How to Put Siblings on One Parent Account

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.

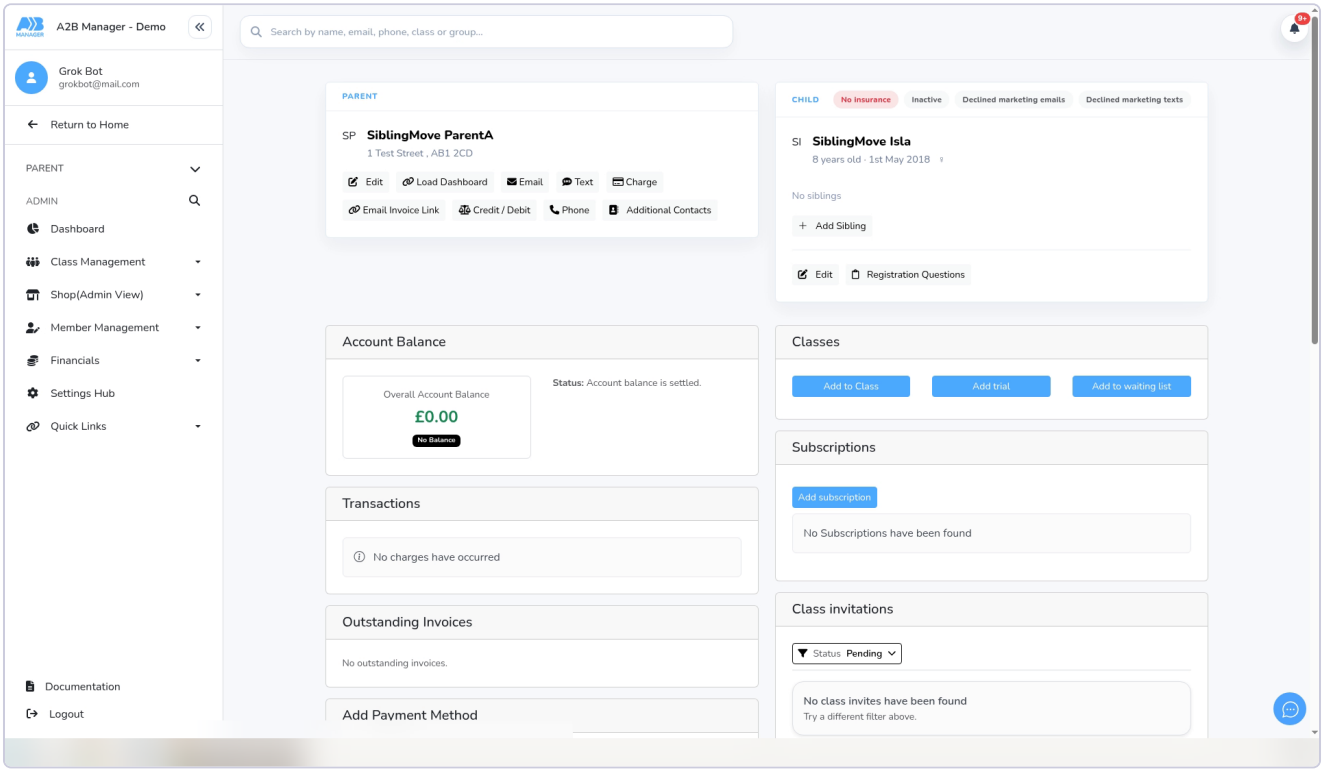
Before you start

- 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

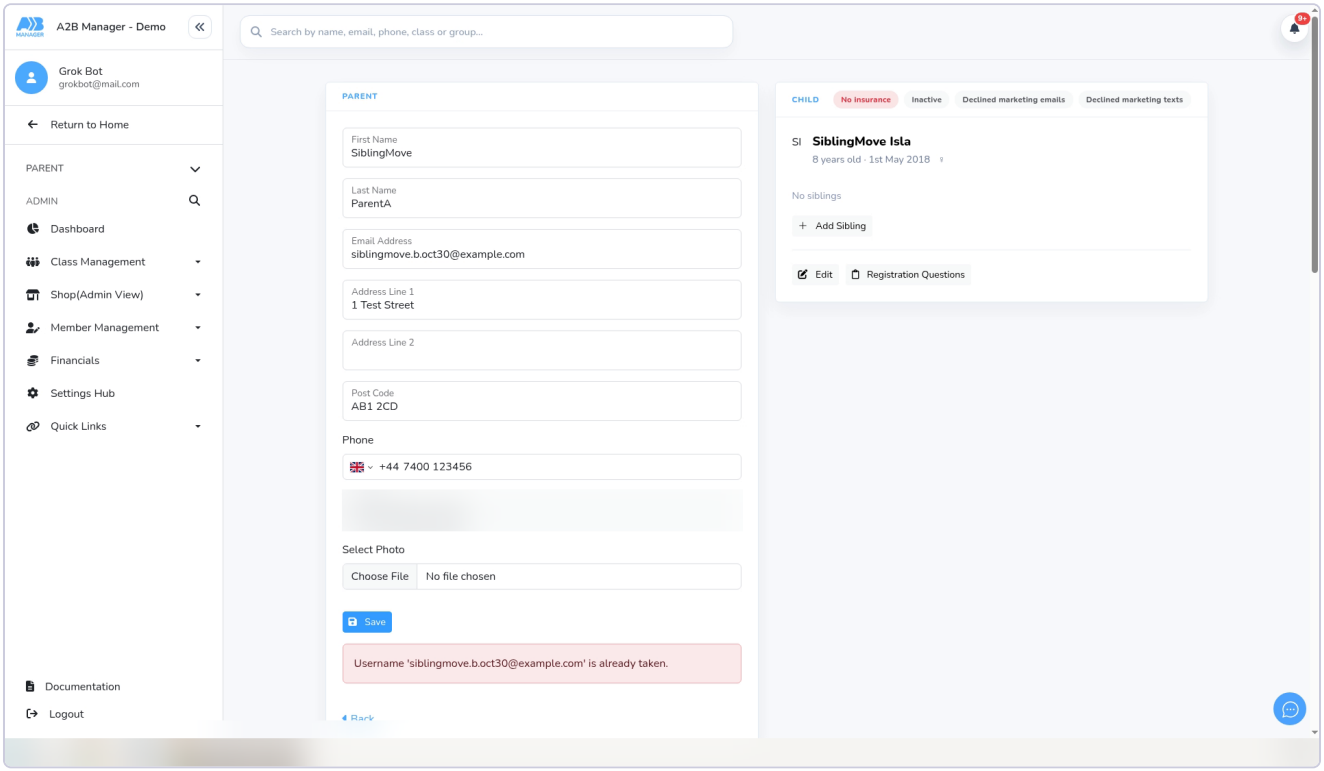
1. Siblings show together only on the same parent account (0:00)

- 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**.



