

Step 5: Click Add Sibling (1:04)

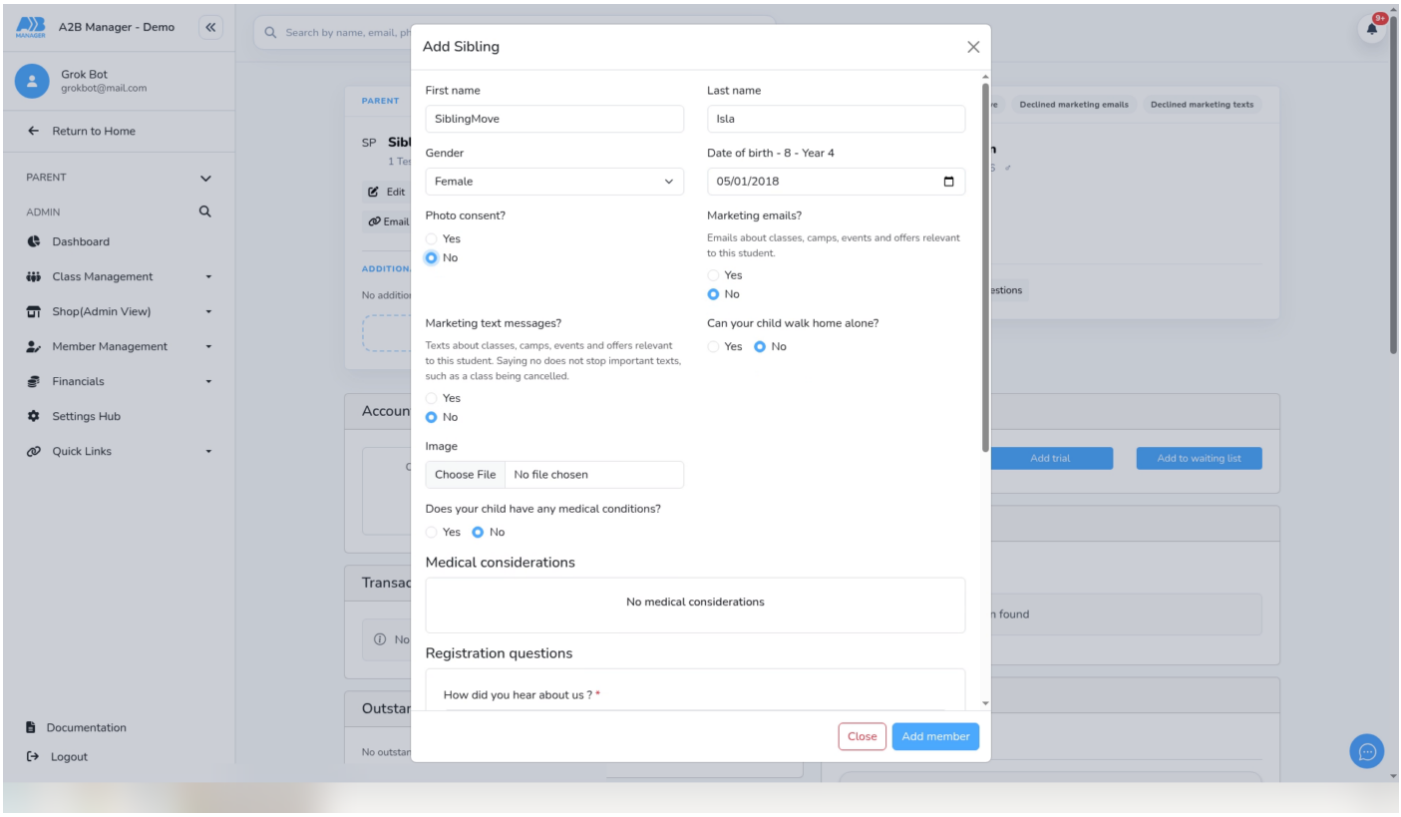
- On the Child card, click **Add Sibling**. The **Add Sibling** form opens. It adds a new child to this parent account.
- If you click **Add member** before filling it in, the form shows what's needed: *"First name is required."*, *"Last name is required."*, *"Gender is required."*, *"Photo consent is required."*, *"Marketing email consent is required."*, *"Marketing text message consent is required."*, *"Walk home alone is required."* and *"Medical considerations choice is required."*
- Each required registration question shows *"This question is required."*



