How to View and Edit Emergency Contacts / Authorized Pickups

Hello Hubbe Parents! You have the ability to view and update your emergency contacts and authorized pickups from within your Parent Portal. This instruction sheet provides a step-by-step process of how to view and edit these contacts.

Note: Not all agencies allow parents/guardians to edit emergency contact information. If you are unable to edit contacts, please reach out to your agency administrators to get information updated.

Table of Contents

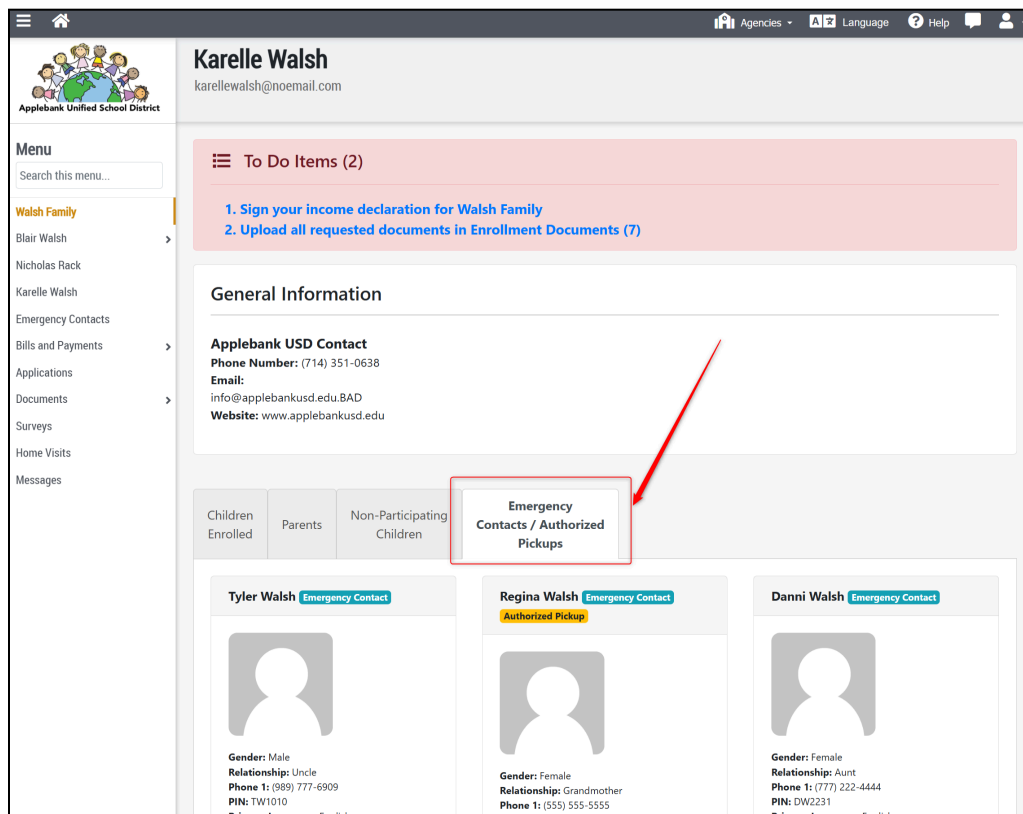*Click on the topic or page number to jump to the corresponding section of the instruction sheet.*