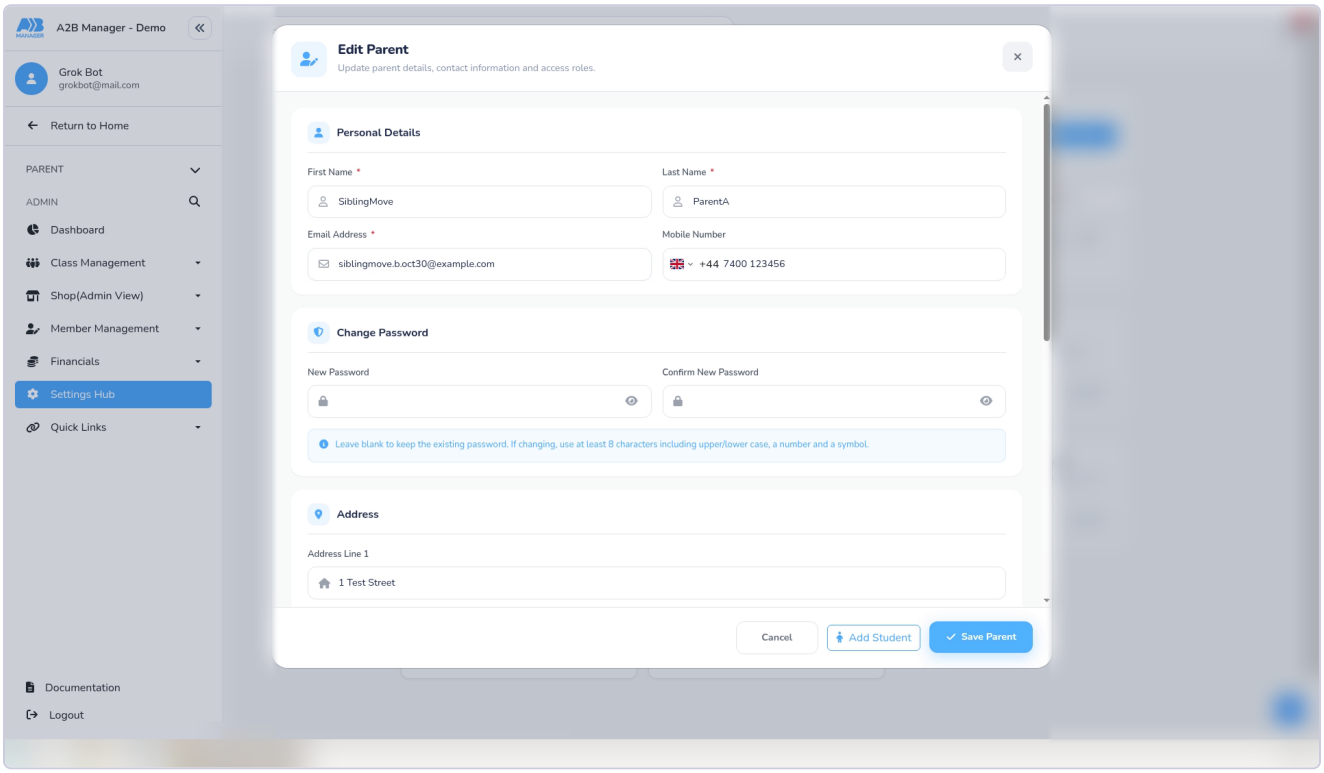
2. Changing the parent’s email doesn’t move the child (0:15)

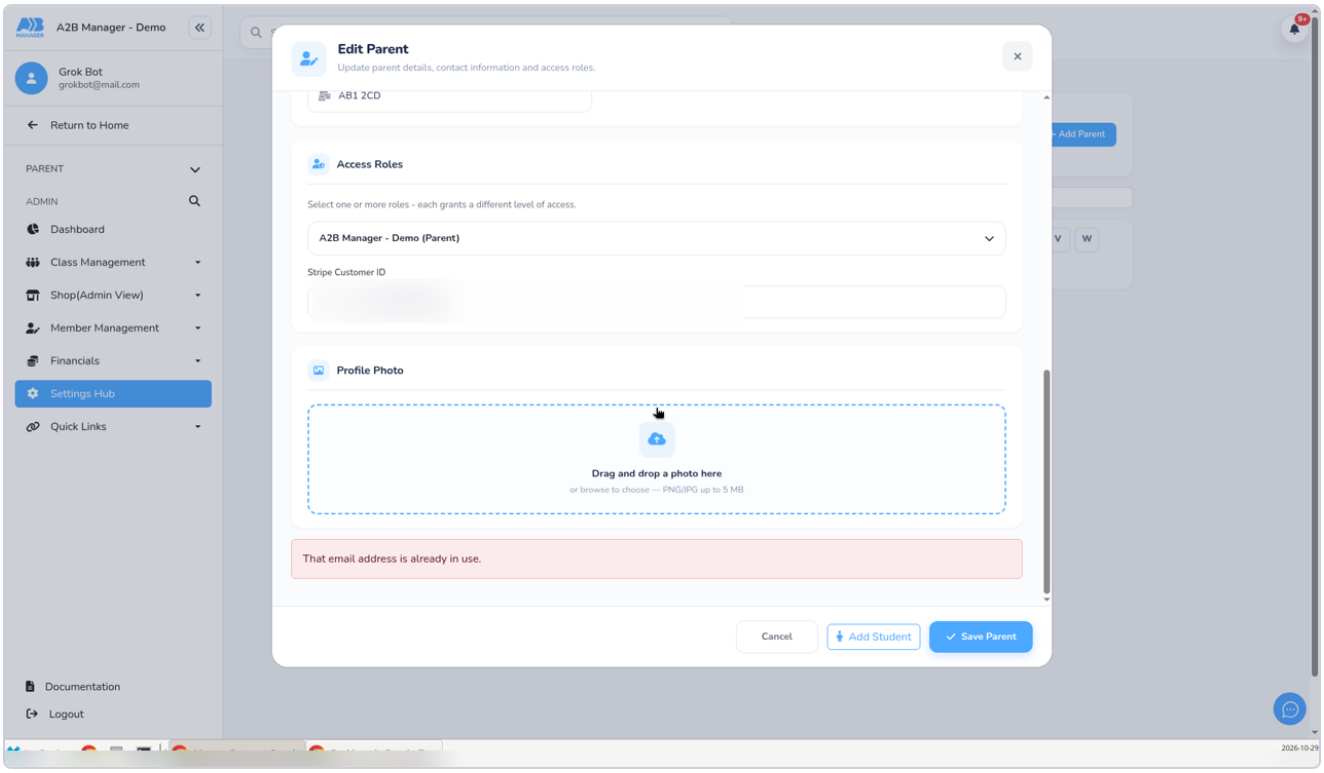
- On the Parent card, click **Edit**. The **Email Address** here is the parent’s login email. Children don’t have an email address of their own.
- Each login email must be unique. If you enter an address another parent already uses and click **Save**, you’ll see “Username 'siblingmove.b.oct30@example.com'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



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

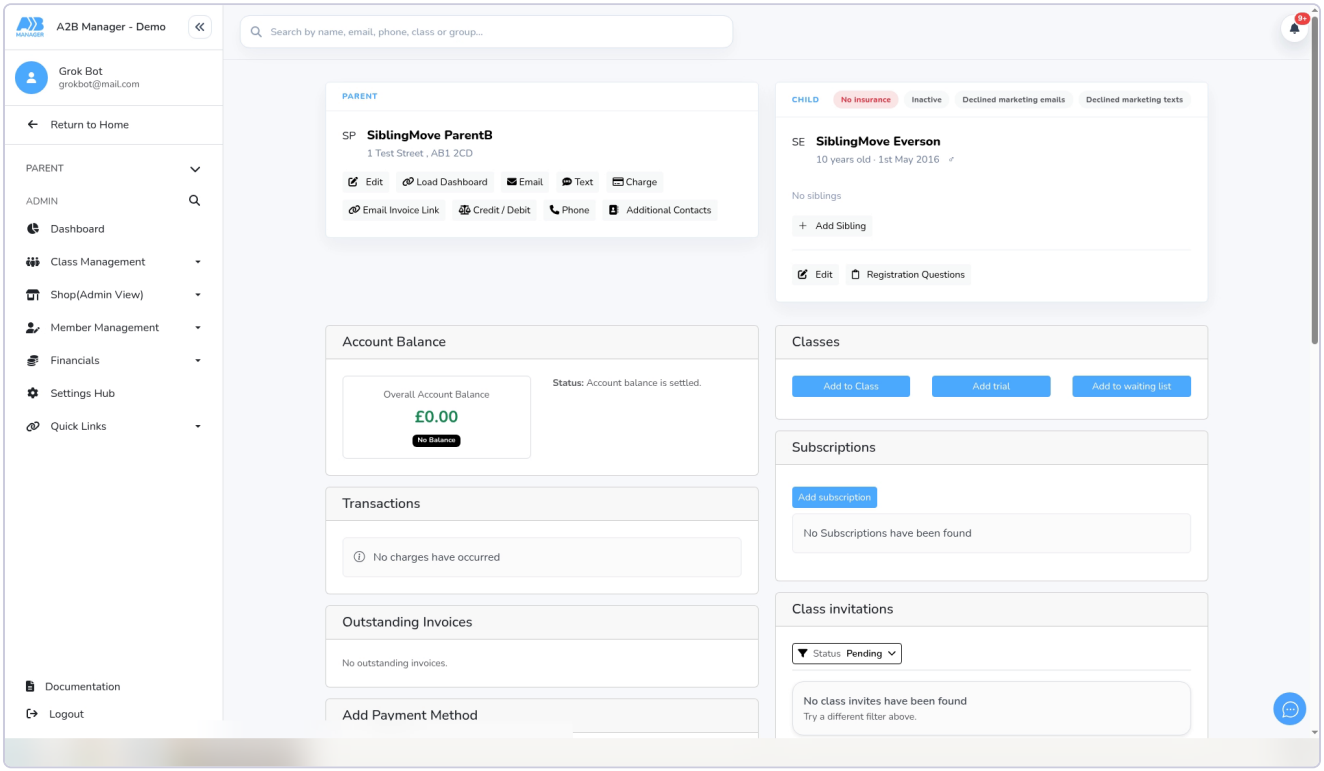
- Go to **Settings Hub** > **Manage Parents**, find the parent and click **Edit**.
- In the **Edit Parent** pop-up, enter the other parent's email in **Email Address** and click **Save Parent**.
- An alert at the bottom of the form reads "That email address is already in use." Nothing is saved. Click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