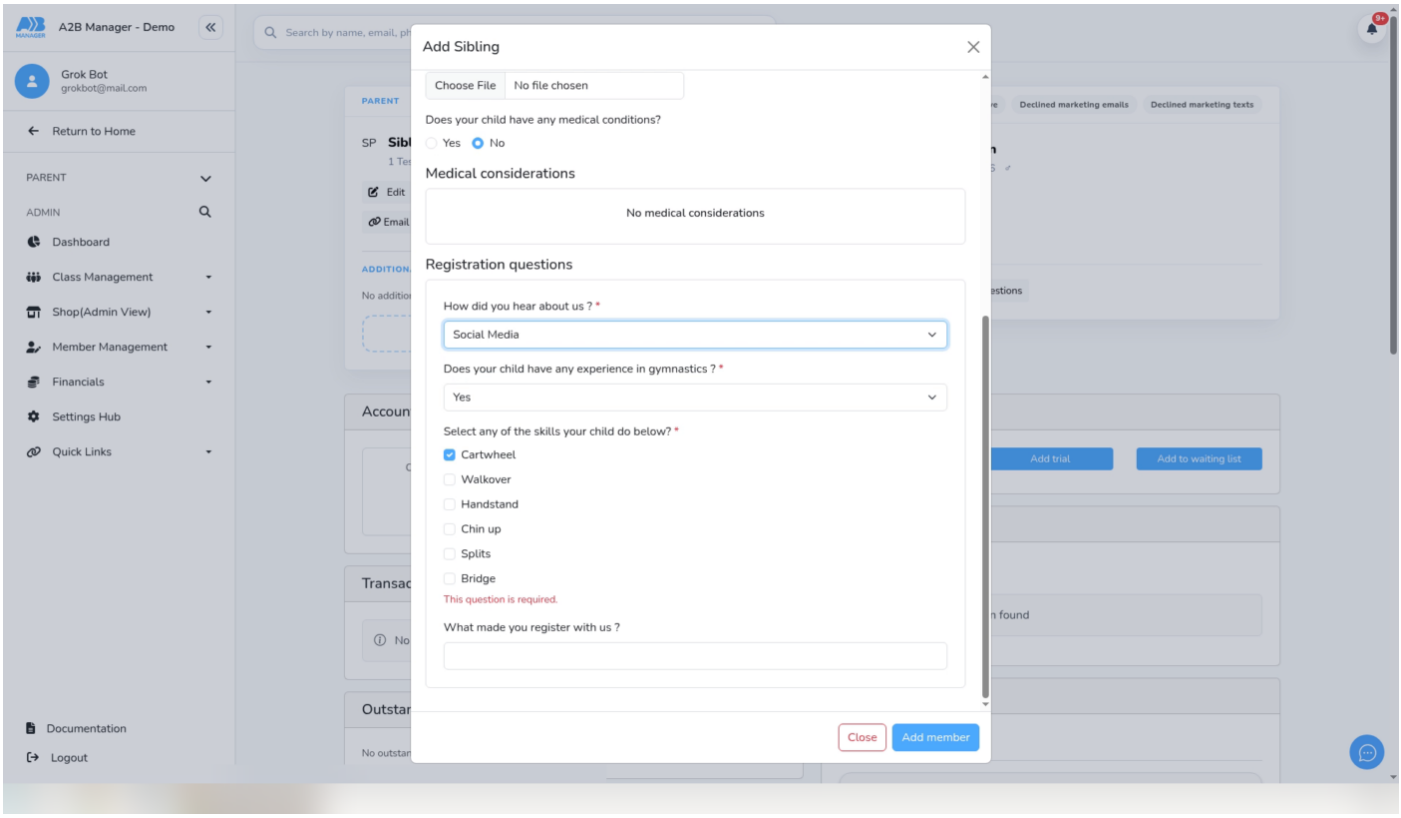
Step 5: The Add Sibling form shows what's required

Step 6: Fill in the child's details and click Add member (1:19)

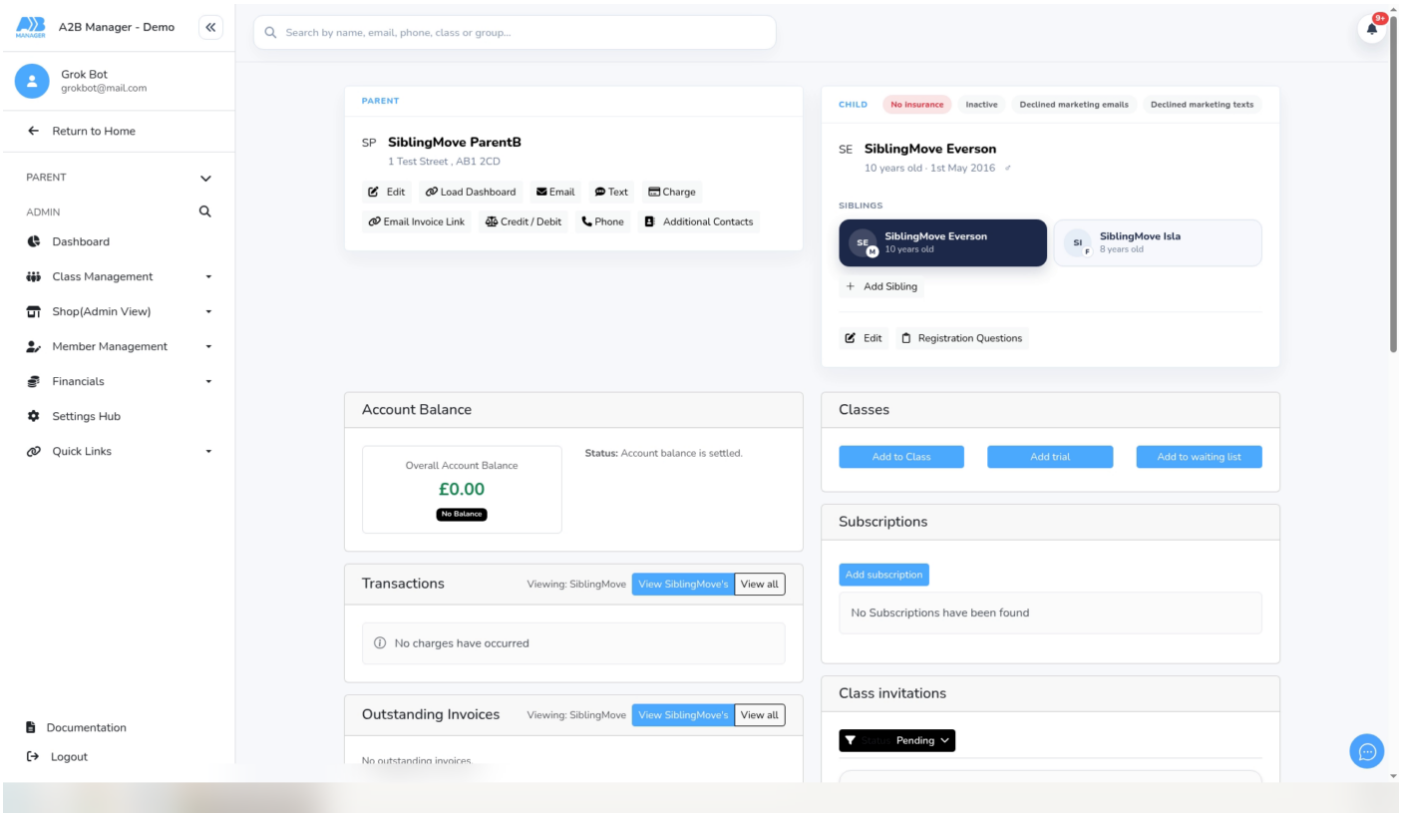
- Enter the **First name**, **Last name**, **Gender** and **Date of birth**.
- Answer **Photo consent?**, **Marketing emails?**, **Marketing text messages?**, **Can your child walk home alone?** and **Does your child have any medical conditions?**
- Answer your club's **Registration questions**.
- In this example: SiblingMove Isla, Female, born 01/05/2018, No to each consent, walking home and medical question, and Social Media, Yes and Cartwheel for the registration questions.
- Click **Add member**. The form closes, and the **Siblings** strip now shows both children.



