Updating Your Account Details

Hello Hubbe Parents! You have the ability to update your account details, including your username email and/or password in your Hubbe Parent Portal account and your PIN for the eSignature portal to sign your child in and out each day right from your mobile device. This instruction sheet provides a step-by-step process of how to perform each of these actions.

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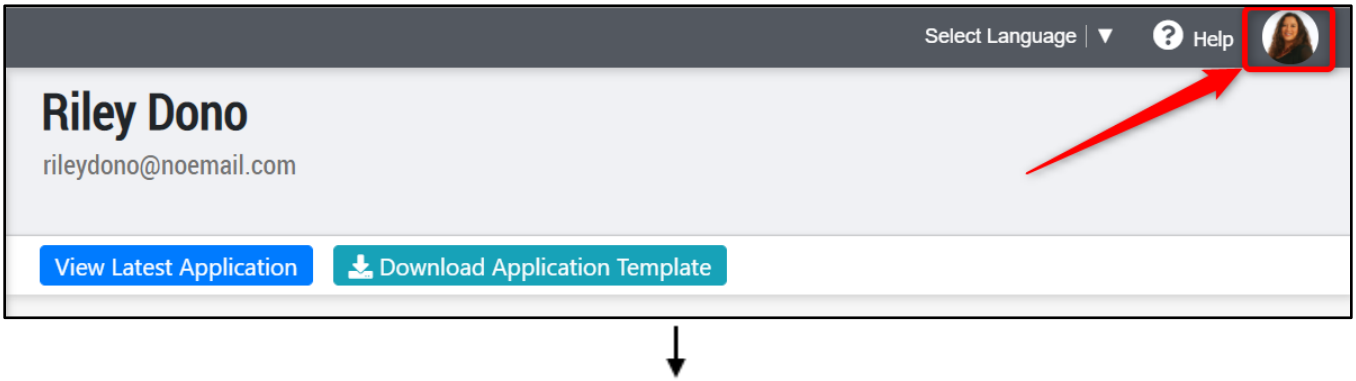
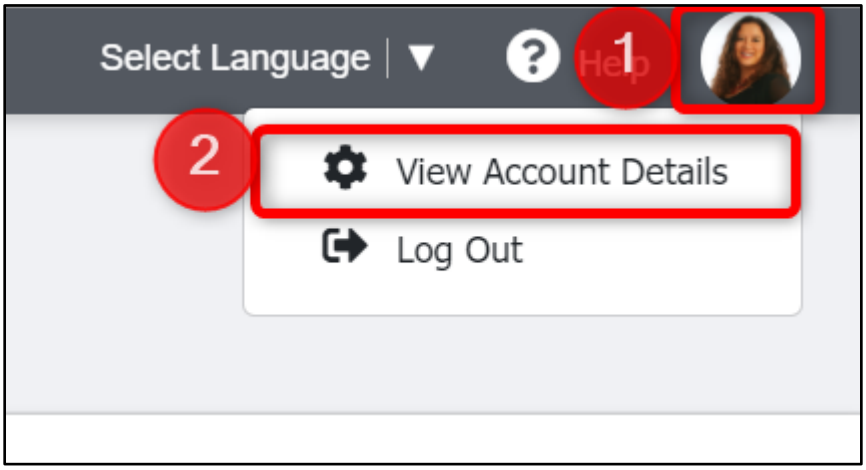
Updating Your Parent Portal Details

1 To update your username email and/or password for your parent portal account, you must first navigate to your parent portal. If you have not already bookmarked this link, you may be able to find the link on your agency's website. If not, you may obtain the link by contacting your agency administrator.

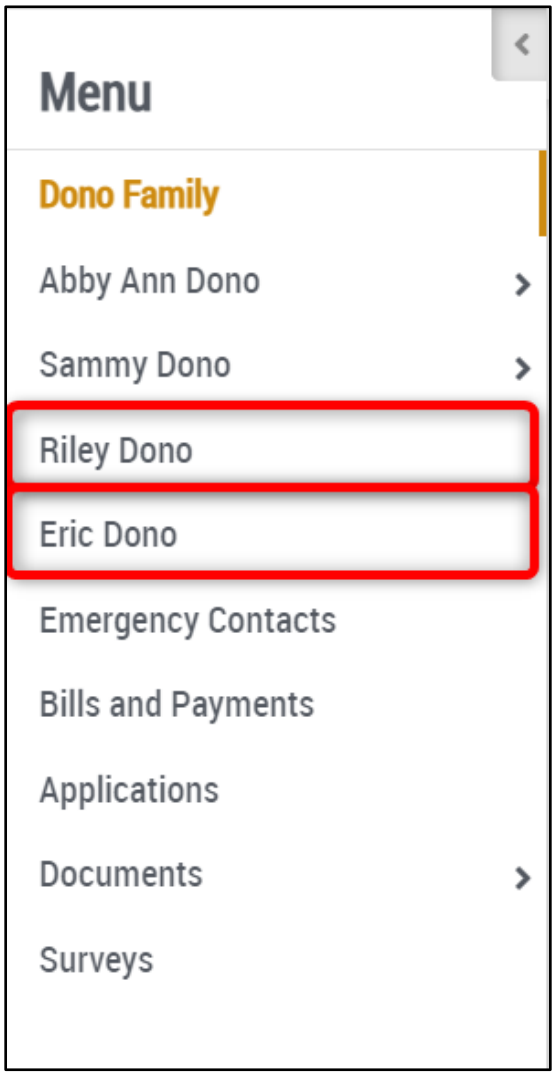
On the parent portal login page, enter your email and password and then press "Submit."