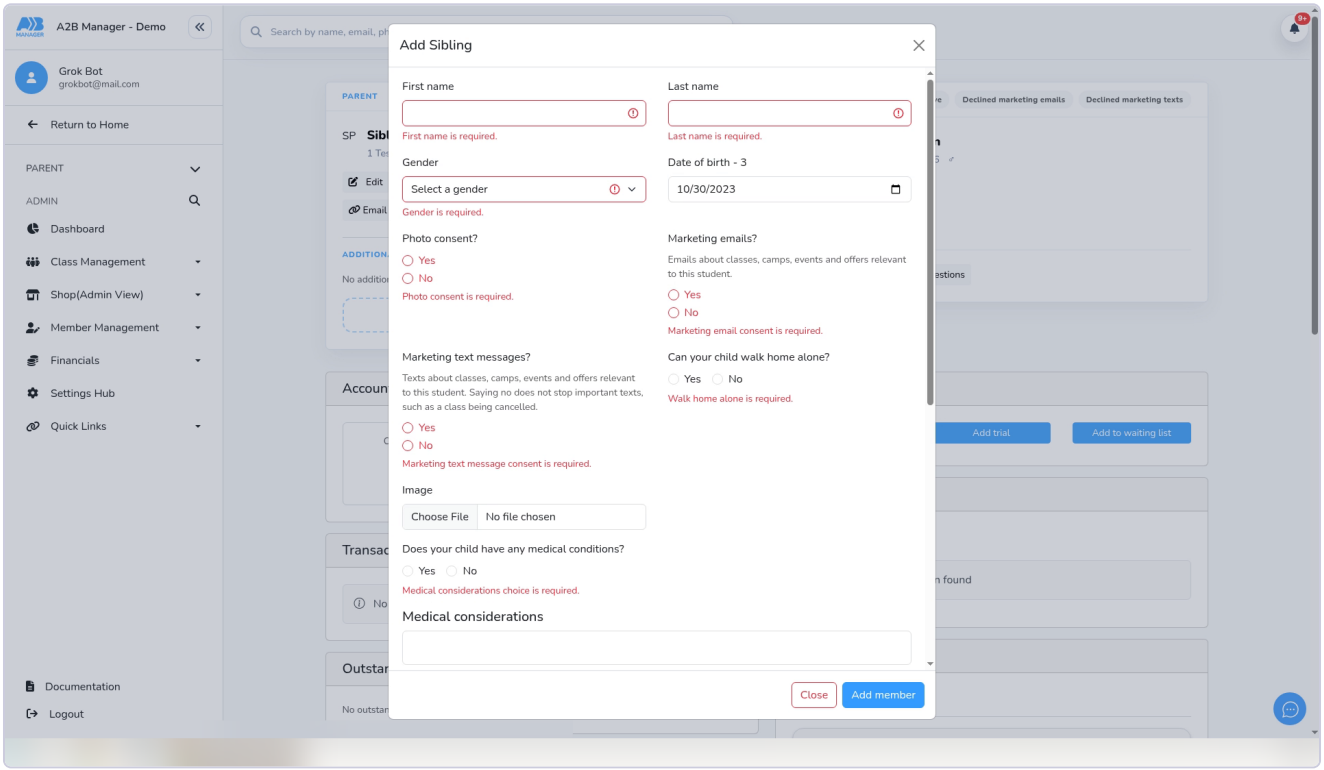
4. Open the sibling who’s already on the right account (0:52)

- 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.



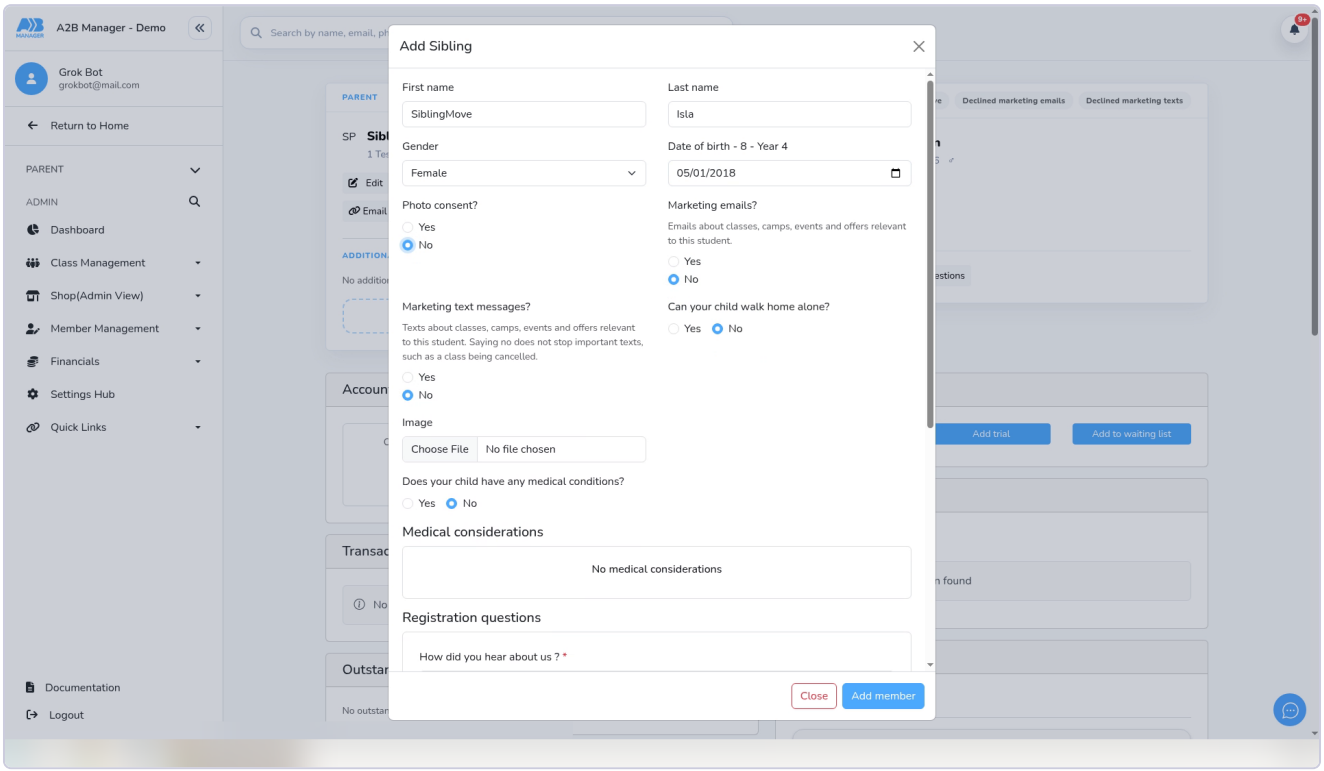
5. Click Add Sibling (1:04)