Step 6: The child’s details filled in



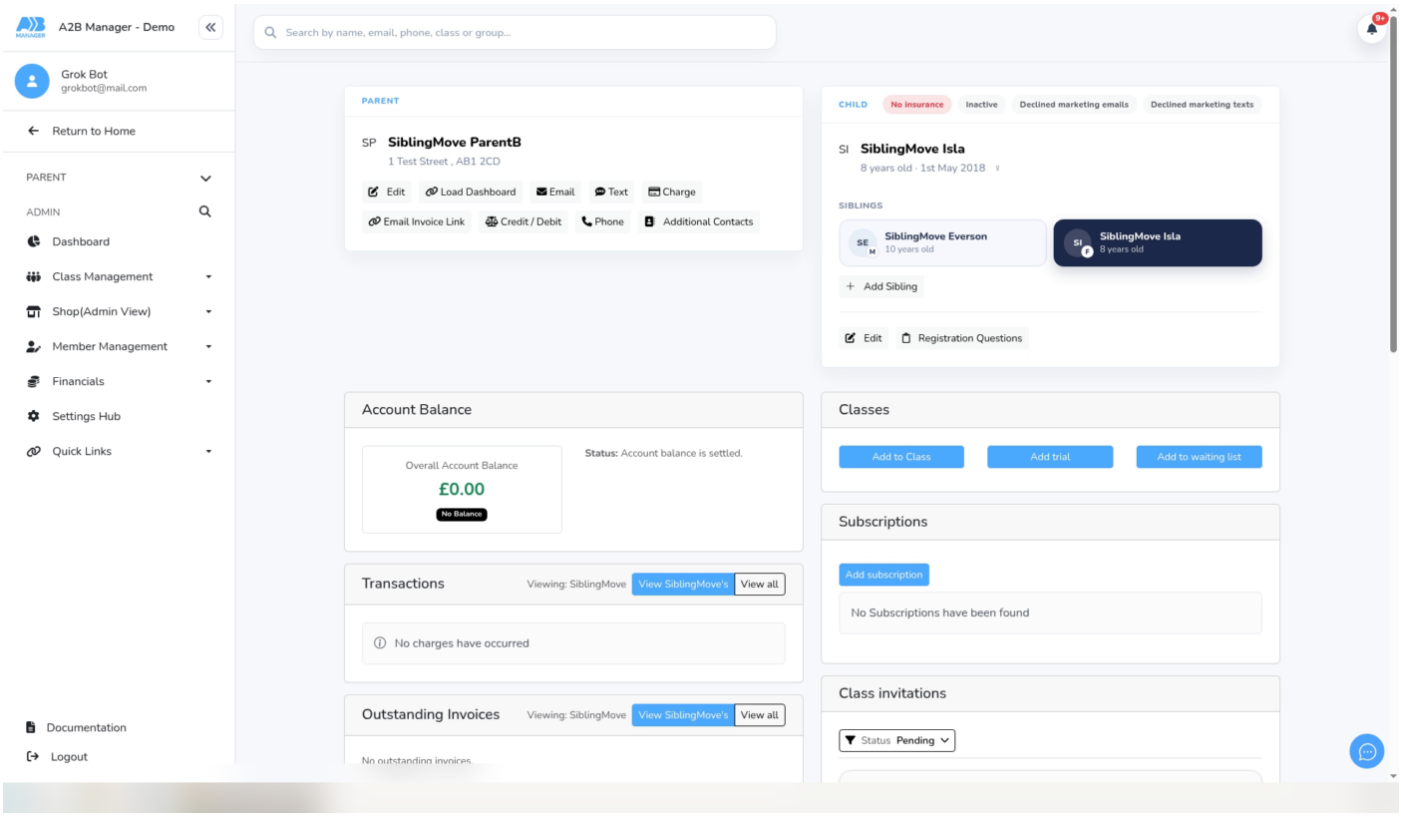
Step 6: Registration questions answered, ready for Add member



Step 6: The Siblings strip shows both children

Step 7: Check the new record (2:01)

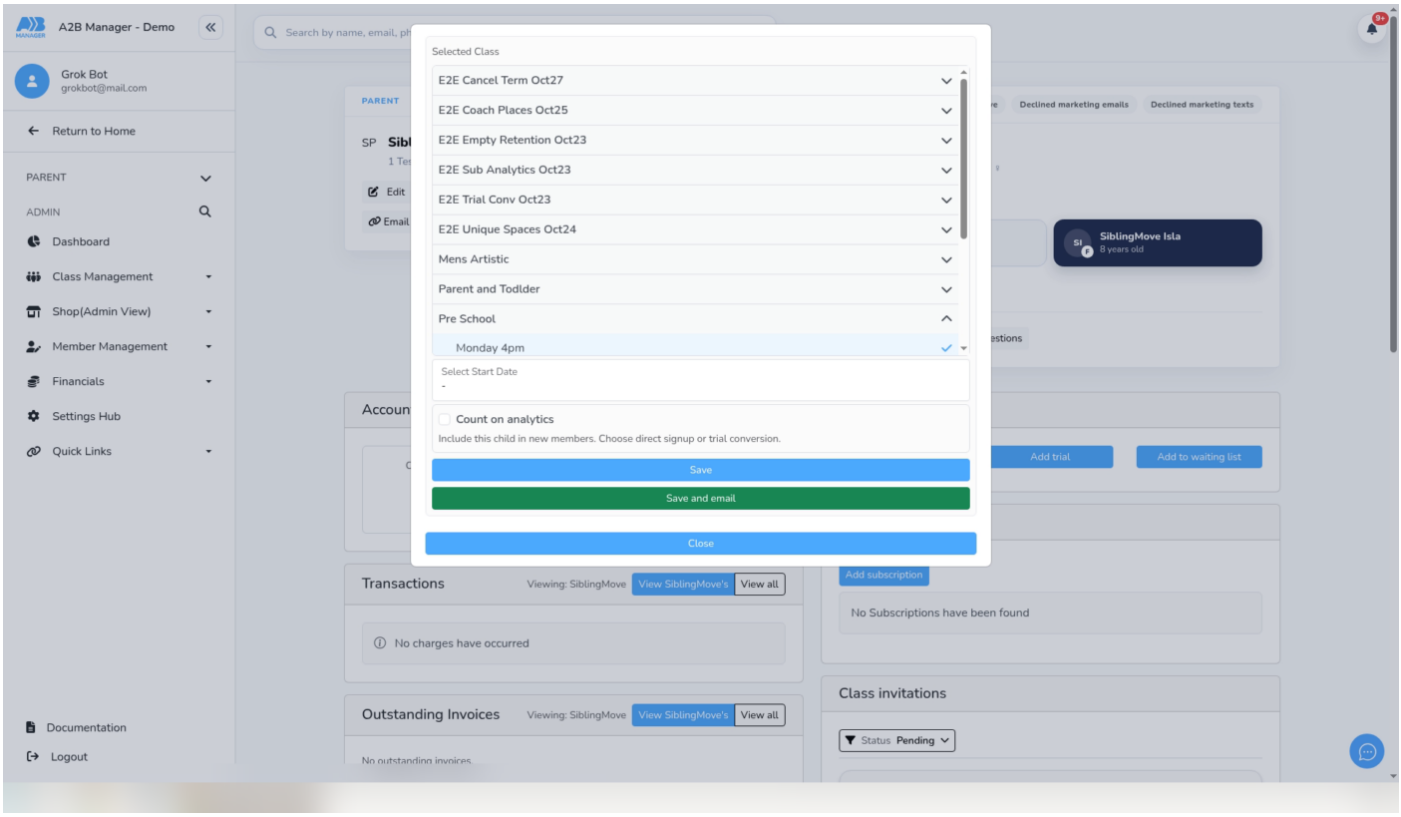
- Click the new child in the **Siblings** strip to open their profile.
- The Parent card shows the right parent, here **SiblingMove ParentB**.
- The new record starts as **Inactive**.