2 At the top of any page within your portal, there will be a top bar that includes your profile image in the top right of your page. Click on the profile image. In the drop-down menu that appears, select the "View Account Details" option.

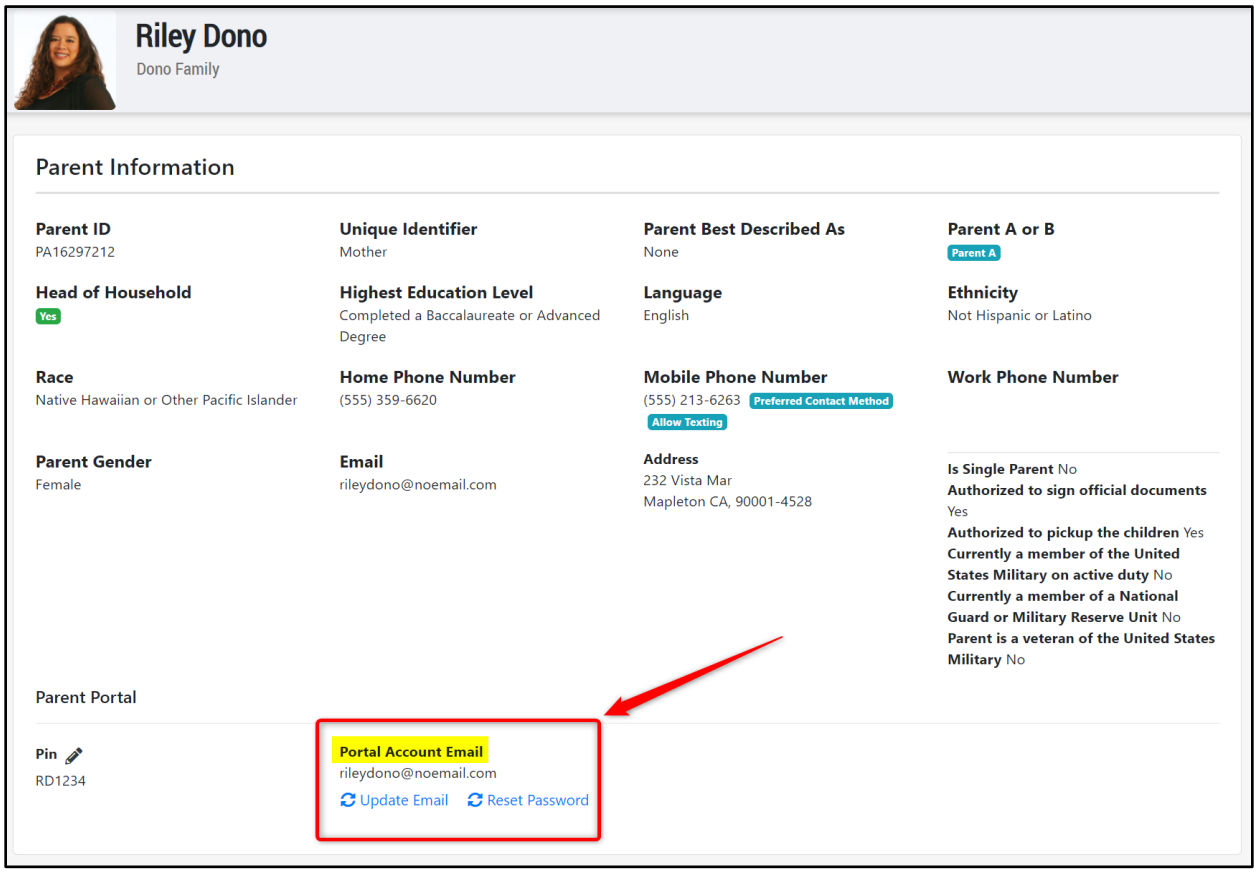




Note: You can also access your parent/guardian record by instead selecting your name within the Menu items. There may also be another parent/guardian name listed within the Menu items, you may update their username and/or password as well by clicking into their record.



