

# How to Use Hubbe Messaging - Parents

## **Roles that Have Access:** Parents with Hubbe Parent Portal Accounts

Hi Parents! Hubbe offers a messaging tool that you can use to instantly communicate with your preschool/child care administrators and teachers. Send and receive messages as well as attachments to make sharing information easier than ever. This guide will show you how to get started with Hubbe messaging so that you can use it anywhere you go!

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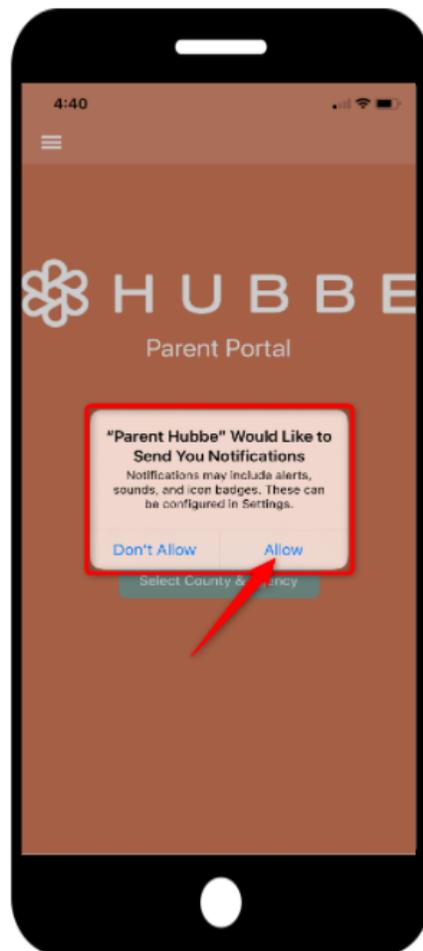
# Enabling Push Notification on Your Phone

The Hubbe messaging tool allows instant communication with your child's care providers, and with the added ability to enable push notifications, get notified of messages in real time anywhere you go. For the purposes of this instruction sheet, we will show you how to use the Hubbe messaging feature in the Hubbe Parent app, but the messaging tool works the same on a browser setting as well.

1

After downloading the Hubbe Parent app, you will be prompted to either enable or disable push notifications. We recommend enabling notifications. Should you want to disable the push notifications at a later time, you can do so in your phone's notification settings.

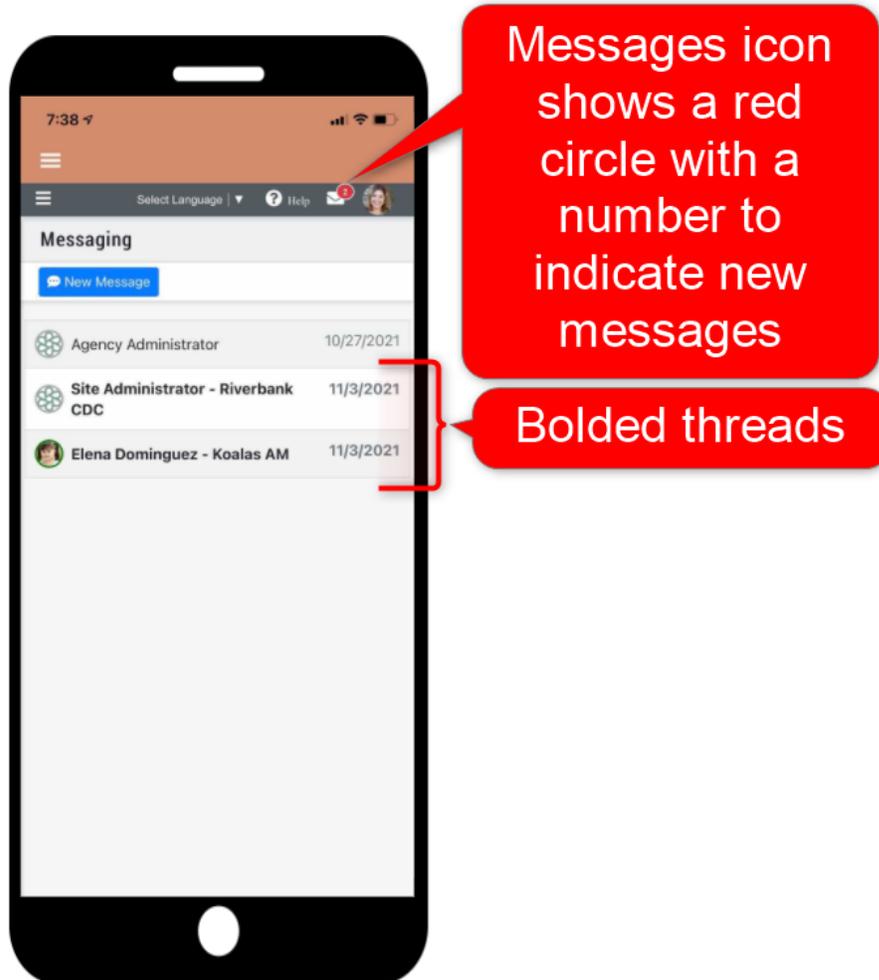
**Note:** To learn how to set up the Hubbe Parent mobile app, visit the [How to Setup the Parent Hubbe Mobile App](#) instruction sheet.