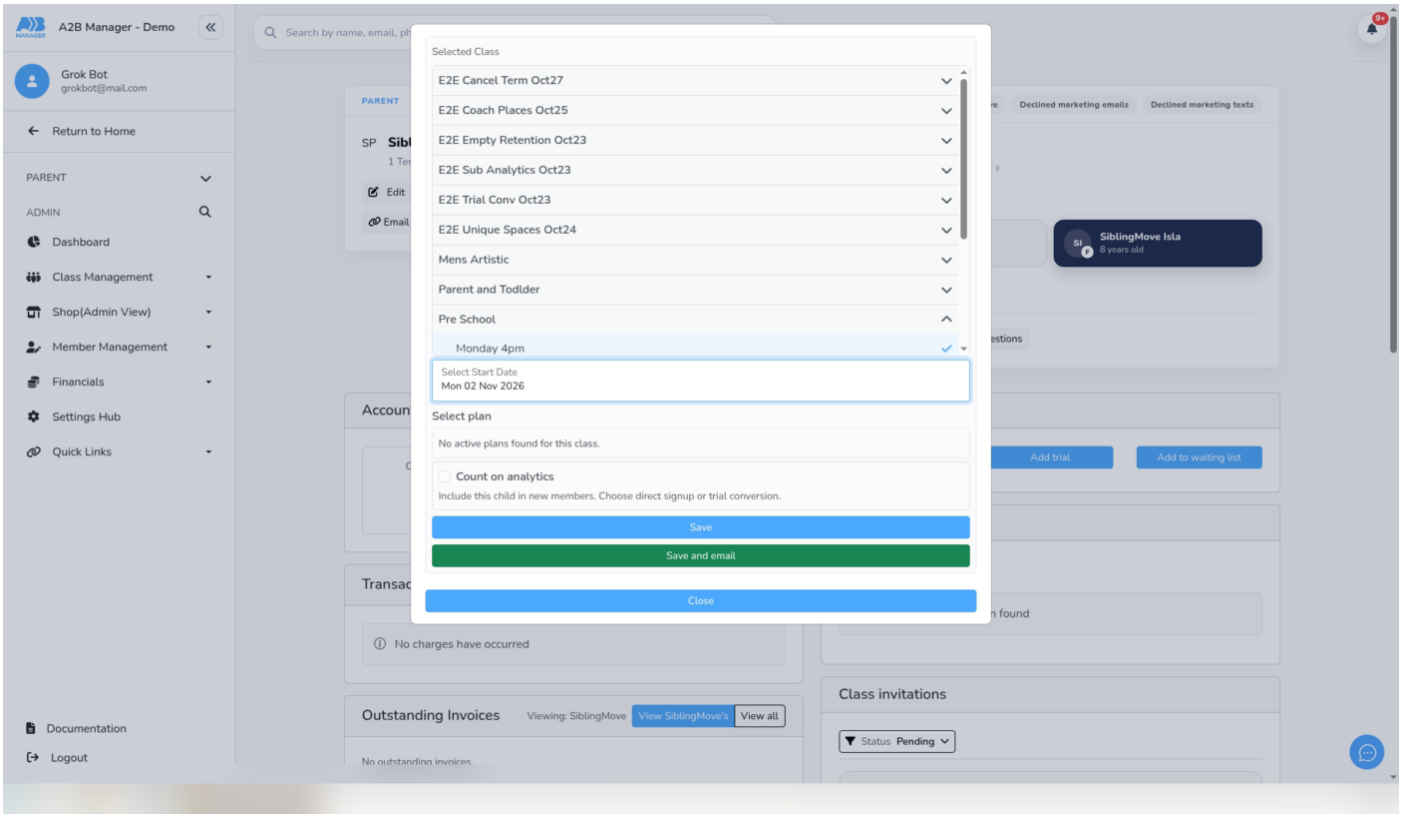
Step 7: The new record: on Parent B, and Inactive

Step 8: Add the new record to their class (2:09)