3 You will be led to your parent record. At the bottom of this page, you have the ability to update your username email and password.

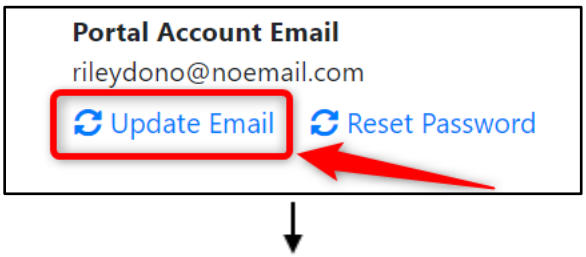


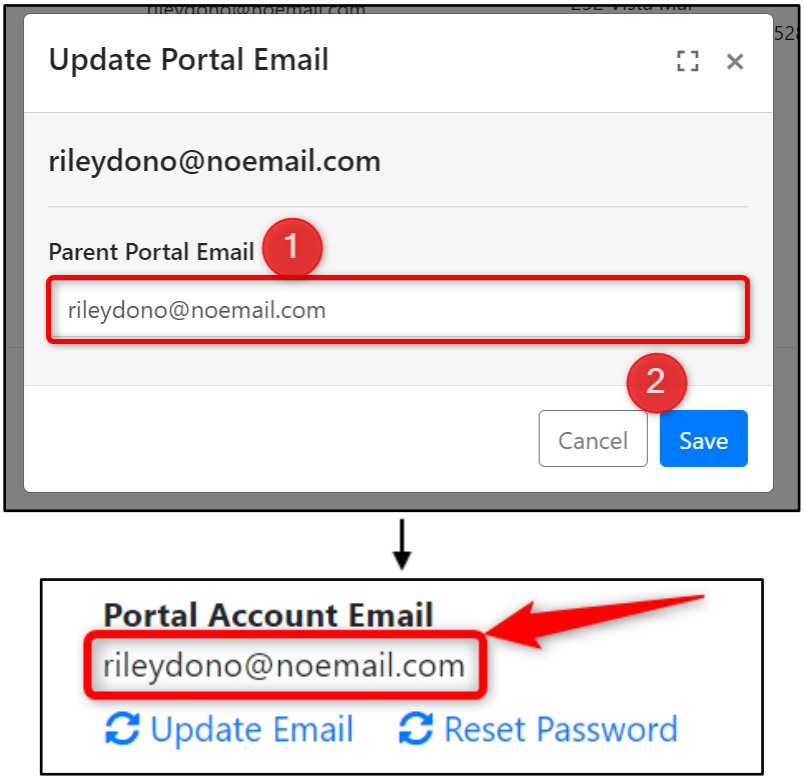
Note: Your username is required to be an email address. The “Portal Account Email” should be an active email you use and have access to, and should match the “Email” listed above in the parent record that you used to submit your family application. This separate “Email” above will be the email address through which you will receive all notifications and communication via the parent portal, not the “Portal Account Email” which is used to sign into your Parent Portal.

If you wish to change the “Portal Account Email,” you can change it here but contact your child’s preschool or care administrators to update the “Email” in your parent record since they are the only ones who can edit the “Email” in your record above.