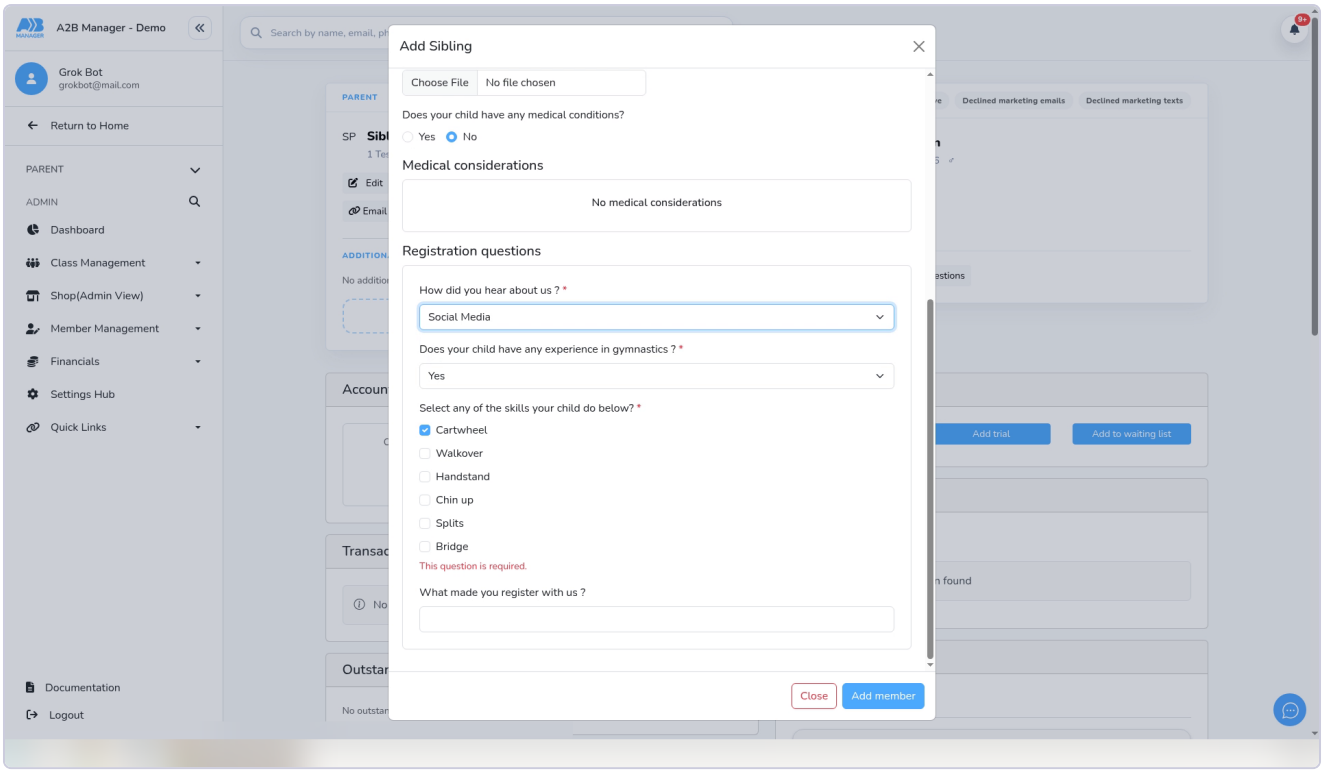
- On the Child card, click **Add Sibling**. The **Add Sibling** form opens. It adds a new child to this parent account.
- If you click **Add member** before filling it in, the form shows what's needed: "First name is required.", "Last name is required.", "Gender is required.", "Photo consent is required.", "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."

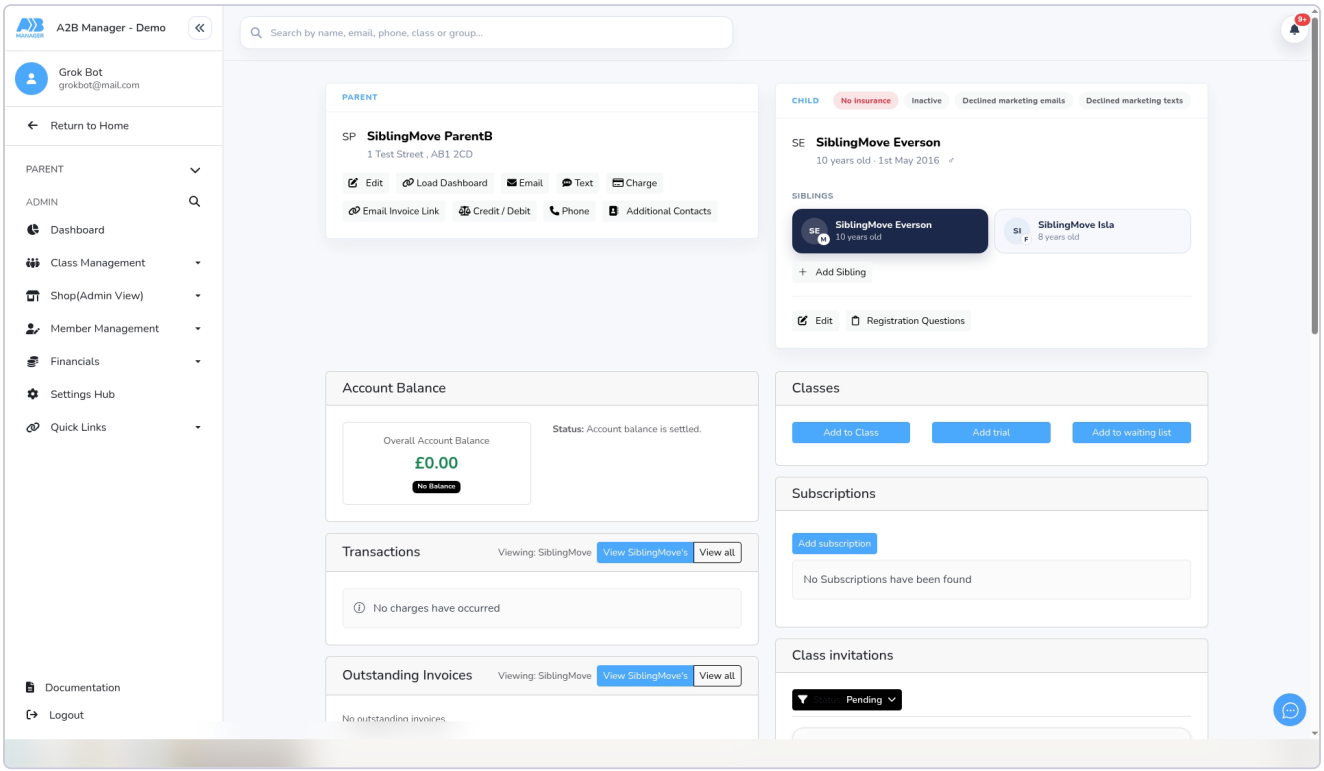


6. Fill in the child’s details and click Add member (1:19)

- 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.