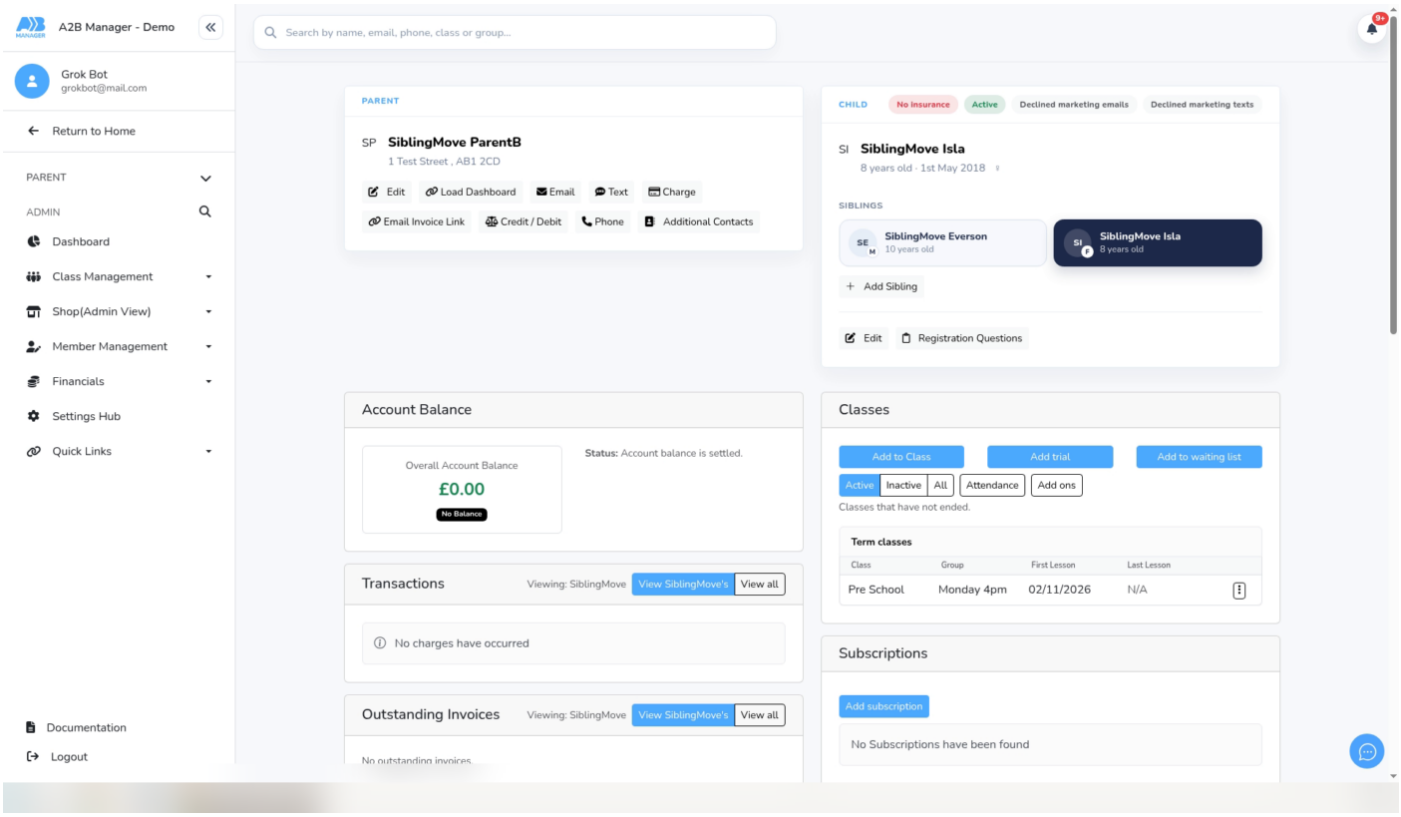
- Under **Classes**, click **Add to Class**. Open the class (here **Pre School**), choose the group (**Monday 4pm**) and pick a start date (**Mon 02 Nov 2026**).
- Under **Select plan**, this class showed *“No active plans found for this class.”*
- Click **Save**. In our test, the confirmation read *“Added to class group Monday 4pm. Lessons to start from 02/11/2026.”* The class shows in the Classes table, and the child is now **Active**.
- Repeat for each class the child goes to. For more on adding a class, see Add a Member to a Class from the Profile Page.



Step 8: Choosing the class, group and start date



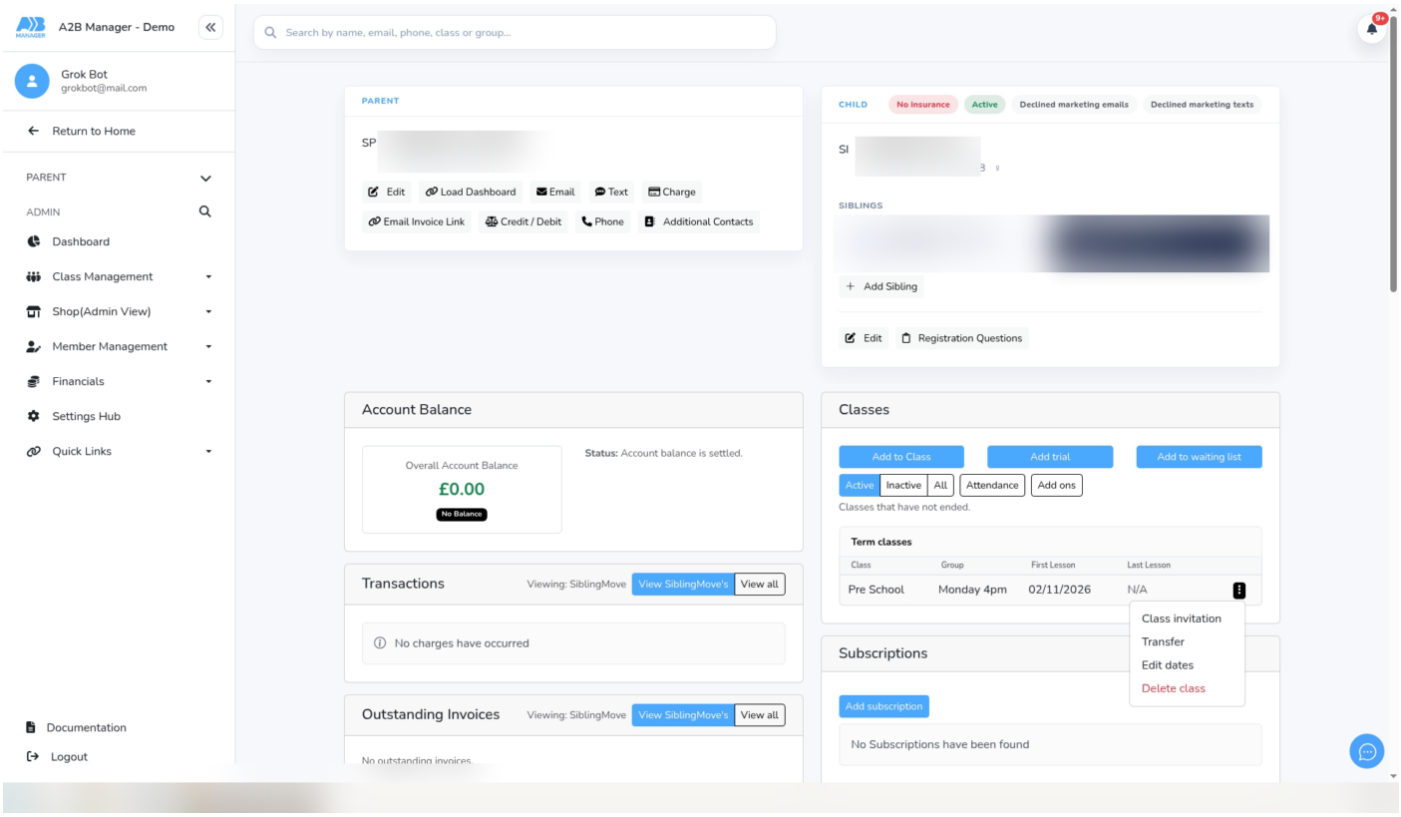
Step 8: Start date chosen: No active plans found for this class