2

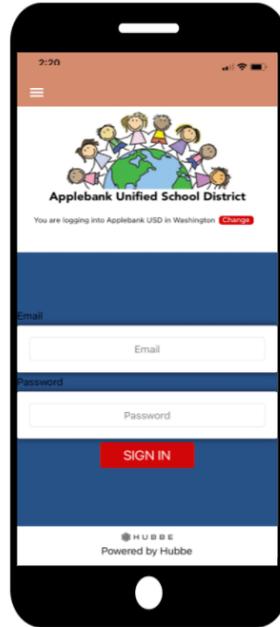
Another way to tell if you have received a message is by checking for an alert on your message icon, or checking in the messages record for a bolded thread.

**Note:** The number alert displayed on your messages icon does not reveal how many messages you have received, but rather how many threads have new messages in them.



# Navigating to Your Messages

- 1 To access your Hubbe messages, first log into your parent portal account either through the Hubbe mobile app or web browser. Below we show the mobile app but both login pages are the same.

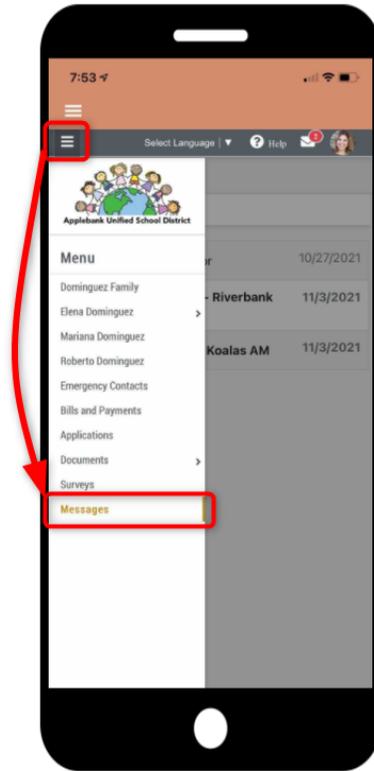


- 2 There are three ways to access your Hubbe messages. We will review each below:

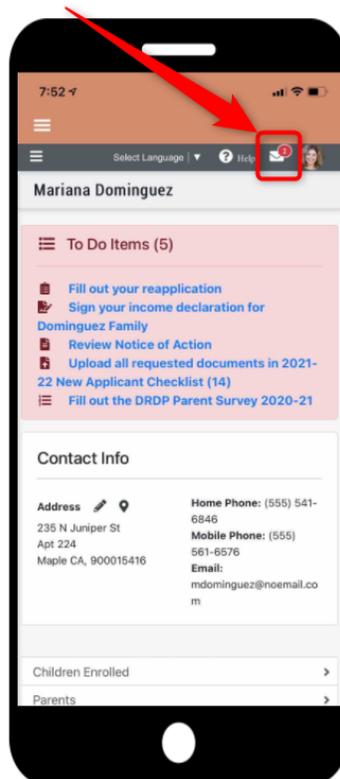
1. **App Navigation** - Once you have logged into your parent portal account, you will land on the App Navigation. From the portal options, click on the "Messages" envelope icon to be led directly to your messages. To return to this App Navigation center, click on the three bars in the top left of the grapefruit colored menu bar and click "App Navigation."



2. **“Messages” Menu Item** - From anywhere on the parent portal, you can open the Menu on the left hand side by clicking on the three lines in the top toolbar. From the menu, select the “Messages” menu item to be led directly to your messages.