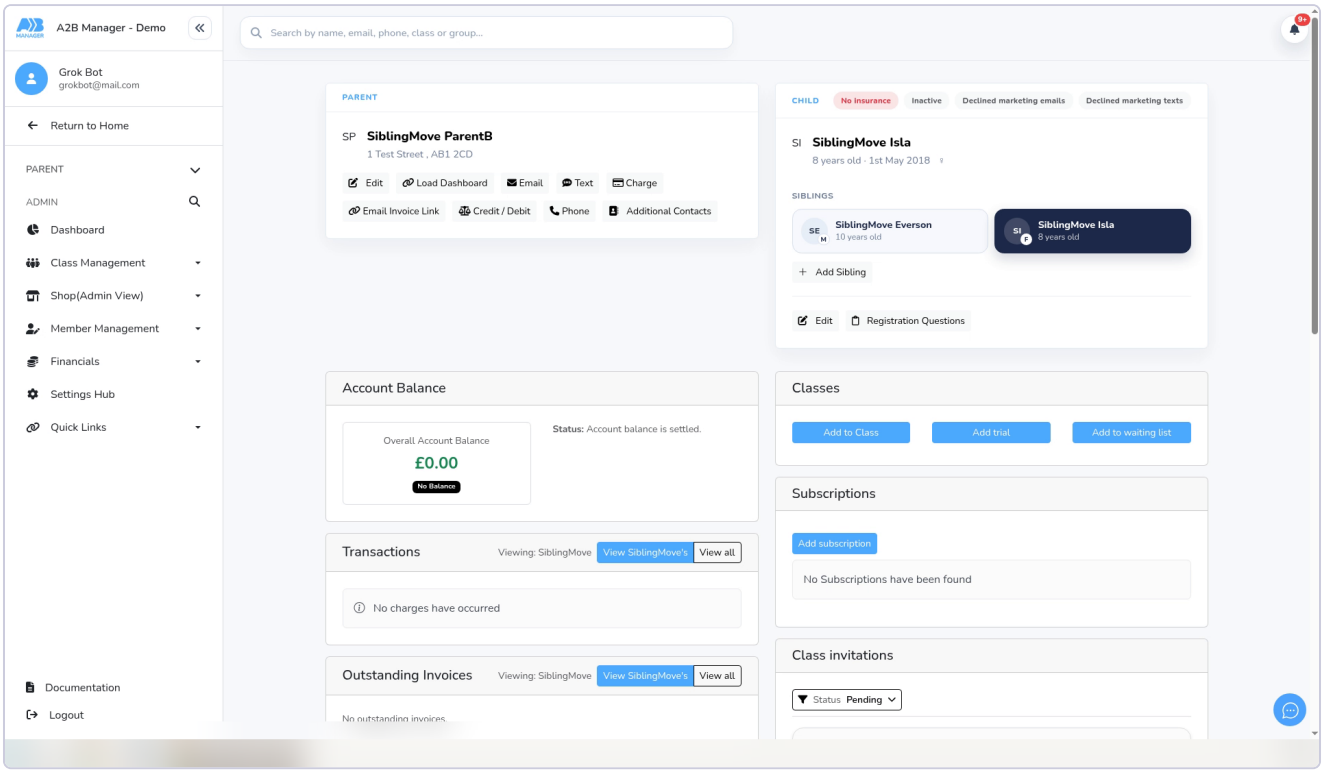

A2B Manager - Demo
Grok Bot
grokbot@mail.com
Return to Home
PARENT
ADMIN
Dashboard
Class Management
Shop(Admin View)
Member Management
Financials
Settings Hub
Quick Links
Documentation
Logout
Add Sibling
First name
SiblingMove
Last name
Isla
Gender
Female
Date of birth - 8 - Year 4
05/01/2018
Photo consent?
Yes
No
Marketing emails?
Emails about classes, camps, events and offers relevant to this student.
Yes
No
Marketing text messages?
Texts about classes, camps, events and offers relevant to this student. Saying no does not stop important texts, such as a class being cancelled.
Yes
No
Can your child walk home alone?
Yes
No
Image
Choose File
No file chosen
Does your child have any medical conditions?
Yes
No
Medical considerations
No medical considerations
Registration questions
How did you hear about us ? *
Close
Add member


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Add Sibling
Choose File
No file chosen
Does your child have any medical conditions?
Yes
No
Medical considerations
No medical considerations
Registration questions
How did you hear about us ? *
Social Media
Does your child have any experience in gymnastics ? *
Yes
Select any of the skills your child do below? *
Cartwheel
Walkover
Handstand
Chin up
Splits
Bridge
This question is required.
What made you register with us ?
Close
Add member



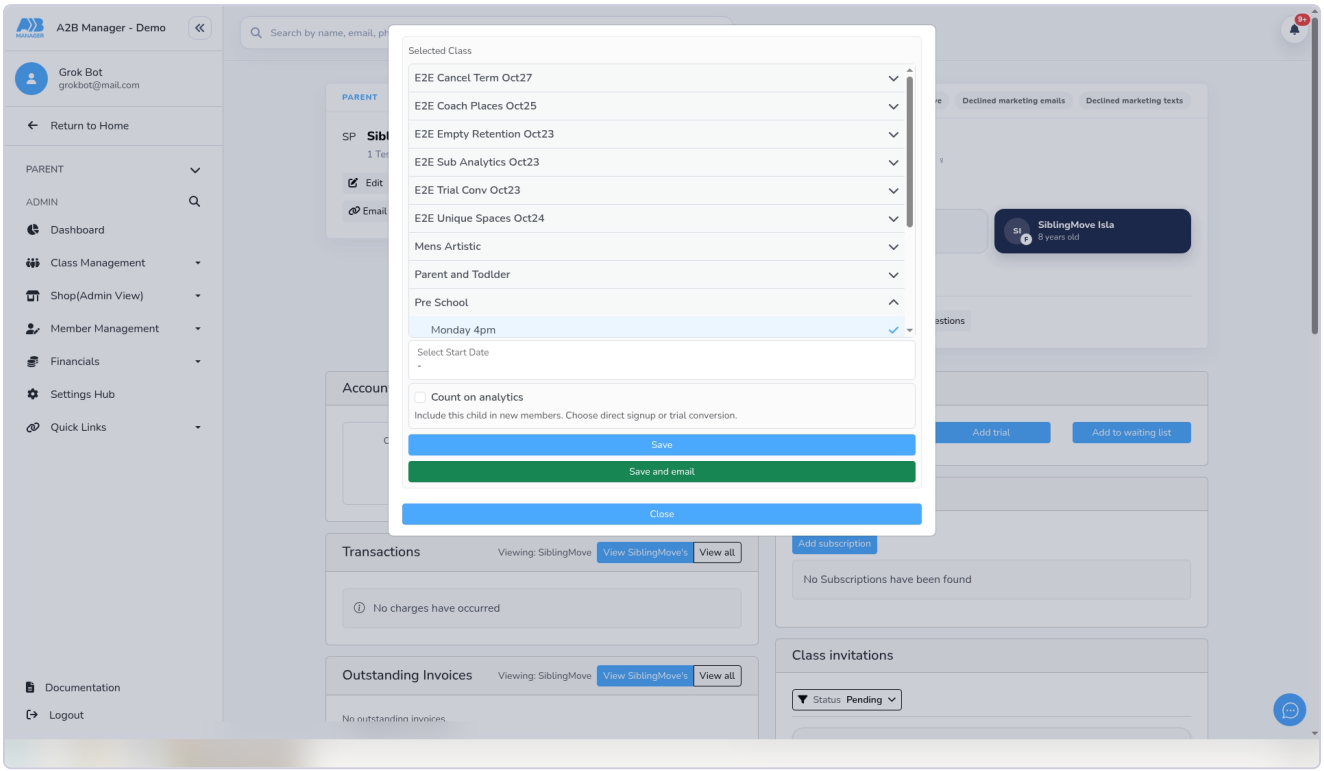
7. Check the new record (2:01)