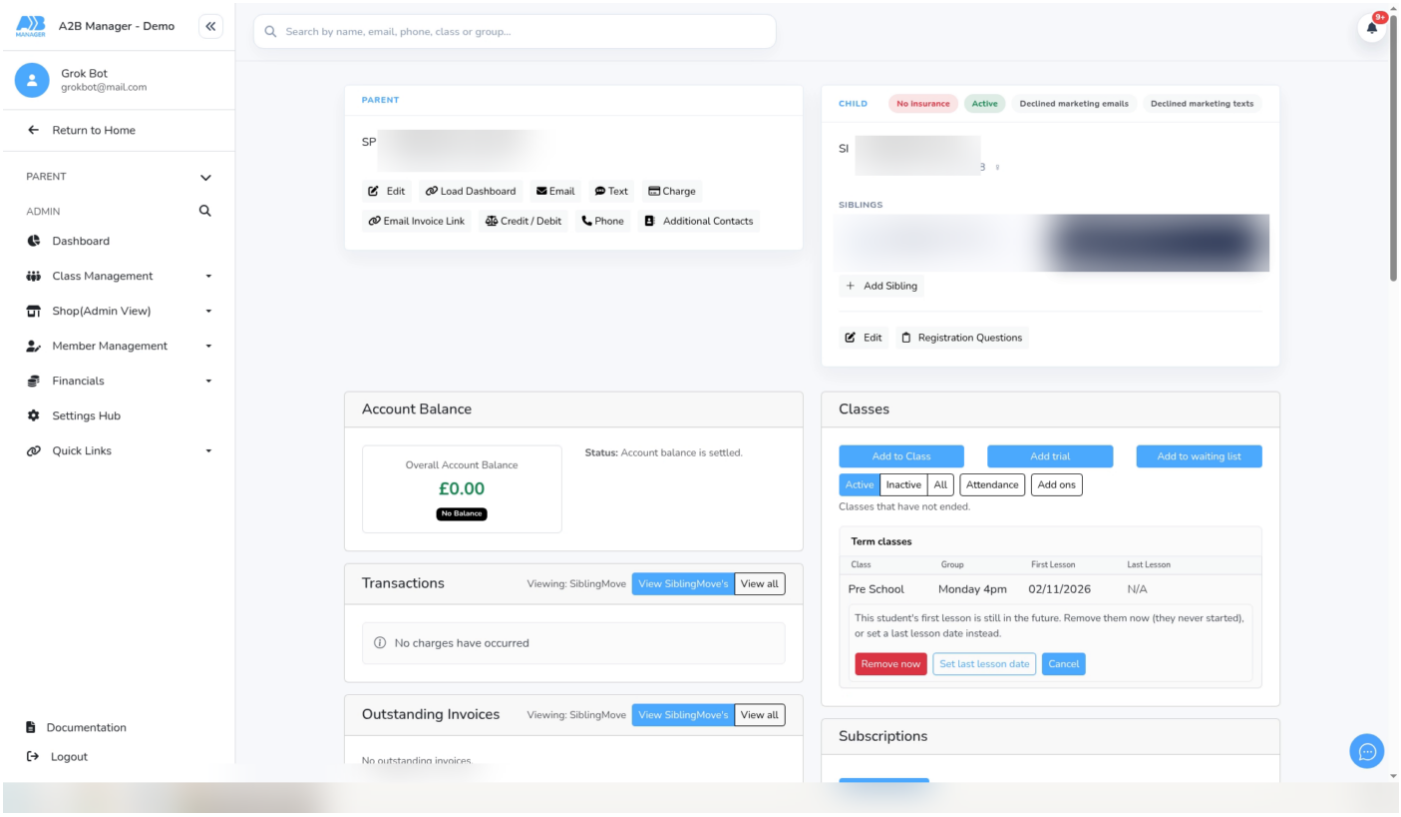
Step 8: The class is added and the child is Active

Step 9: Take the old record out of its classes (2:50)

