

Link Another Person To Your Online Account

In December 2024, DNR launched a new license system, the Activity Hub. If you previously had a youth or other person linked to your account, you will need to reestablish that link in the new system. In this guide you find instructions for:

- Linking a youth (under 13) with an existing account to your own account (page 2)
- Adding and linking a youth (under 13) who doesn't have an account (page 5)
- Linking an account for someone 13 or over to your account so that you can purchase on their behalf (page 5)

NOTE: these instructions are for self-serve functions in the Activity Hub at GoOutdoorsIN.com.

Additional purchase options include:

- In person at a license retailer. See on.IN.gov/huntfishlicenseretailers
- Over the phone and mailed to you: 317-232-4200. 8:30 a.m. to 4 p.m., Monday through Friday (excluding State holidays).

There are two categories of people you can link to your online account, referred to as “Youth Association” and “Customer Group”:

| Youth Association | Customer Group |
|--|--|
| <ul style="list-style-type: none"> • UNDER 13 years of age • Need last name, date of birth, and last four digits of the SSN to search for a child already in the system or create new account for child. • To “act as” the child, you must first click on the youth’s customer ID number to access their account. • Once the child turns 13, they will automatically change to Customer Group. • Options for checking in game: <ul style="list-style-type: none"> ○ The account owner can check in game in the online system on behalf of the youth. ○ Check in over the phone: 260-368-5880 (no charge) with Customer ID and date of birth. ○ Click on the Check In Game button on the Hub home page (no system log in required). You will need the child’s Customer ID number OR SSN and date of birth. | <ul style="list-style-type: none"> • 13 years of age and older • The person must already have an account to be added to your Customer Group. You may help a new customer create an account using their own email address, prior to linking them to your account. • You’ll need the Customer ID to search for the person in the system. • You may complete purchases on behalf of, but not “act as”, that person in the system. • Options for checking in game for the person: <ul style="list-style-type: none"> ○ Check in over the phone: 260-368-5880 (no charge) with Customer ID and date of birth ○ Click on the Check In Game button on the Hub home page (does not require log in). You will need the person’s Customer ID number OR last 4 of SSN with last name and date of birth. ○ The person can check in their game themselves through their account. |

Trouble? Check these pro tips

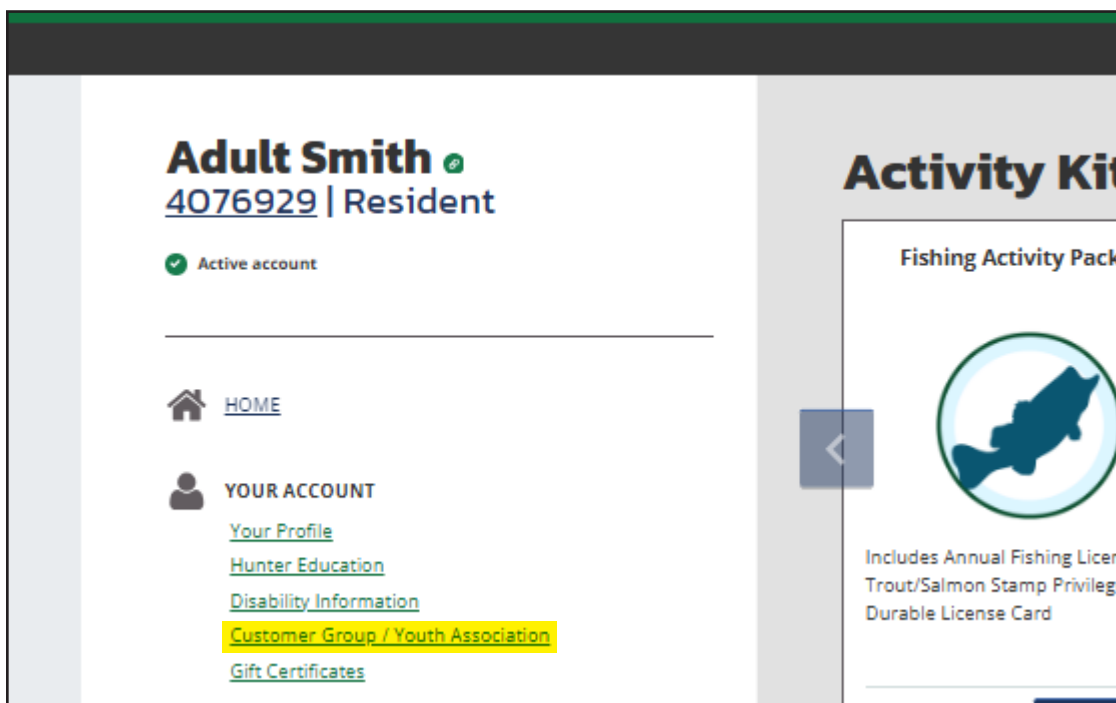
If at any point you are not able to proceed, can't find the customer you want to add, receive an error message, or receive a message to contact DNR, it may be for one of the following reasons:

- Duplicate accounts exist for the customer you're trying to add. DNR will need to merge these accounts before you can proceed.
- The customer 13 years old or older doesn't have an account. The person must have an account before you can link them to your account.
- You've entered incorrect information, or information was entered incorrectly when the account was created. Make sure you have the correct date of birth, last name, last four digits of the SSN, and/or customer ID number.
- **When contacting DNR, please have the full name and date of birth for the customer you intend to add.**
- For questions related to harvest reporting, your online account, or license-purchasing errors, call 317-232-4200 or 877-463-6367 or email INHuntFish@dnr.IN.gov.

Instructions for linking an existing youth under age 13 account to your own account.