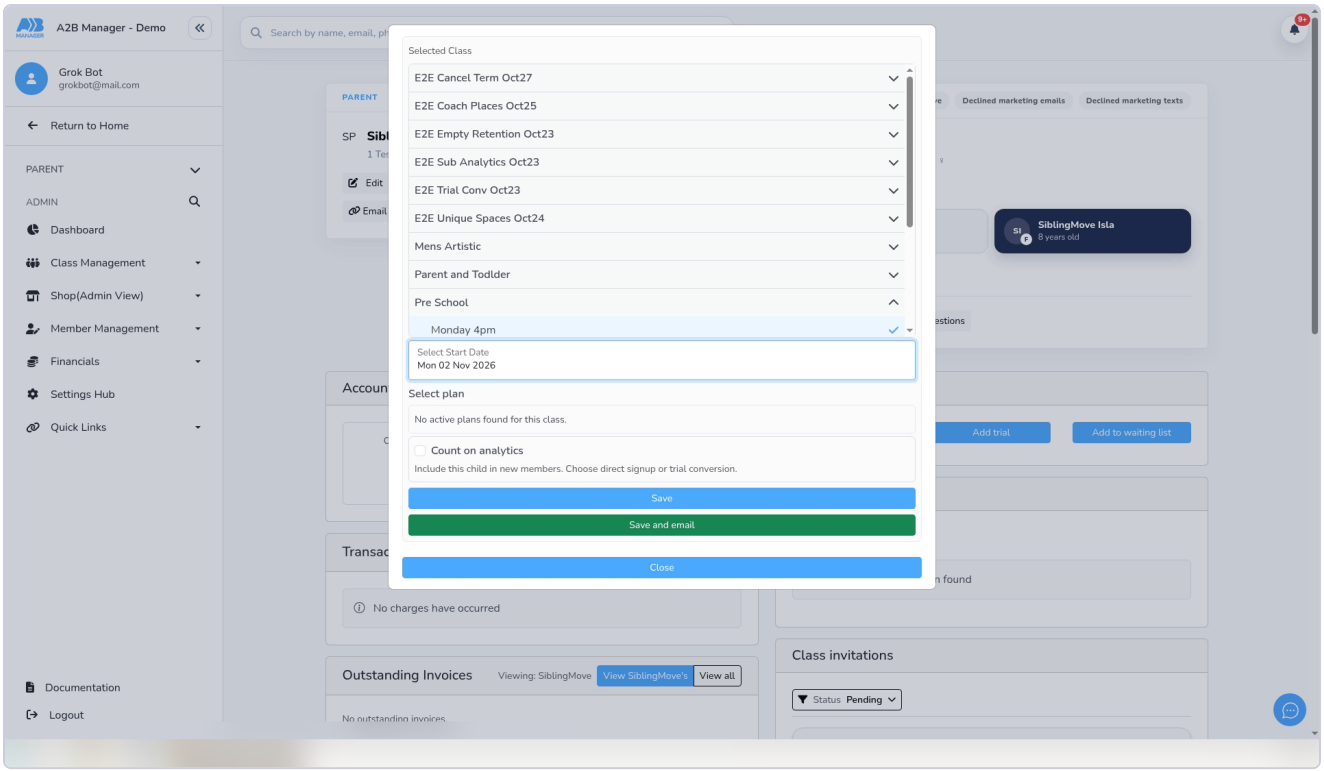
- Click the new child in the **Siblings** strip to open their profile.
- The Parent card shows the right parent, here **SiblingMove ParentB**.
- The new record starts as **Inactive**.

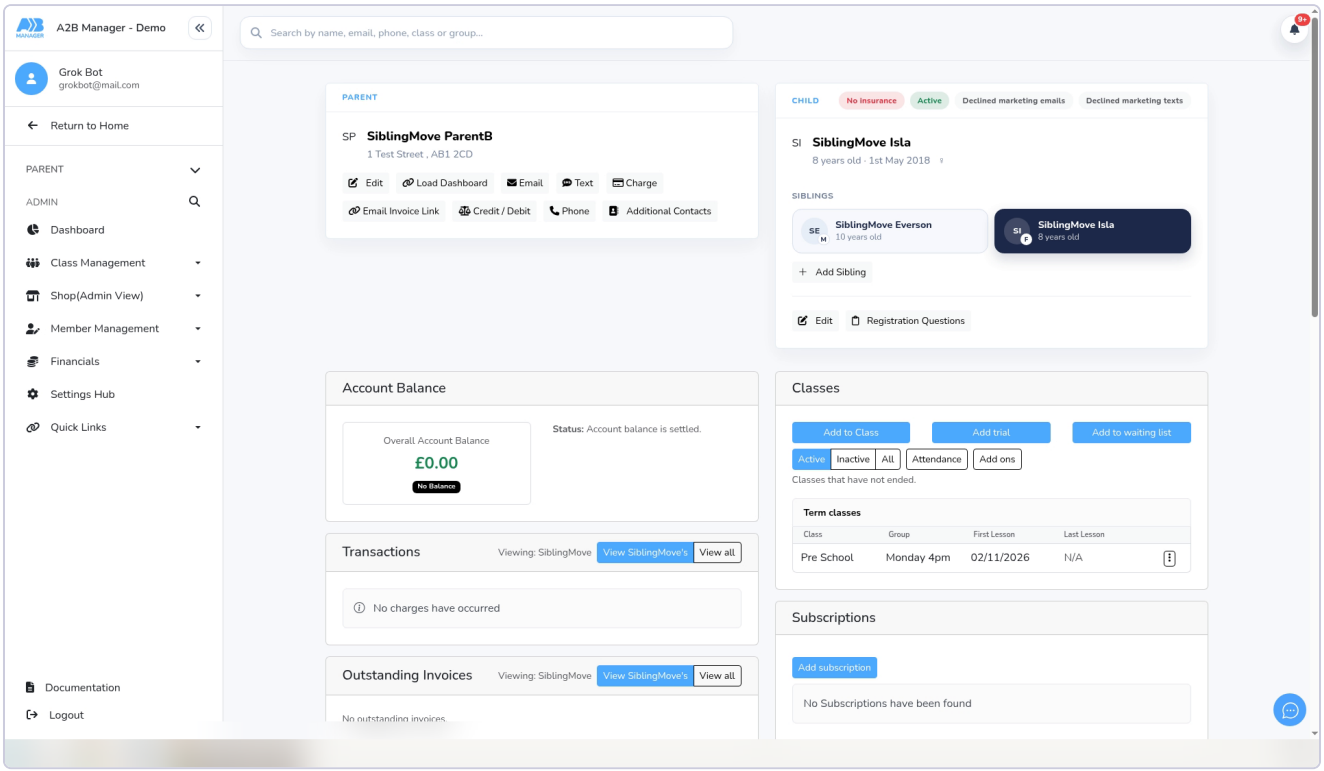


8. Add the new record to their class (2:09)

- 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.