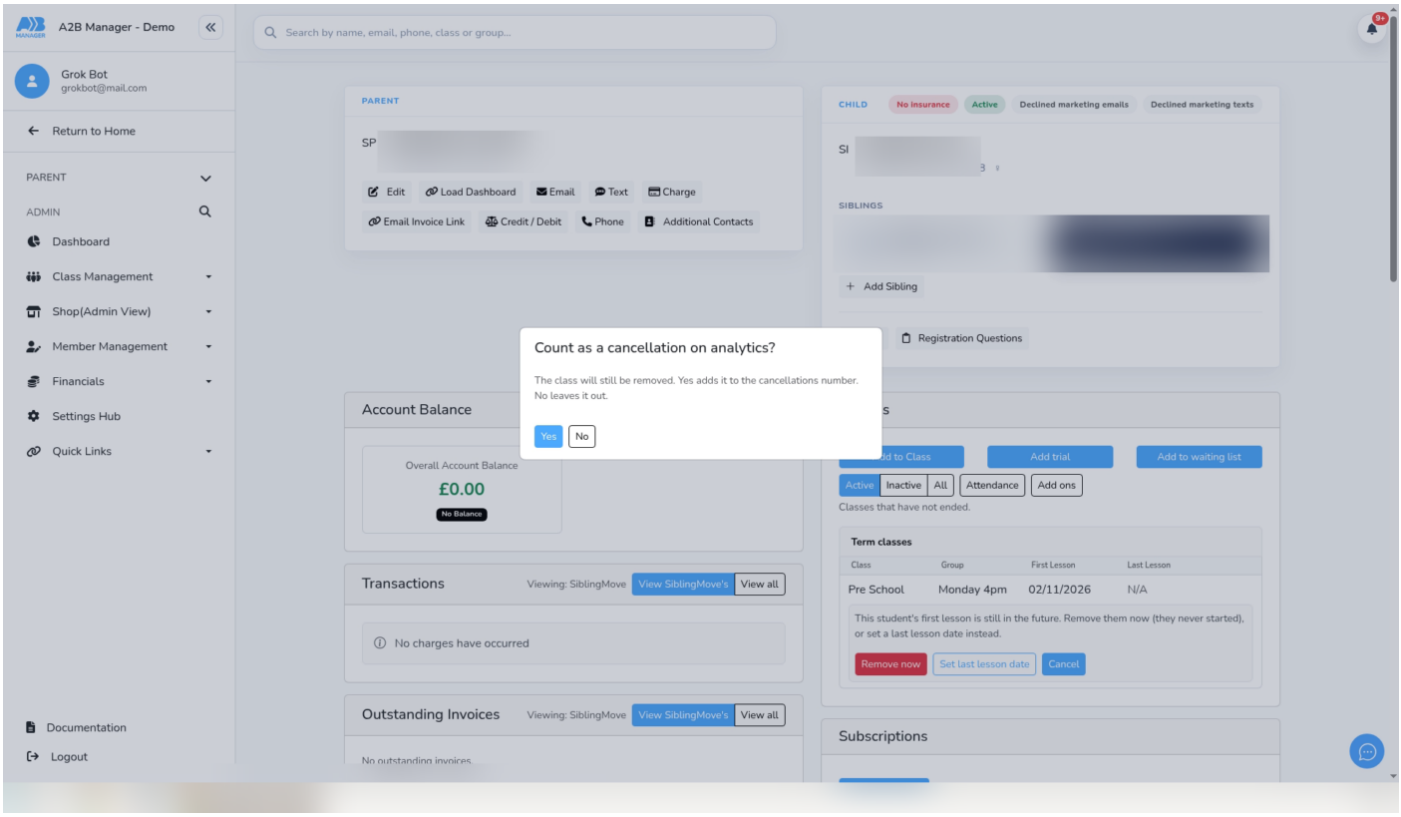
- Open the old record's profile, on the other parent account.
- Under **Classes**, click the menu at the end of the class row. It offers **Class invitation**, **Transfer** , **Edit dates** and **Delete class**. Click **Delete class**.
- If the child's first lesson is still in the future, you'll see *"This student's first lesson is still in the future. Remove them now (they never started), or set a last lesson date instead."* Click **Remove now**.
- You're asked *"Count as a cancellation on analytics?"* The pop-up explains *"The class will still be removed. Yes adds it to the cancellations number. No leaves it out."* We chose **No**.
- The class is removed from the Classes table. In our test, the child had no subscription and the profile then showed **Inactive**.
- Repeat for each class on the old record. The pictures for this step show a test record, with its names blurred.



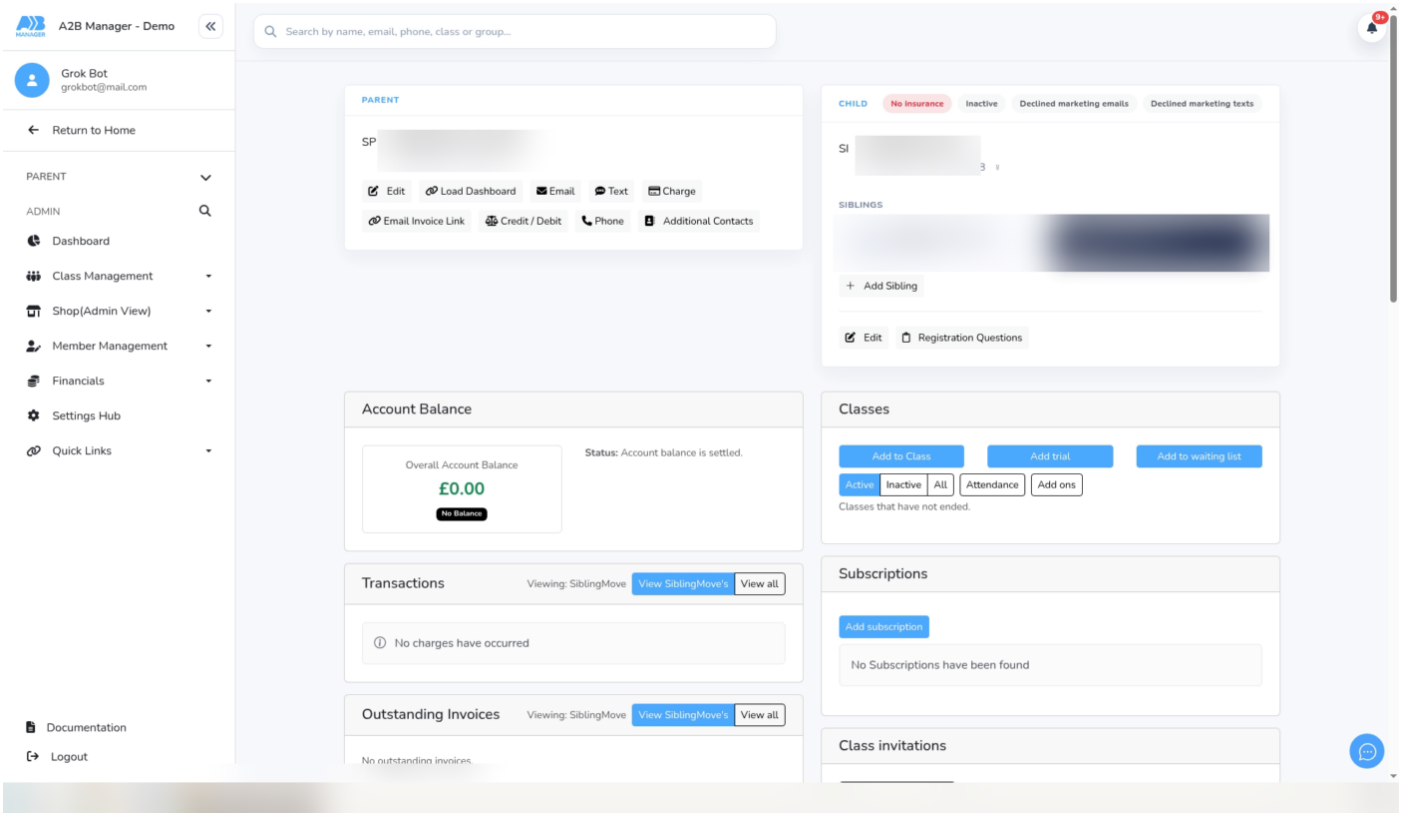
Step 9: The class row menu, with Delete class