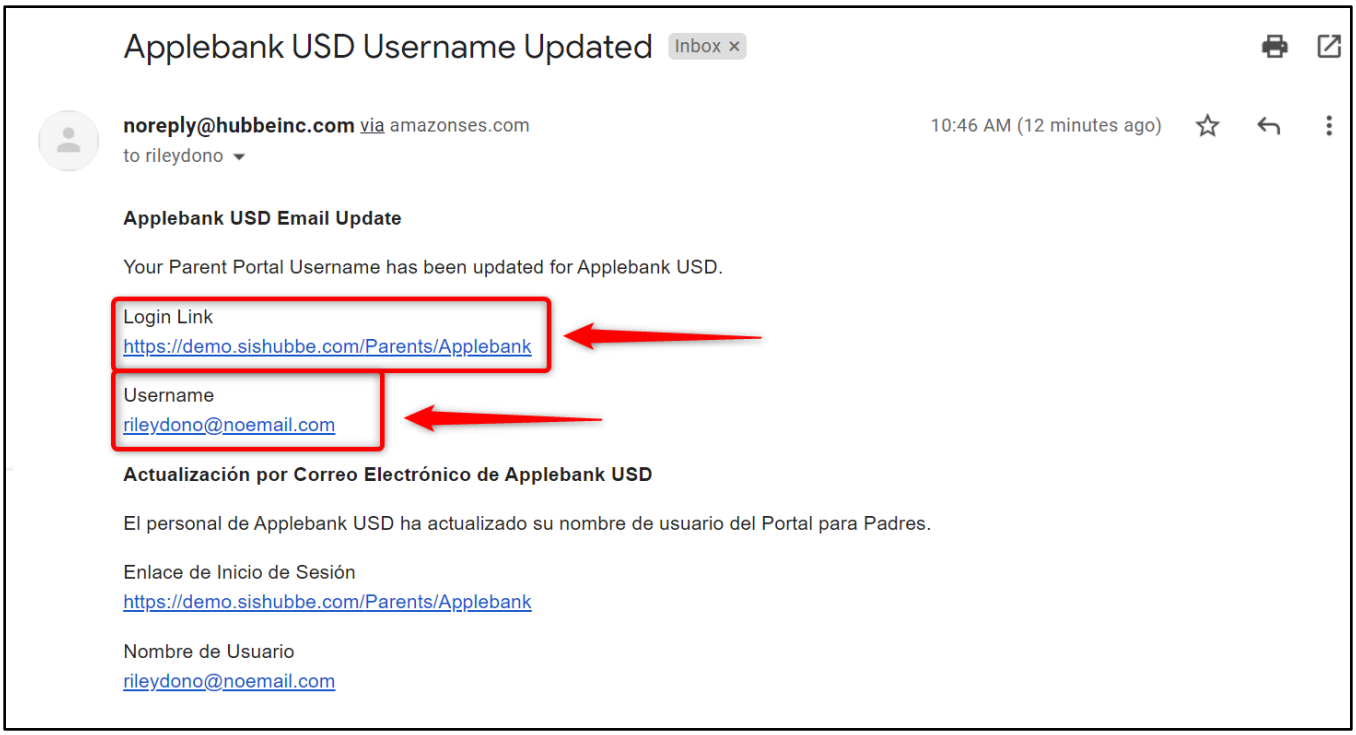
Update Your Username Email

4 To update your username email, click on “Update Email.” In the modal that appears, enter your new username email and then click “Save.” Your new username email will then appear under “Portal Username.”

