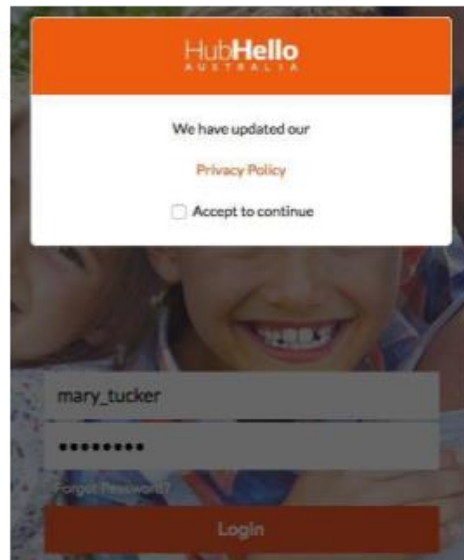# The Parent Portal and HubHello Families App

The Parent Portal and the HubHello Families App is part of the HubHello platform that Early Education and Care Services use within their service to communicate with families and for families to manage their accounts, payment information, enrolments, view Educate (observations and program plans), access feedAustralia (menus, recipes and food intake) and more.

Each family will be provided with a unique username and password that allows access to the parent portal, known as HubHello. Your service can provide your username and password and they have the ability to reset your password if required, you are also able to reset your password using the forgot password link at any time via the HubHello login page.

Please note it is the responsibility of the parent to ensure the information in HubHello is up to date at all times.

HOW TO LOG INTO HUBHELLO

1. Type https://hubhello.com into your browser address bar to open the log in screen
2. Click on 'log in' the top right corner
3. Enter username and password as provided to you and click 'log in'

4. To log out, click on the parent image in the top right corner and select 'log out' from the drop-down list of options

If you haven't yet downloaded the HubHello Families App onto your phone we also suggest doing this via the Google Play Store or the Apple App Store.

The HubHello Families app will give push notifications when a new announcement comes from your service, when a new observation is added for your child and also new gallery images.
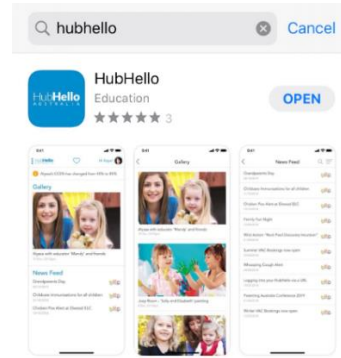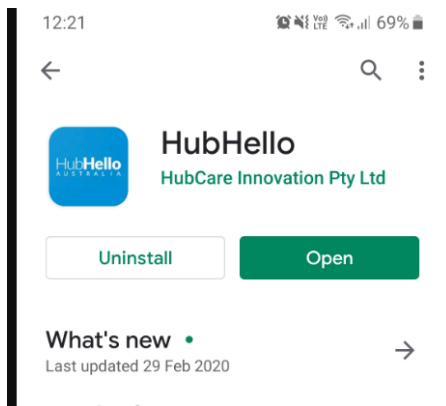
LANDING PAGE

Once you have logged in you will be taken to HubHello landing page, here you will see the Newsfeed, Gallery, Alerts/Announcements and more. From here you will be able to access all parts of the parent portal.
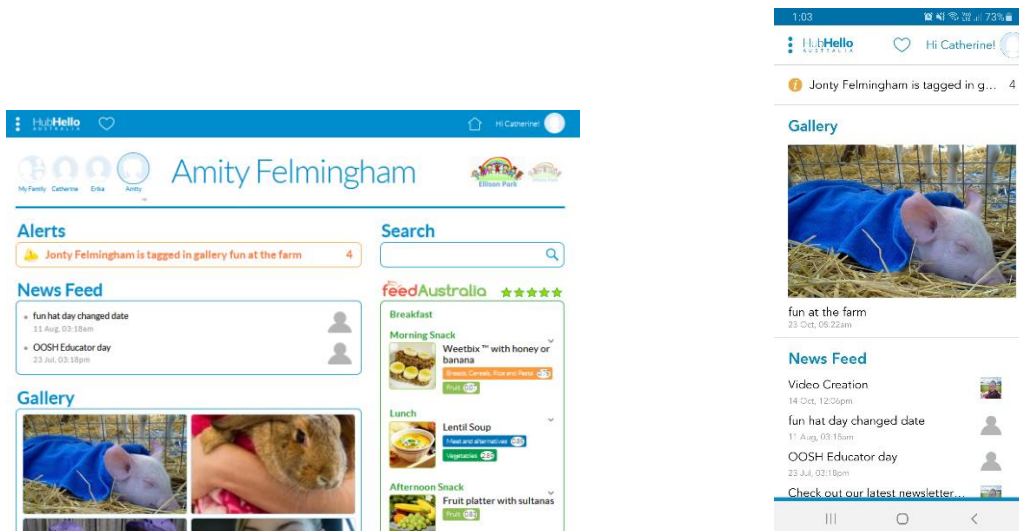
Clicking on the three dots will bring up a menu of programs available through HubHello including Feed Australia and Educate. Not all programs are active in all Centres.