Step 1:

Once you are logged into the system, look in the left margin and select "Customer Group/Youth Association."



Step 2:

Click “Add or Associate a Customer/Youth.” (Note the highlighted area that describes the difference between youth and customer.)

The screenshot shows a web interface titled "Customer Group / Youth Association". Below the title is a yellow-highlighted instruction: "Customers 13 years of age or older may be added to your Customer Group in order to make purchases on their behalf. Youth under 13 years of age may be added to your Youth Association in order to make purchases and/or manage their account." Below this, there are two tabs: "CUSTOMER GROUP" and "YOUTH ASSOCIATION", with the latter being selected. To the right of the tabs is a green button labeled "Add or Associate a Customer/Youth", with a red arrow pointing to it. Below the tabs is a table with columns "CUSTOMER ID", "NAME", and "DATE ADDED". The table is empty, and below it is a message: "No customers added to customer group" accompanied by a group of people icon.

Step 3:

Select “Yes” and then click “Next.”

The screenshot shows a dialog box titled "Add or Associate a Customer / Youth". It contains the question "Is the customer you want to add under the age of 13?" with two radio buttons: "Yes" (selected) and "No". At the bottom, there are two buttons: "Next" (green) and "Cancel" (grey).

Step 4:

Enter the last name, date of birth, and last four digits of the SSN and then click “Look up.”

The screenshot shows a form titled "Associate a Youth Under 13". It has three input fields: "Last Name" (containing "Smith"), "Date of Birth" (containing "01/01/2015" with a calendar icon), and "Last 4 SSN" (containing "2015"). Below these fields are three buttons: "Look up" (dark blue), "Save" (grey), and "Cancel" (grey).

Step 5:

You should see the youth's name listed. Choose "Account Manager" or "Purchase Only" and then click "Save."

Associate a Youth Under 13

Last Name: × Date of Birth: Last 4 SSN: Look up

| CUSTOMER ID | NAME |
|-------------|-------------|
| 4076930 | Youth Smith |

Please select a youth association type. Select "Account Manager" if you need to view/edit the youth's information directly in their online customer dashboard in addition to making purchases on their behalf. Select "Purchase Only" if you only need to make purchases on the youth's behalf.

☐ Account Manager ☐ Purchase Only

Save Cancel

Step 6:

You should now see the youth listed. To manage the account or make a purchase, click the Customer ID.

Customer Group / Youth Association

Customers 13 years of age or older may be added to your Customer Group in order to make purchases on their behalf. Youth under 13 years of age may be added to your Youth Association in order to make purchases and/or manage their account

CUSTOMER GROUP YOUTH ASSOCIATION Add or Associate a Customer/Youth

| CUSTOMER ID | NAME | YOUTH ASSOCIATION TYPE | DATE ADDED | |
|----------------|-------------|------------------------|------------|---|
| <u>4076930</u> | Youth Smith | Account Manager | 06/16/2025 | Make Purchase × |

Instructions for adding a youth under the age of 13 who does not already have an account.

Follow Steps 1-4 above, as though you are looking the child up in the system. After completing Step 4, you should see the message below. Click “Create New Youth Under 13 Account” and follow the instructions for creating a new account and linking the account.

Associate a Youth Under 13

Last Name: Taylor x Date of Birth: 01/01/2015 Last 4 SSN: 2015 Look up

An account does not exist. Please create a new customer account by clicking the option to create a new youth account.

Create New Youth Under 13 Account

Save Cancel

Instructions for linking a person who is 13 years old or older to your account.

Follow steps 1-2 above. At Step 3, select “No” and then click “Next.”

Add or Associate a Customer / Youth

Is the customer you want to add under the age of 13?

☐ Yes ☒ No

Next Cancel

Step 4:

Enter the person’s Customer ID number and click “Look up.” NOTE: in order for you to be able to connect this person to your account, they will need to already have their own account.

Add a Customer to Customer Group

Customer ID of Customer

Look up

Save Cancel

Step 5:

Check to make sure the person listed is the one you want to connect and click “Save.”

Add a Customer to Customer Group

Customer ID of Customer

4037446 Look up

| CUSTOMER ID | NAME |
|-------------|--------------------|
| 4037446 | OverThirteen Smith |

Save Cancel

Step 6:

After this, you should see the person listed and can begin purchasing licenses for that person. Note that the only action you can take for this person in the system is to purchase a license for them. Because they have their own account, they will need to edit their own profile, check in game, etc. If you are the parent/guardian of a youth 13 years old or older and want to check in their game for them, you will not be able to do this from within your account. Instead, call 260-368-5880 (no charge) or click the “Check in Game” button on the home screen of the Activity Hub at GoOutdoorsIN.com.

Customer Group / Youth Association

Customers 13 years of age or older may be added to your Customer Group in order to make purchases on their behalf. Youth under 13 years of age may be added to your Youth Association in order to make purchases and/or manage their account

CUSTOMER GROUP YOUTH ASSOCIATION Add or Associate a Customer/Youth

| CUSTOMER ID | NAME | DATE ADDED |
|-------------|--------------------|------------|
| 4037446 | OverThirteen Smith | 05/28/2025 |

Make Purchase ✗

If you entered a Customer ID number and this screen appears, confirm that you entered the person’s Customer ID number correctly, or call 317-232-4200 or email inhuntfish@dnr.IN.gov. Make sure to have the person’s Customer ID number, first and last name, and date of birth ready in order to help customer service staff find the person in the system.

Add a Customer to Customer Group

Customer ID of Customer

4037447 Look up

Cannot find a customer that matches the search criteria

Save Cancel