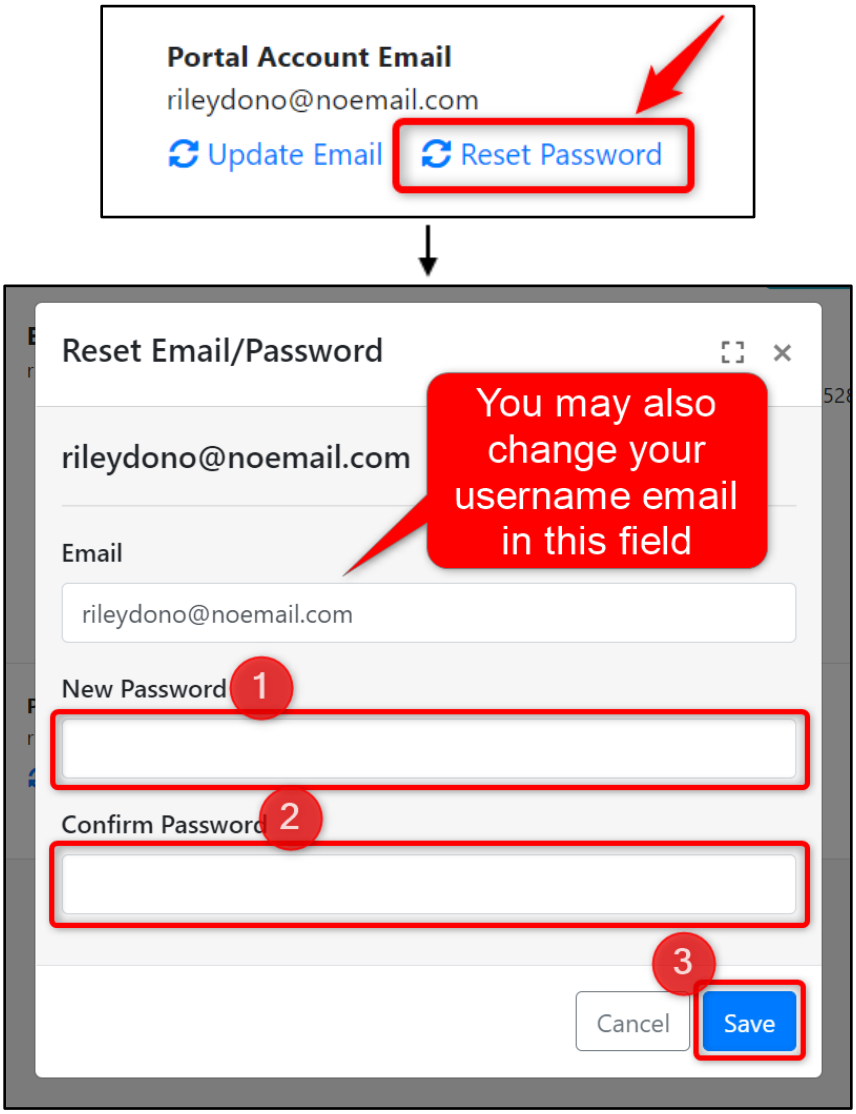




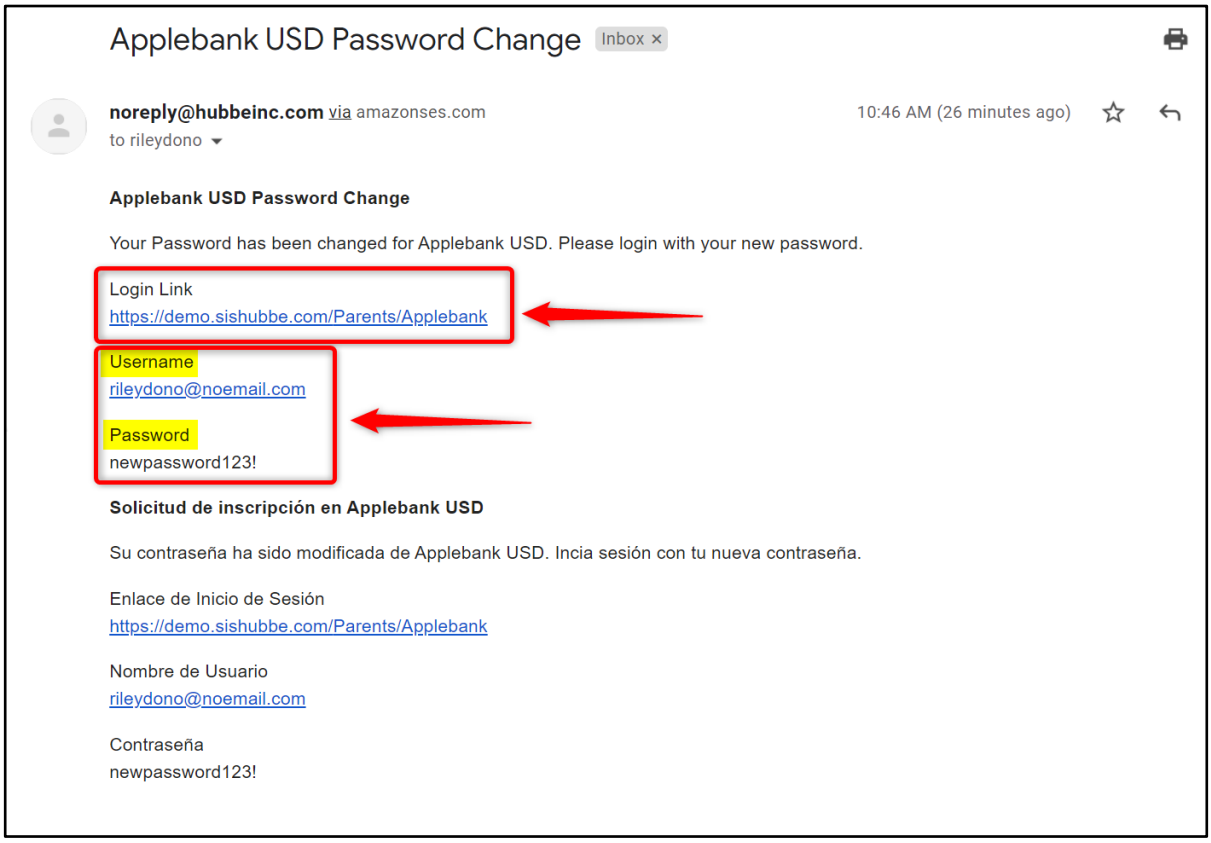
5 This will now be the username email that you will use to log in to your parent portal account. You will receive an email notifying you of the username email change, including your new username email and a link to the parent portal.



6 To change your password, click on “Reset Password.” In the modal that appears, enter your new password and then click “Save.”



7 This will now be the password and/or username that you will use to log in to your parent portal account. You will receive an email notifying you of the password and/or username change, including your new password/username and a link to the parent portal.