1 To view the emergency contacts listed for your household, you must first log into to your parent portal. On the parent portal login page, enter your email and password and then press "Submit."
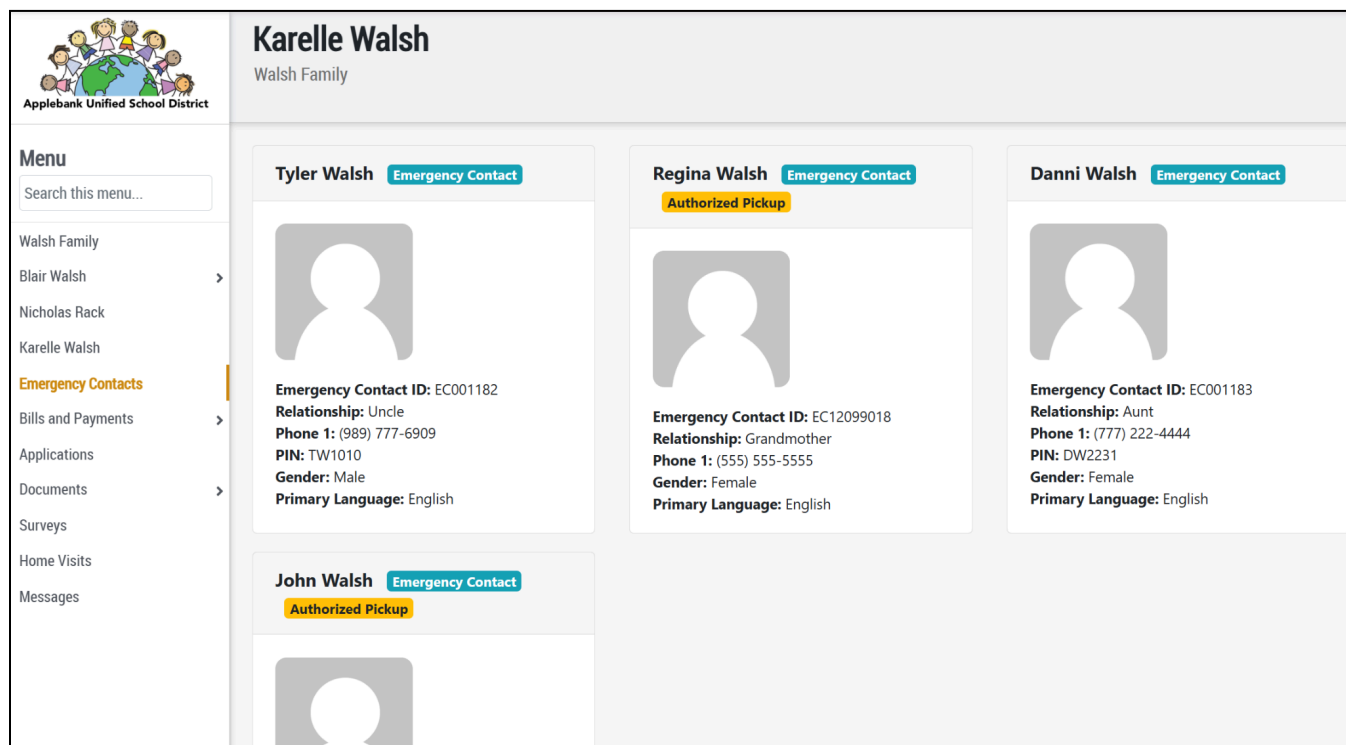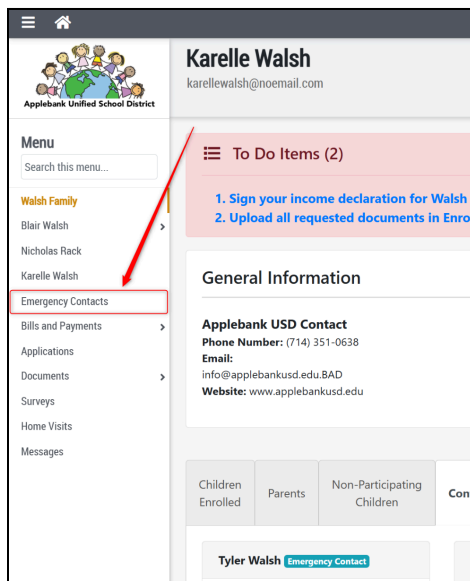

2 On the landing page of your portal, there will be a tab titled "Emergency Contacts / Authorized Pickups" that houses all current contacts saved for your household.