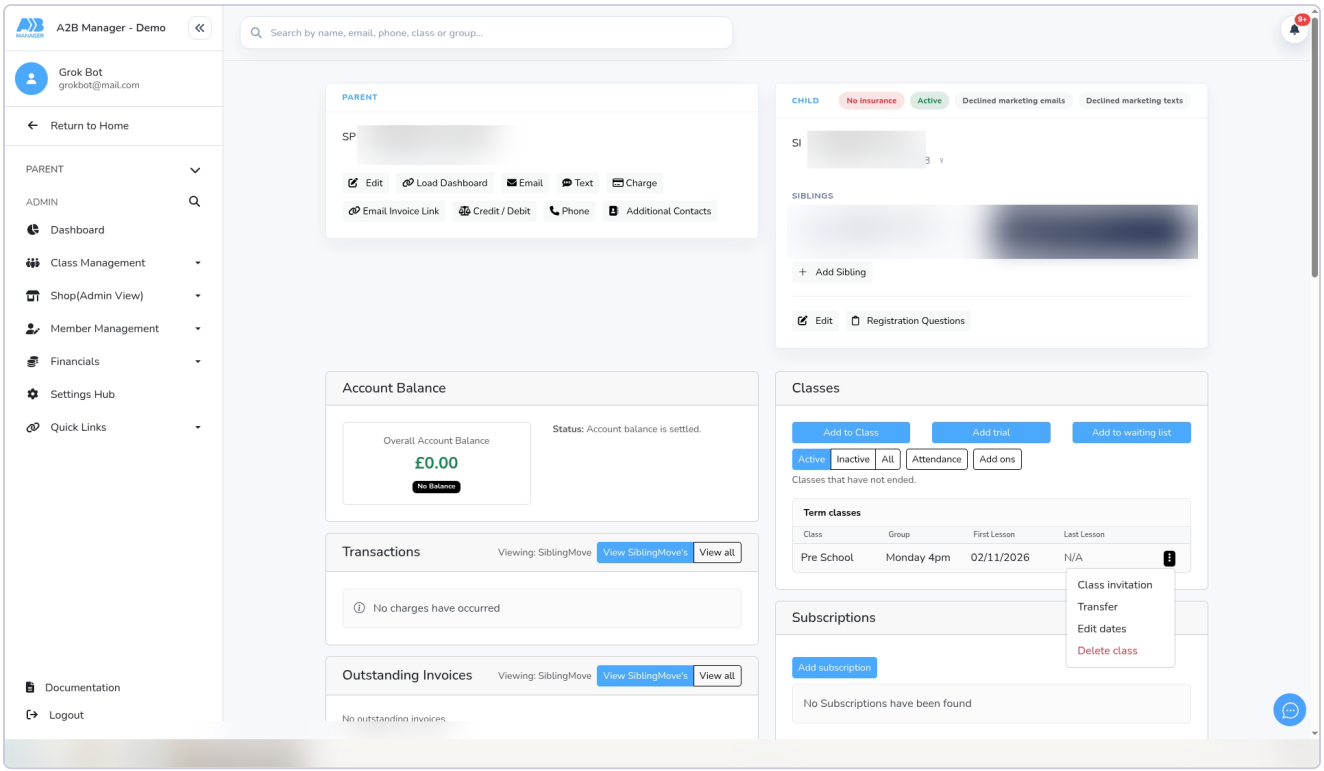

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E2E Coach Places Oct25
E2E Empty Retention Oct23
E2E Sub Analytics Oct23
E2E Trial Conv Oct23
E2E Unique Spaces Oct24
Mens Artistic
Parent and Todlder
Pre School
Monday 4pm
Select Start Date
Count on analytics
Include this child in new members. Choose direct signup or trial conversion.
Save
Save and email
Close
Transactions
No charges have occurred
Outstanding Invoices
No outstanding invoices
Add subscription
No Subscriptions have been found
Class invitations
Status Pending
SiblingMove Isla
8 years old
Add trial
Add to waiting list