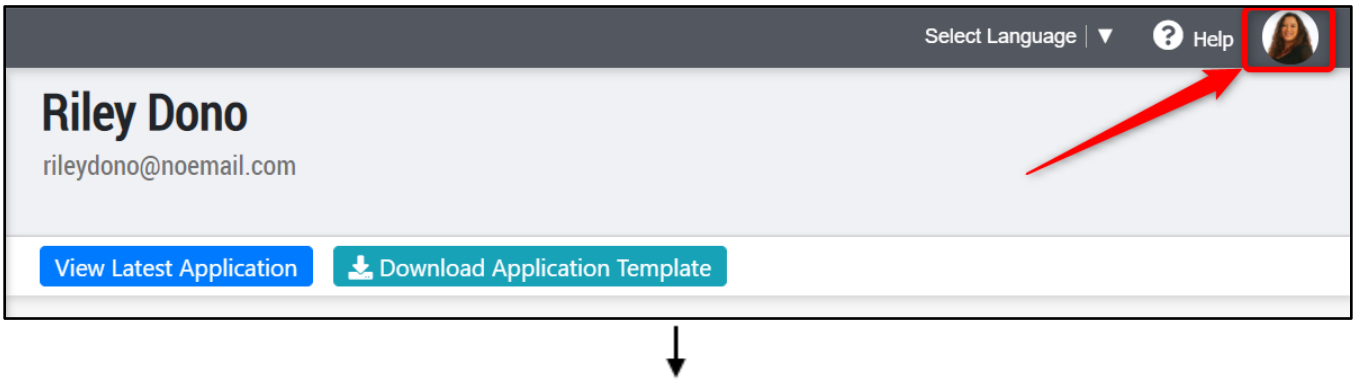


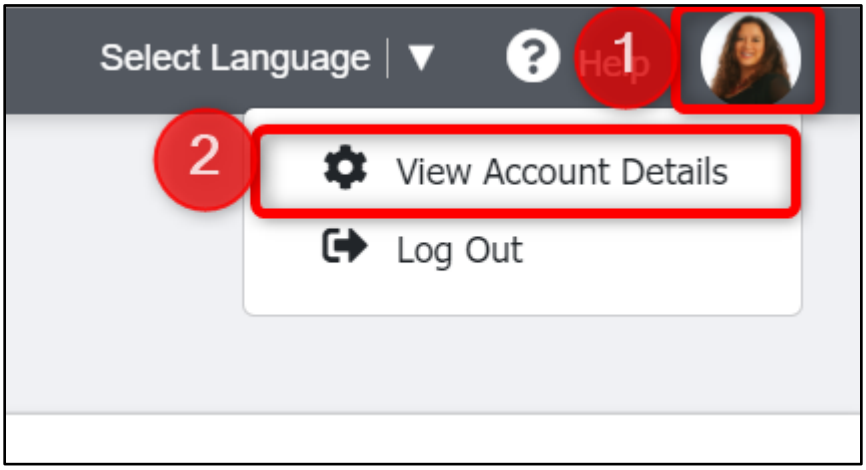
Updating Your eSignature Portal PIN

1 To update your PIN for your eSignature portal account, you must first navigate to your parent portal. If you have not already bookmarked this link, you may be able to find the link on your agency's website. If not, you may obtain the link by contacting your agency administrator.

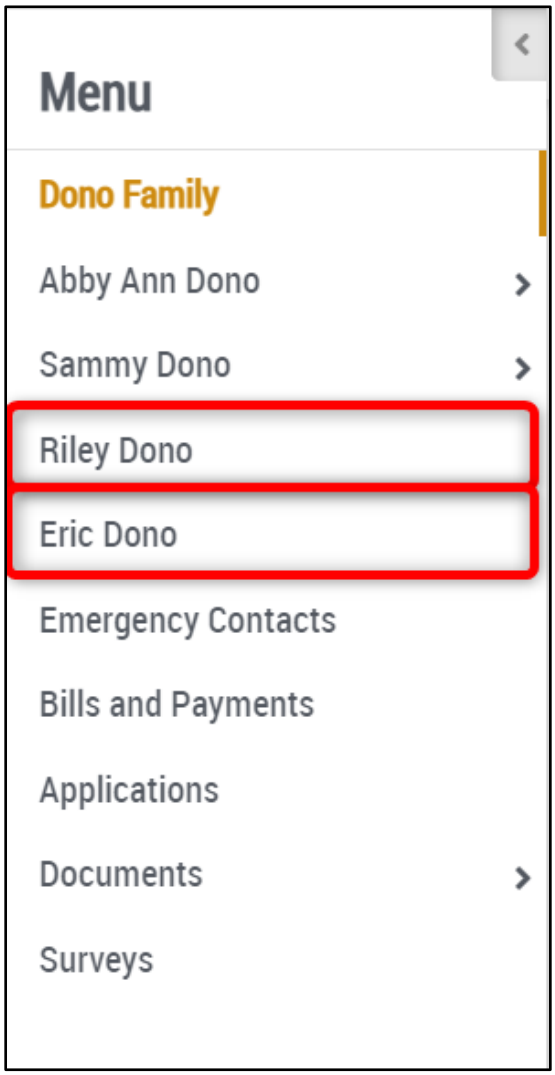
On the parent portal login page, enter your username email and password and the press "Submit."