3. **Messages Envelope Icon** - Also from anywhere on the portal, click on the envelope icon on the top right of the toolbar to view a drop down of your three most recent messages. Click on any of these messages to open the individual conversation, or select “View all messages” to be led directly to your messages page.



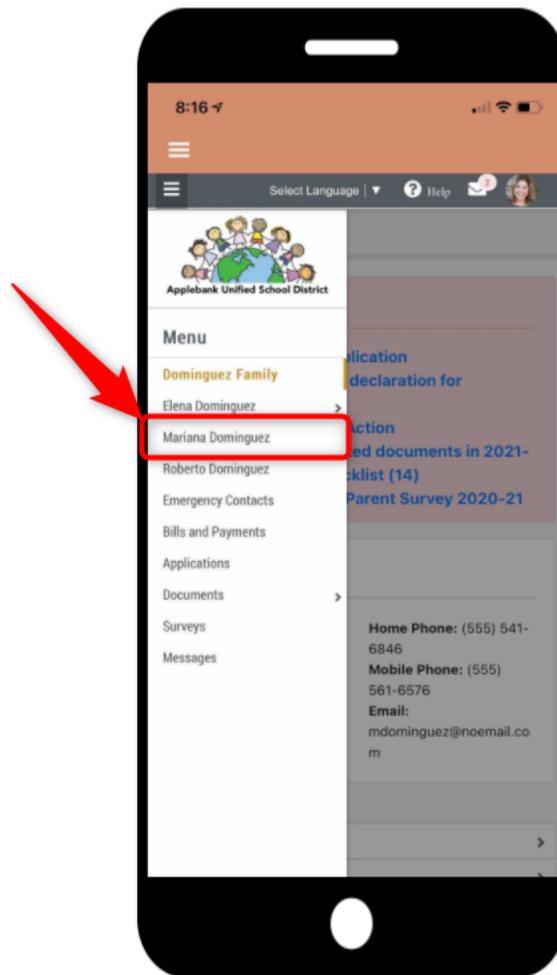
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## Selecting Your Messaging Language

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1 To ensure that language is not a barrier for parents and staff, you can select the language you would like to use for messaging. First navigate to your parent record by selecting your name within the menu items.

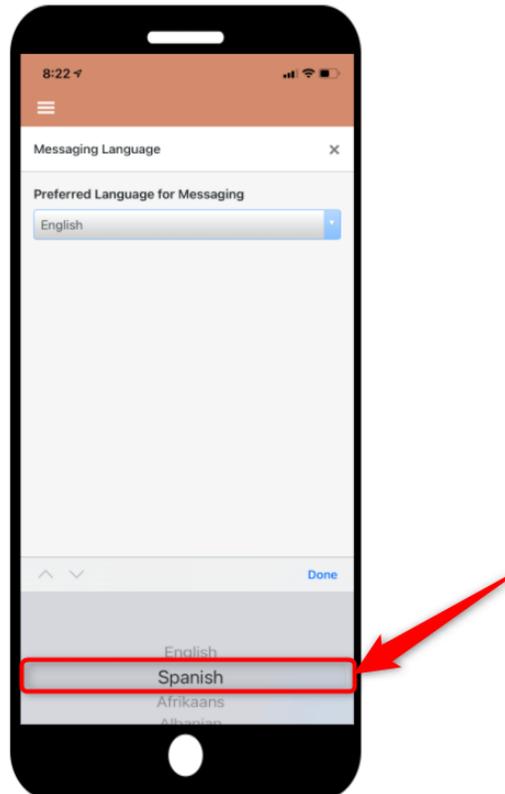
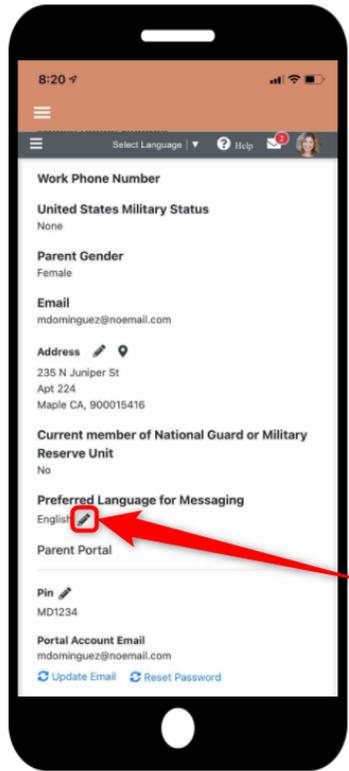
**Note:** Should the person you're messaging use a different language than what you have selected, the messages will be automatically translated to your desired language.