Step 9: Remove now, for a class that hasn't started



Step 9: Count as a cancellation on analytics?



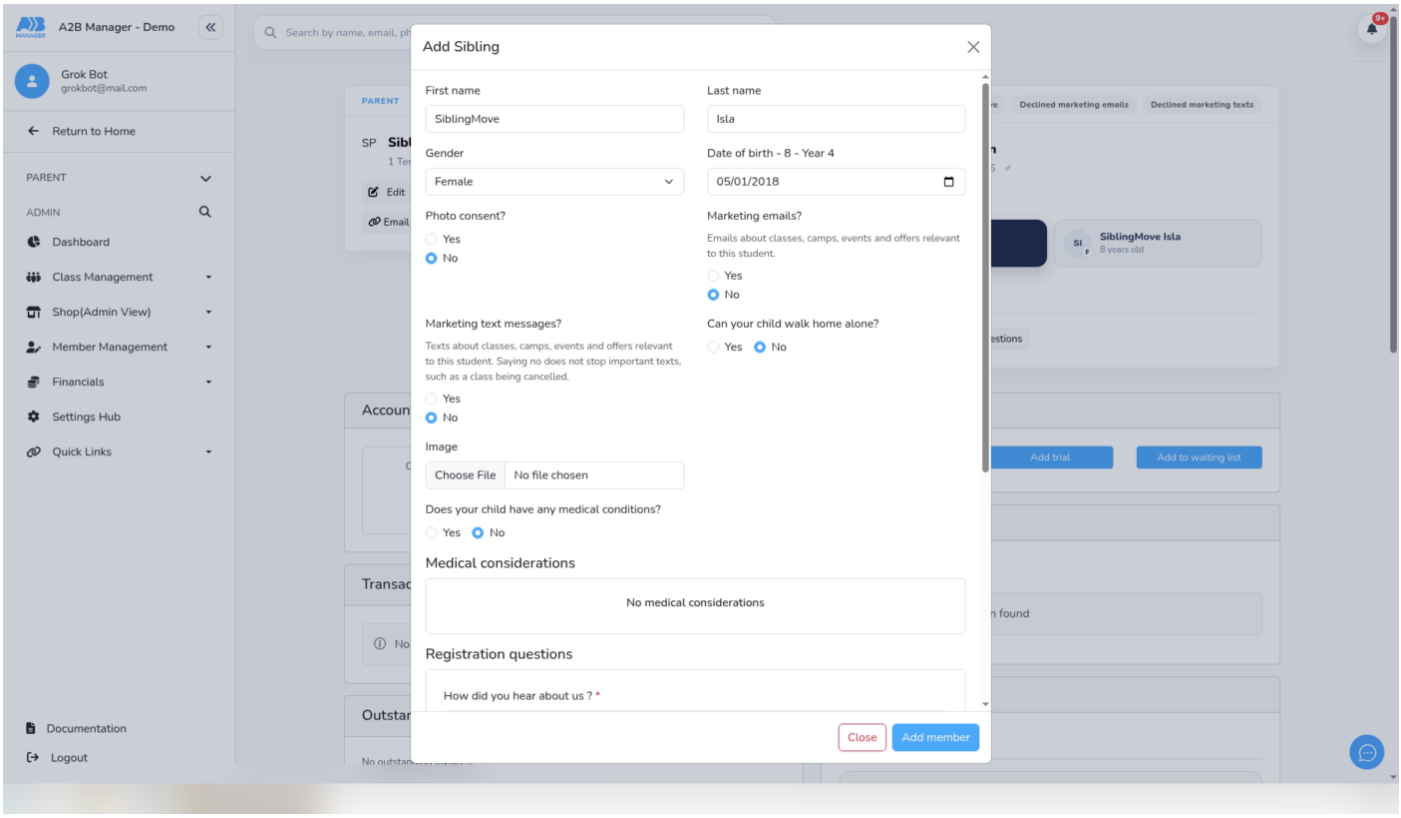
Step 9: The class has been removed

What doesn’t carry over

- **Add Sibling** creates a brand-new record. Nothing is copied from the old one, so enter the child’s details, consents, medical conditions and registration answers again.
- Before you take the old record out of its classes, check its **Classes** and **Subscriptions** sections so nothing is missed.

Good to know

- Add one child at a time. If you open **Add Sibling** again without reloading the page, the form still shows the last child’s details. Reload the page before adding another child.
- The **Siblings** strip only shows children on the same parent account. Click a sibling to open their profile.
- There’s no family card. To add a brother or sister to a parent account, use **Add Sibling** on the Child card.
- Related guides: How to View Sibling Accounts via Profiles, Assigning Subscriptions Between Siblings, How to Change a Parent’s Login Email and Add a Member to a Class from the Profile Page.



Without a reload, Add Sibling still shows the last child’s details

Download the PDF guide (optional)