How to Register for a User Account in the Business Hub

Purpose: Use this guide for assistance with creating a new user account in the Business Hub.

NOTE: You must create an account in the Business Hub to access the PENN File system.

Step 1: Go to [www.hub.business.pa.gov](http://www.hub.business.pa.gov). Click Register. NOTE: The Business Hub utilizes Keystone Login. If you have an existing Keystone Login from another Commonwealth system associated with your email address, use your existing information to Log in. If you do not already have a Keystone Login, click the Register button on the right side of the screen.
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**Step 2:** Complete all fields. The username should be between 6 and 64 characters and can **NOT** contain any spaces or certain special characters. The password must be between 12 and 128 characters in length and can **NOT** contain any part of your username or your first and last name. The password must also pass three of the four following rules: one uppercase letter, one lowercase letter, one number, and one special character (i.e.: !,#,%,* etc.).
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**Step 3:** Select three different security questions. **NOTE:** Each question must have a unique answer. Click *Submit*.

![Security Questions Form]

- **Security Question 1** *
  - Select Security Question
- **Security Answer 1** *
  - 
- **Security Question 2** *
  - Select Security Question
- **Security Answer 2** *
  - 
- **Security Question 3** *
  - Select Security Question
- **Security Answer 3** *
  - 

[Submit] [Cancel]
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**Step 4:** After successfully creating your account you will be directed back to the Login screen. Enter your newly created username and password. Click *Log in*.
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Step 5: Verify your email by entering the one-time passcode sent to the email address used to register. Click Verify. NOTE: You can also click the link in the PA Business One-Stop Hub welcome email.
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**Step 6:** Select the purpose of your visit by clicking the proper box. **NOTE:** This can always be changed later.

**Choose the purpose of your visit.**

This will set your role in the application. Your role can be changed at any time from the navigation links on the top.

- **Business Owner:** Select this role if you are a business owner maintaining your own business. There can be multiple business owners associated with a given business. There can be multiple businesses associated with your account.

- **Business Associate:** Select this role if you are working on behalf of a business, such as business manager, administrative assistant, office manager, etc. There can be multiple business associate accounts associated with a business.

- **Practitioner:** Select this role if you are a practitioner, such as an attorney or accountant, working on behalf of a business owner. There can be multiple practitioner accounts associated with a business and each practitioner account can be associated with multiple businesses.

- **Lookup Services:** Select this role if you do not need a Business One-Stop Shop account to maintain a business, but need to perform other actions such as UCC and subsistence certificate requests.
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**Step 7:** You now have access to the Business Hub. **NOTE:** You can change your role at any time by clicking the *Role* button at the top right of the page.