2

Next find the “Preferred Language for Messaging” field near the bottom of the record. Click on the pencil icon to edit the selection, and from the drop down options select the language you would like to use for messaging. After selecting the language, click the blue “Save” button.

**Note:** There are over 150 languages to select from.



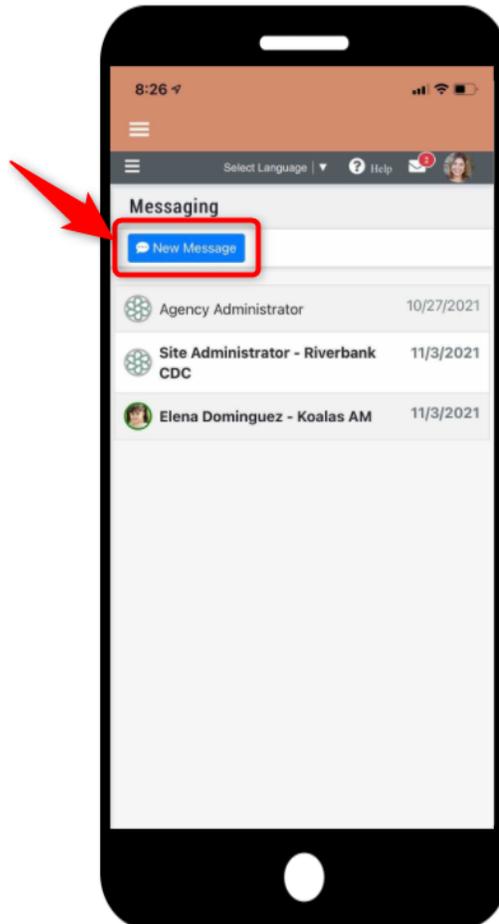
# Creating a New Message

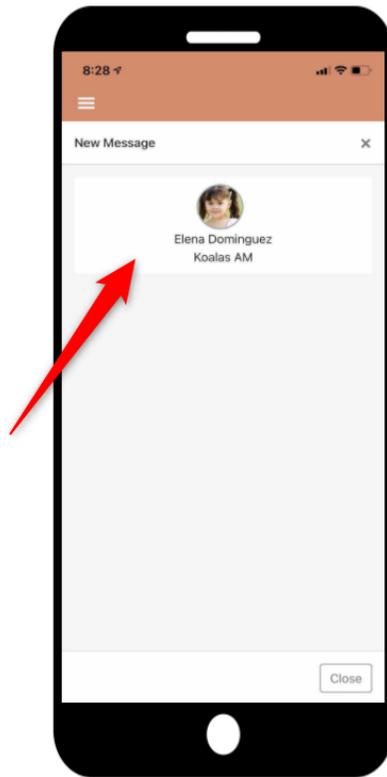
Parents can start direct messages with their child's teachers, however, only Agency and Site Administrators can start new messages with parents. This section of the instruction sheet will instruct you how to start a conversation with your child's teacher, as well as how the messages page works.

1

First navigate to your messages record using any of the methods detailed in the first section above. Once on the messages record, click on the blue "New Message" button at the top of the screen. This will open a modal for you to select which student, and for which session for that student, you would like to begin messaging the teacher.

**Note:** If there is a pre-existing message thread with a teacher, then if you click on "New Message" and the session the teacher is in charge of, you will be led to the conversation with the pre-existing messages.





2

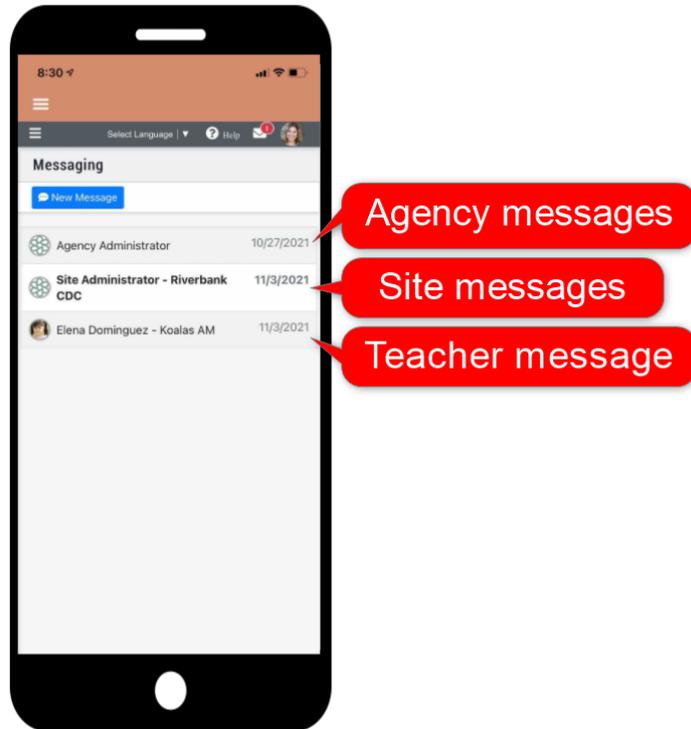
In the pop-up modal that appears, you can now begin messaging your child's teacher. When you are done, click the send arrow to send the message. Note that if you are sending a message in Spanish, as shown below, a teacher with "English" set as their primary messaging language will receive the message in English.



