

Parent Portal Launch Checklist

Welcome to Hubbe, Parents!

We are excited you will be using our parent portal. This document contains important information and a step-by-step guide for you to successfully launch the Hubbe Parent Portal and use it on an ongoing basis to manage your parent account.

What is Hubbe?

As a robust, web-based QRIS data management solution and comprehensive student information system, Hubbe offers everything your agency needs. Hubbe's centralized database tracks, stores, and reports data from ECE Provider Agencies, and helps your agency track sites, classroom/sessions, household/parents, students, staff information, assessment scores, developmental screenings, child referrals, DRDP 2015s (including completion status), attendance, subsidized funding types, and many other student information, early care, and education data. We are excited to bring parents onboard our platform with our parent portal, which serves to streamline the family intake process and grants families easy access to important information.

What Do I Need to Do to Get Started?

This document is designed to provide a step-by step guide for you to:

- a. Understand the Hubbe Parent Portal and how it works.
- b. Use the Hubbe Parent Portal to complete a Family Application.
- c. Use the Parent Portal to manage your enrollment documents.
- d. Use the Parent Portal to complete parent surveys
- e. Access instruction sheets and training materials for yourself as a parent.

Quick Overview of the Process

- *Suggested:* Install Google Chrome
- Obtain access to the parent portal of your agency
- Set up your parent portal account
- Complete a family application
- Operate your parent portal account
- Manage documents and provide signatures
- Complete parent surveys

Let's Get Started

This launch checklist was designed to be implemented in the order relayed in this sheet. In order to ensure you do not miss an important step, make sure you go one step at a time. This document can be printed in order to keep track of the steps as you complete them, but you will also want to keep an electronic version of the checklist. There are resource tables throughout the document that provide step-by-step instruction sheets. The resources provided are links; simply click on a link to view the resource. Review all of the material before proceeding to the next step.

Below are the detailed steps for successfully launching your Hubbe Parent Portal account. If at any point you have questions about this process, please reach out to your agency administrators for guidance.

Step 1: Meeting Criteria for Creating an Account

Hubbe's Parent Portal is easy to access. Each user simply needs access to the internet on either a **desktop, laptop, tablet device, or phone**.

1. Hubbe can be accessed from your internet browser, such as Chrome or Safari.
2. You will want to bookmark your agency's unique Hubbe Parent Portal URL. You will most likely be navigating to this URL often.
3. In order to log into your Hubbe Parent Portal, all users will need: a **valid email address** and a **password**. Each parent in the family can have their own parent account.

The first time that you login to your parent account, you will be invited to begin your family application. A guide to completing this application can be found in the next step of your checklist.

| Title | Link |
|-----------------------------|---------------------------------------|
| Accessing the Parent Portal | Instruction Sheet PP1 |

Step #1 Checkpoint

I have completed all the following items:

- Access to the internet
- Suggested:* Downloaded the current version of the Chrome internet browser
- Created a parent portal account using a current/valid email address

Step 2: Completing a Family Application

The online family application is a very useful tool for you and your agency. As a parent/guardian, you can login to your Hubbe Parent Portal account and manage your own data. This includes information about the parents, monthly income, family size, students, other children in the home, and emergency contact information. You can also upload documentation of income, family size, and any other documentation related to the parent, student, or emergency contacts. Once your application is submitted, agency administrators can manage your application, edit the information, and add your application to their waitlists.

Review the resource below for a detailed guide on how to complete a family application. You will not gain access to the main parent portal until two actions are completed:

1. You have completed and submitted your application.
2. An agency administrator has waitlisted your child.

| Title | Link |
|--------------------------------------|---------------------------------------|
| How to Complete a Family Application | Instruction Sheet PP2 |

Step #2 Checkpoint

I have completed all the following items:

- Completed and Submitted my application
- Downloaded my submitted application (if desired)

Step 3: Become Familiar with Your Portal Account

Once your application has been waitlisted, you will receive an email notifying you of the application status change. Click on the link in the email to access your parent portal account and use your login information that you previously used to create an account. You are now able to access your parent portal account where you have the ability to manage documents, provide eSignatures, and view family information.

The information that you provided on the family application will be used to populate the family records in your account, such as the parent records, student records, and emergency contact records. Upon accessing your account, review this information and contact your agency administrator if anything needs to be updated.

Review the resources below for a guide on how to operate your parent portal account. These will give you a high-level understanding of your account. Once you have familiarized yourself with your parent portal, you can learn how to manage documents and provide eSignatures in the next section.

| Title | Link |
|-------------------------------|---------------------------------------|
| Parent Portal Overview | Instruction Sheet PP3 |
| Updating Your Account Details | Instruction Sheet PP6 |

Step #3 Checkpoint

I have completed all the following items:

- Explored the Family Overview landing page
- Explored the items in the Family Menu
- Explored the items in the Student Menu
- Gained an understanding of the features in my parent portal account

Step 4: Managing Documents

Now that you have gained an understanding of your parent portal and the features it includes, we have provided you with a more in-depth guide on managing your documents within your portal. The Hubbe Parent Portal allows you to:

1. View and/or download previously uploaded documents
2. Upload new documents
3. Complete and eSign forms and declarations.

At this stage in your family enrollment process, you will need to complete and sign the following forms. These will appear in your “Signatures Needed” box on the Family Overview page.

1. Income Declaration
2. ELCD-9600
3. Notice of Action (NOA)

You may also be required to complete and sign declarations other than the ones listed above, but they will vary by family. You will receive an email notification when a form has been sent to your parent portal that requires your action, including a link to the portal.

Review the resource below for a guide on how to manage your documents and provide signatures.

| Title | Link |
|-------------------------------------|---------------------------------------|
| Managing Documents in Parent Portal | Instruction Sheet PP4 |

Step #4 Checkpoint

I have completed all the following items:

- Reviewed and/or downloaded my previously uploaded documents
- Uploaded any newly required documents sent to my “Documents Needed” box
- Completed and eSigned forms sent to my “Signatures Needed” box

Step 5: Completing Parent Surveys

Your Hubbe Parent Portal account also features a Parent Surveys record where you can view, complete, and submit parent surveys right from your portal account. Parent Surveys are used by your agency to gather data about the agency programs and child development to enhance child care experiences. This feature will not be accessible until you have been invited to a survey. We have provided you with a more in-depth guide on completing parent surveys within your portal.

Review the resource below for a guide on how to manage and complete parent surveys.

| Title | Link |
|---------------------------------|---------------------------------------|
| How to Complete a Parent Survey | Instruction Sheet PP5 |

Step #5 Checkpoint

I have completed all the following items:

- Reviewed how to access and complete parent surveys

Congratulations!

You have completed the Parent Portal Launch and can now enjoy your personal Hubbe account. We are so excited to have you be a part of our community and hope that your Hubbe Parent Portal elevates your school care experience.

If you need to change any family information or have a question regarding enrollment documents, please contact your agency administrators.

