

# How to Create and Log Into Your Parent Portal Account

Duration (Mins): 2 minutes 22 seconds

Hello parents! This tutorial video will show you how to create a Parent Portal Account, as well as how to access this account if you don't know the password. Please [click here](#) to access the help video.

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## Video Narration

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*Hello and welcome parents! My name is Kendra, and today, I'll be showing you how to create and log into your Parent Portal Account.*

*In order to log into your Hubbe Parent Portal, all users will need: a **valid email address** and a **password**. Also something to note, each parent in the family can have their own parent portal account, but each account must use a unique email address.*

*To begin, use your agency's Parent Portal link, this will lead you to the Parent Portal Login page. If you don't already have a parent portal account, click "Create User." Enter an email address and password for your new account, and confirm your password by typing it in a second time. Once you create an account, you must fill out an application to the agency where you need preschool or child care services. If you are accepted into the program, you will receive access to your own portal account.*

*If you were invited to sign into your account but you don't know the password, select the "Create Password" or "Reset Password" links. Enter your email in the space provided and click "Submit." You will receive an email with a link to reset your password. Once you reset or create your password use your new password to log into your account.*

*If you see a "User not found" error, this means that the email or password that you typed in was incorrect. Before attempting to create a new account, use the "Reset Password" option to receive an email link to update your password and reattempt logging in.*

*This concludes the tutorial video on how to create and log into a Parent Portal Account. Please check out our other help videos to learn more.*

*Have a wonderful day and thanks for watching!*