2 At the top of any page within your portal, there will be a top bar that includes your profile image in the top right of your page. Click on the profile image. In the drop-down menu that appears, select the "View Account Details" option.

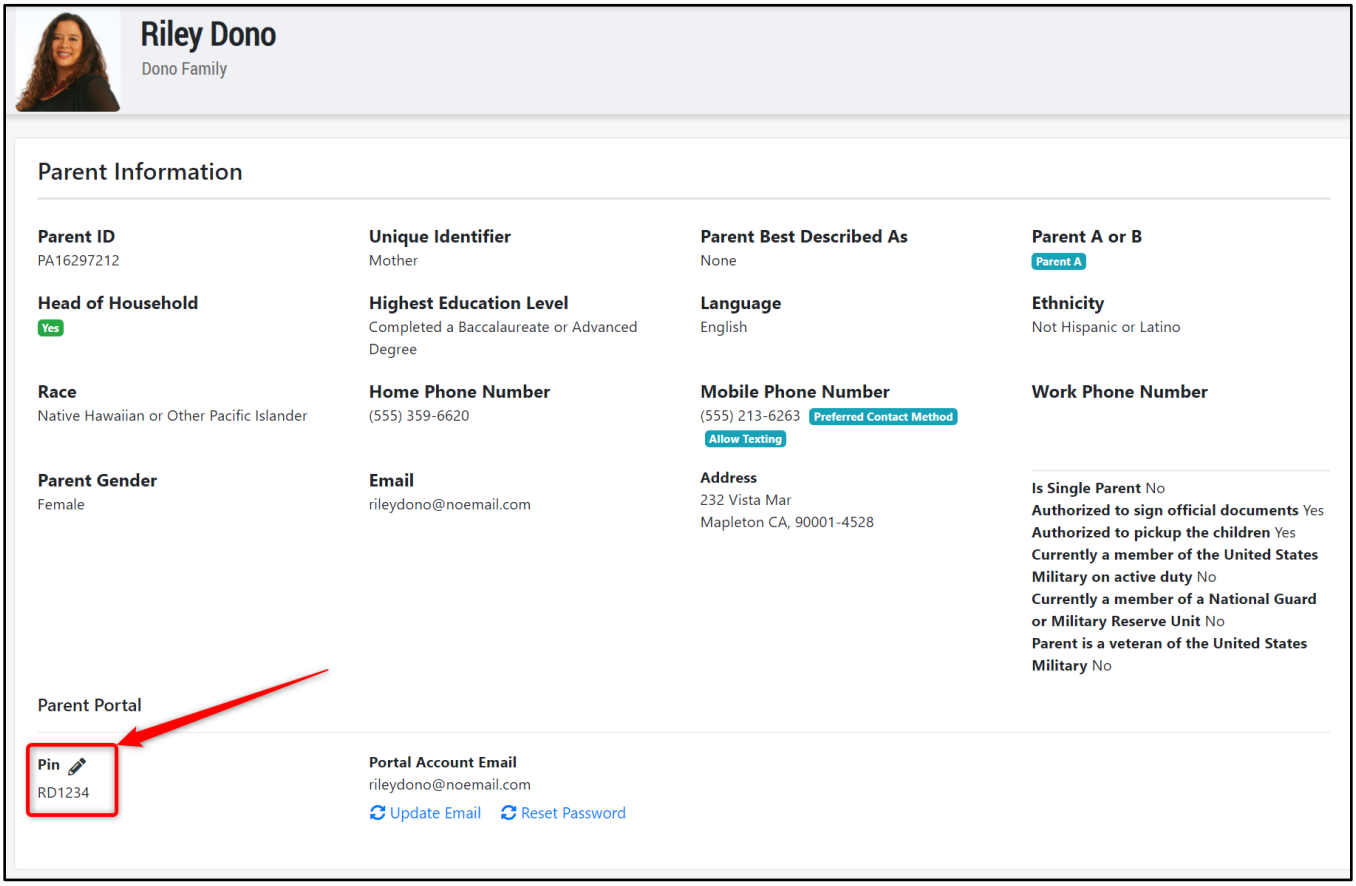




Note: You can also access your parent/guardian record by instead selecting your name within the Menu items. There may also be another parent/guardian name listed within the Menu items, you may update their PIN as well by clicking into their record.