3

On your messages record, you may also see messages from Agency or Site Administrators. They can begin a message thread with you, but you cannot begin a message thread with them. You can respond to these messages like you would any other message thread.

**Note:** The messages in your message record will be ranked so that the top thread is always messages with an Agency Administrator, second thread is messages with Site Administrator, and the bottom threads are messages with teachers.

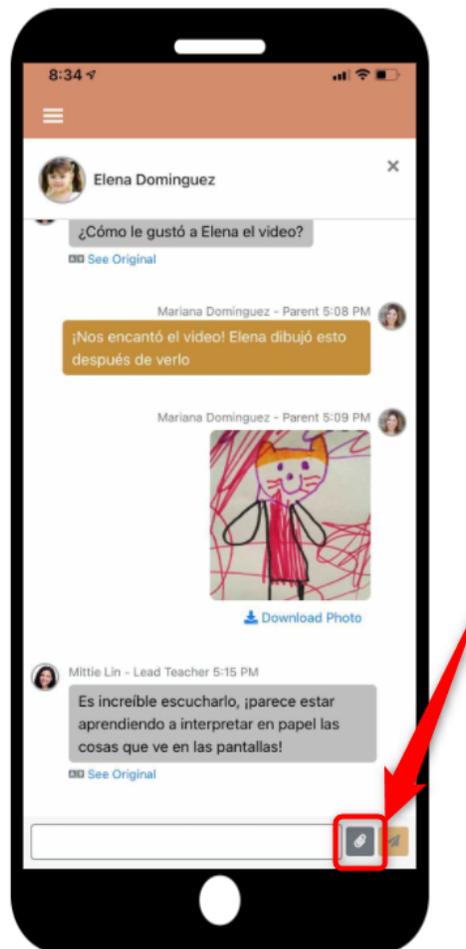


# Sending Attachments

Parents are able to send and receive attachments in the form of photos, videos, and files through the message tool. This feature was built to make sharing important forms and information with your child's care administrators, as well as receiving templates, downloads, and other required documents from care administrators, more accessible for all.

1

First navigate to the message thread you would like to send an attachment within. Click on the paper clip icon to the right of the message bar.

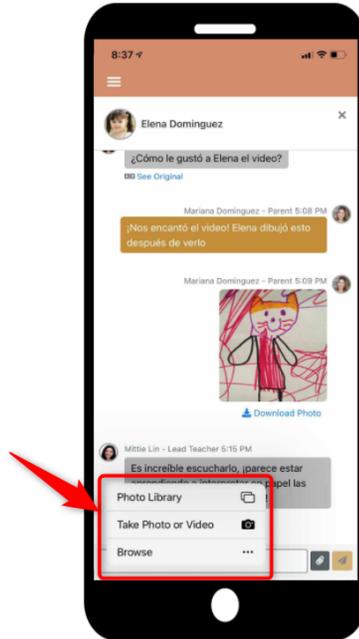


2

From the options that open, you can select three ways to send an attachment:

- **Photo Library** - Select a photo from your phone's existing photos.
- **Take Photo or Video** - After clicking this option, you will first need to give Hubbe access to your camera and if you then choose to take a video, also your microphone.
- **Browse** - Select from any of the downloads or documents on your phone or computer.

**Note:** Helpful tip, you can download templates sent to you and after filling them out, can send the completed document back via messages.



3

Once you have added your attachment, it will appear in the message field. Add a note along with the attachment, if desired, and then click the send arrow to send the attachment.