Note: Authorized Pickup contacts are people who can pick up and drop of your child, but will not be included on any emergency card downloads for your student.
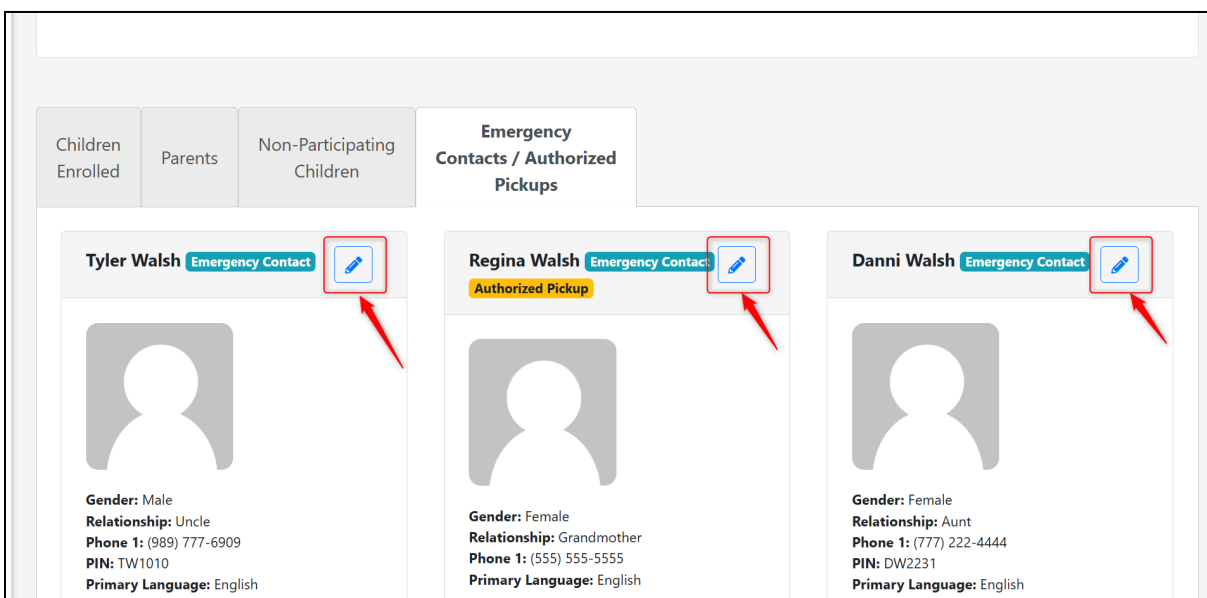
3 You can also navigate to your "Emergency Contacts" page by clicking on the 'Emergency Contacts' menu option. This will lead you to a page with all current contacts.
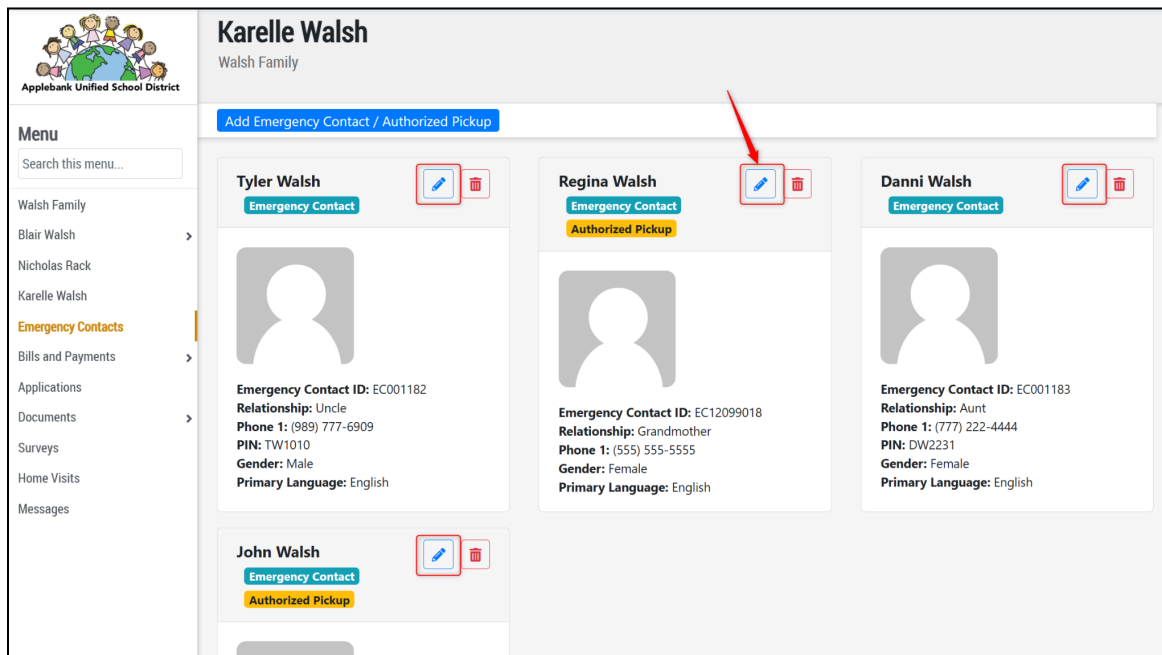

Note: Not all agencies allow parents/guardians to edit emergency contact information. If you are unable to edit these contacts, please reach out to your agency administrators to get information updated.

Updating Your Emergency Contacts/Authorized Pickups

1 To update your emergency contacts and authorized pickups, use the blue pencil icon on either the Parent Portal landing page's tab, or the dedicated "Emergency Contacts" page from the menu options.

OR

In the modal that opens, you can edit any of the fields (including the PIN code). To save the changes, use the blue "Save" button.

Adding an Emergency Contact / Authorized Pickup

To add an emergency contact, or authorized pickup, navigate to the dedicated "Emergency Contacts" page. Then click on the blue "Add Emergency Contact / Authorized Pickup" button at the top of the page.

In the modal that opens, select which type of contact you would like to create, then click "Save"

In the modal that opens, you will be required to add the contact's First Name, Last Name, Relationship to Child, and at least one Phone Number. All other fields are optional, but recommended to answer. When done, click the blue "Save" button to add this contact to your household's account

Note: The authorized pickup contact will not include as many fields as the emergency contact (i.e. Email and Address). The emergency contact modal also allows you to select if you would like to allow this contact to pick up your child.

Removing an Emergency Contact / Authorized Pickup

To remove an emergency contact, or authorized pickup, navigate to the dedicated "Emergency Contacts" page. Then click on the red trashcan icon next to any contact's card. You will be asked to confirm the deletion. Once you click the red "Delete" button, this contact will be removed from your household's account and all future downloaded emergency cards.