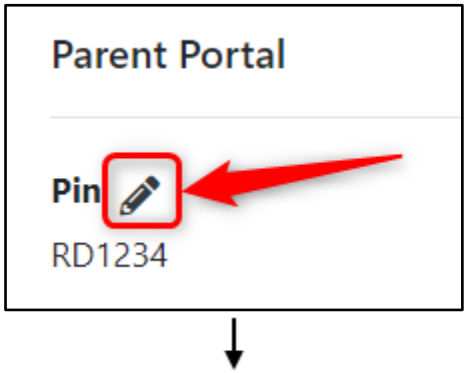


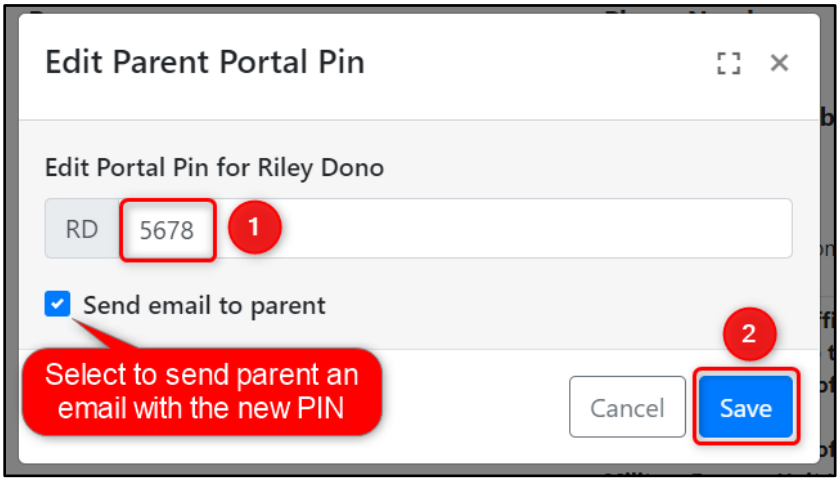
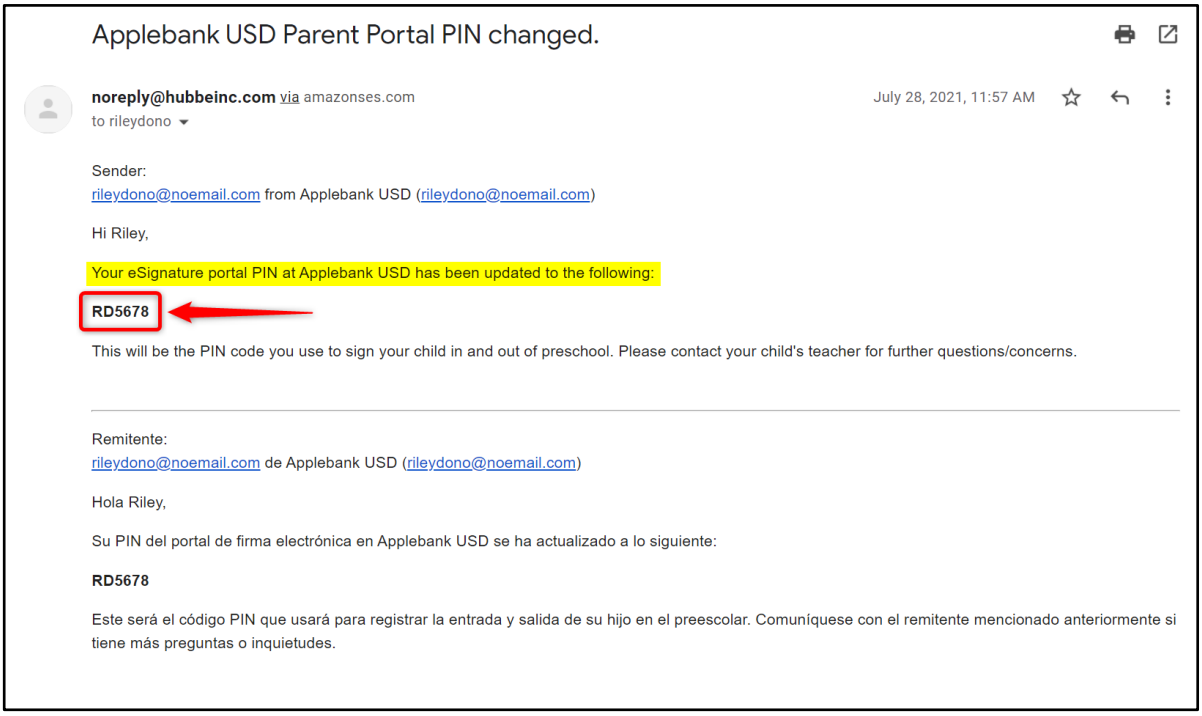
3 You will be led to your parent record. At the bottom of this page, you have the ability to update your eSignature portal PIN.



4 To update your PIN, click on the pencil icon. In the modal that appears, enter your new PIN and then click “Save.” You can also select to send the parent an email notifying them of the PIN change.

Note: Your PIN must contain 4-6 numbers following your initials.





5 This will now be the PIN that you will use to log in to your eSignature Portal account when signing your child in and out of preschool. You may receive an email notifying you of the PIN change including your new PIN to the eSignature portal, if the option to send an email was selected.