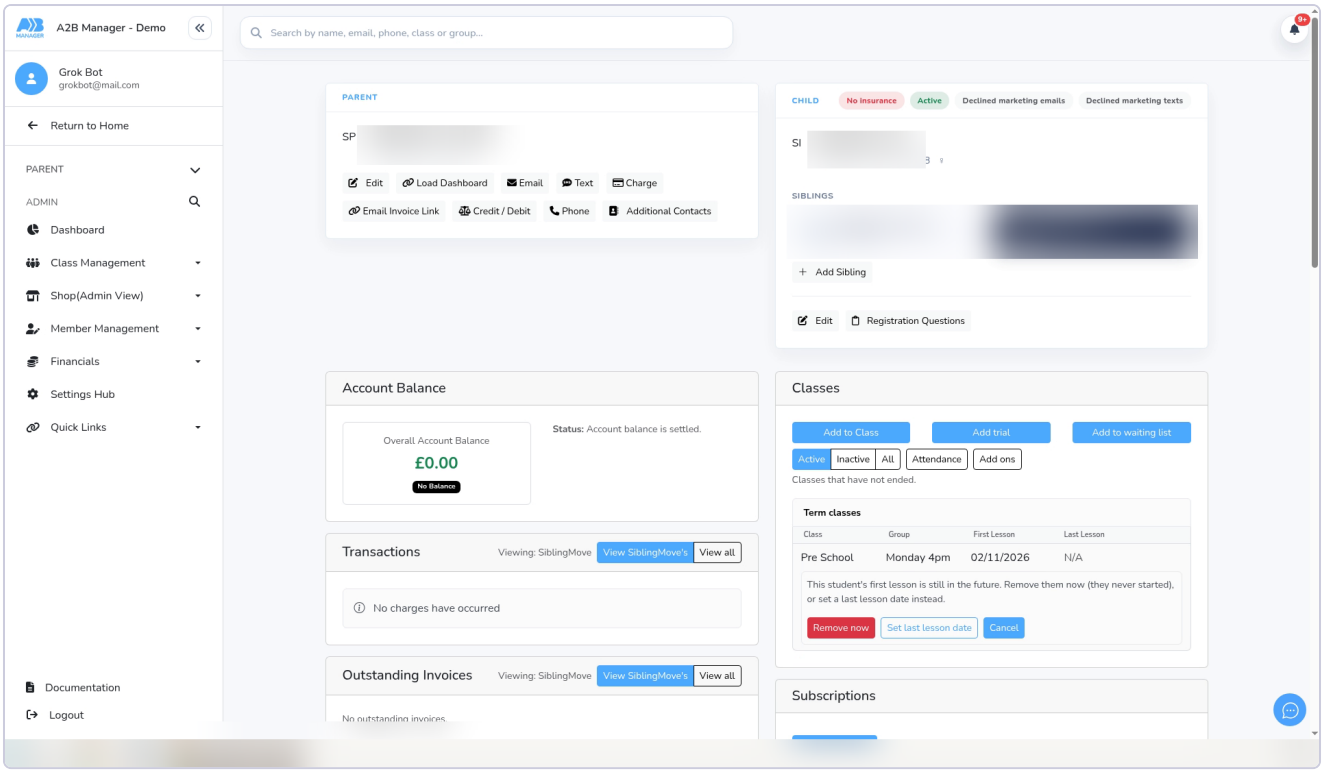

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E2E Sub Analytics Oct23
E2E Trial Conv Oct23
E2E Unique Spaces Oct24
Mens Artistic
Parent and Todlder
Pre School
Monday 4pm
Select Start Date
Mon 02 Nov 2026
Select plan
No active plans found for this class.
Count on analytics
Include this child in new members. Choose direct signup or trial conversion.
Save
Save and email
Close
No charges have occurred
Outstanding Invoices
No outstanding invoices
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8 years old
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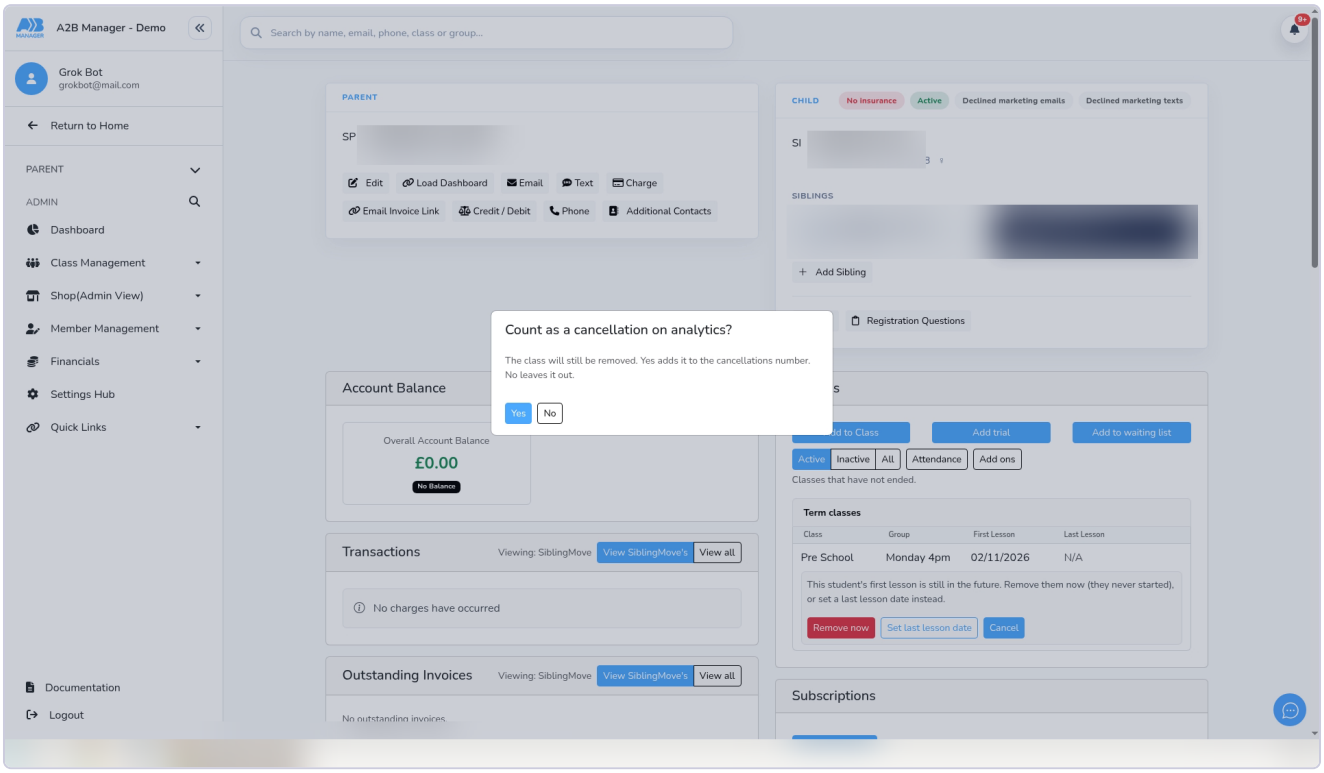

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SP SiblingMove ParentB
1 Test Street , AB1 2CD
Edit
Load Dashboard
Email
Text
Charge
Email Invoice Link
Credit / Debit
Phone
Additional Contacts
CHILD
No insurance
Active
Declined marketing emails
Declined marketing texts
SI SiblingMove Isla
8 years old · 1st May 2018
SIBLINGS
SiblingMove Everson
10 years old
SiblingMove Isla
8 years old
Add Sibling
Edit
Registration Questions
Account Balance
Overall Account Balance
£0.00
No Balance
Status: Account balance is settled.
Transactions
Viewing: SiblingMove
View SiblingMove's
View all
No charges have occurred
Outstanding Invoices
Viewing: SiblingMove
View SiblingMove's
View all
No outstanding invoices
Classes
Add to Class
Add trial
Add to waiting list
Active
Inactive
All
Attendance
Add ons
Classes that have not ended.
Term classes
Class
Group
First Lesson
Last Lesson
Pre School
Monday 4pm
02/11/2026
N/A
Subscriptions
Add subscription
No Subscriptions have been found

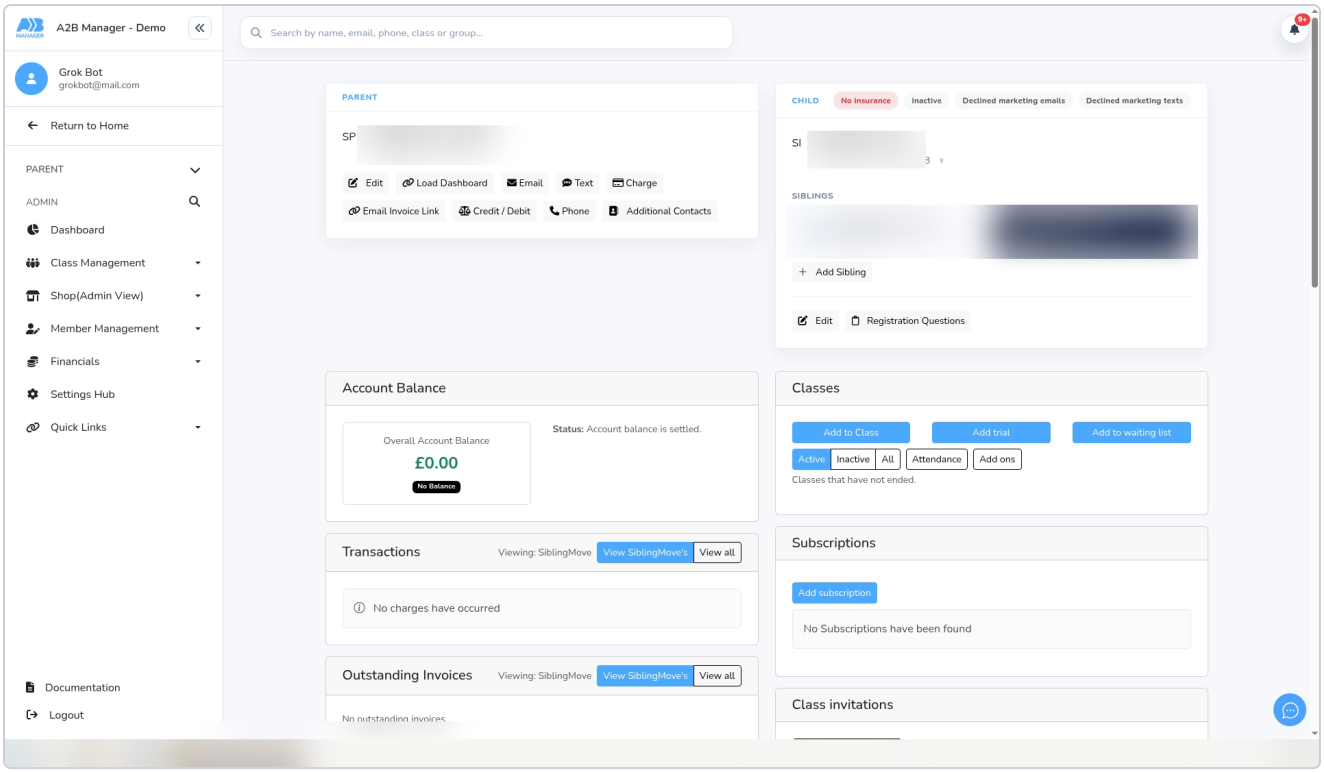
9. Take the old record out of its classes (2:50)

- 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.


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Email Invoice Link
Credit / Debit
Phone
Additional Contacts
CHILD
No insurance
Active
Declined marketing emails
Declined marketing texts
SI
SIBLINGS
Add Sibling
Edit
Registration Questions
Account Balance
Overall Account Balance
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No Balance
Status: Account balance is settled.
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View SiblingMove's
View all
No charges have occurred
Outstanding Invoices
Viewing: SiblingMove
View SiblingMove's
View all
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Add to waiting list
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Inactive
All
Attendance
Add ons
Classes that have not ended.
Term classes
Class
Group
First Lesson
Last Lesson
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Monday 4pm
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Class invitation
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Edit dates
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Subscriptions
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Email Invoice Link
Credit / Debit
Phone
Additional Contacts
CHILD
No insurance
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Declined marketing emails
Declined marketing texts
SI
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Overall Account Balance
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02/11/2026
N/A
This student's first lesson is still in the future. Remove them now (they never started), or set a last lesson date instead.
Remove now
Set last lesson date
Cancel
Subscriptions





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.