PROGRAMS AND MODULES

You can find the additional Programs via the 3 dots at the top of the page.

* Please note that these additional Programs (feedAustralia and Educate) are only available to be accessed if your service is using these, you may find there is no information here.

Educate: This includes the observations and program plans that have been written about your children and shared with you by the service.
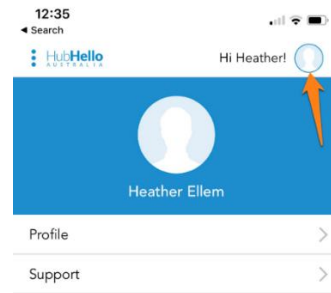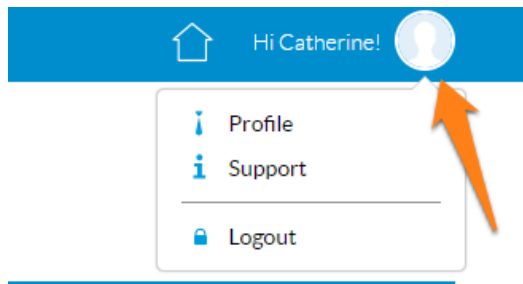
feedAustralia: This is the program that is used by services for nutritional support, menu entry, recipes and more.
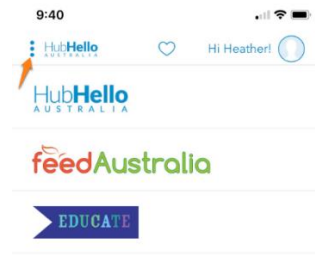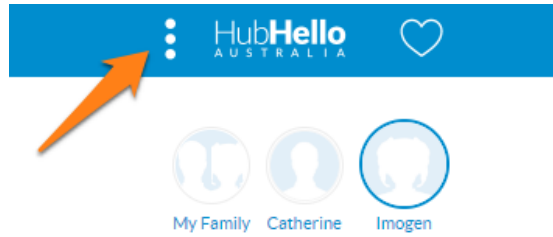
Other menus include Profile and Quicklinks, detailed below.

PROFILE MENU

Clicking on the profile picture will bring up a menu including Profile, Support and Log Out. This menu can be accessed from any page at any time.

SUPPORT

Access video tutorials, fact sheets and user guides here – For additional support please speak to your service.

PROFILE

Profile allows you to access a range of details about you and your child. Once Profile is selected from the main menu, you are provided with the opportunity to select yourself or your child/children through the individual profile pictures on the top left corner of the page.

Within each menu in the Profile section, click on the applicable heading to bring up the editing page and always scroll to the bottom and click 'Save' to ensure your updates are retained.

To view or update your own information, select your profile picture to access/action:

- My Identity
    - Record/update your name, address, date of birth, contact details etc
- My Health
    - Option to provide information about your health (not a requirement to complete)
- My World
    - Option to provide information about relationships (not a requirement to complete)
- My Account
    - Change your password
    - Enter/update your payment details
    - View the CWA
    - Add a pin for Electronic Sign In
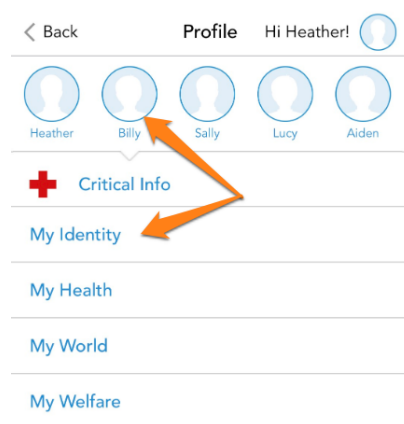

UPDATE YOUR CHILDS INFORMATION

To view or update your child's information, select your child's profile picture to access/action:

- My Identity
    - Record/update your child's name, address, date of birth, contact details
- My Health
    - Record/update your child's immunisation status (note a copy of your child's immunisation record must be provided separately to the Centre)
- My World
    - Option to provide information about relationships (not a requirement to complete)
- My Welfare
    - Record/update details about family life (not a requirement to complete)
- My Services
    - Services that you child is enrolled in
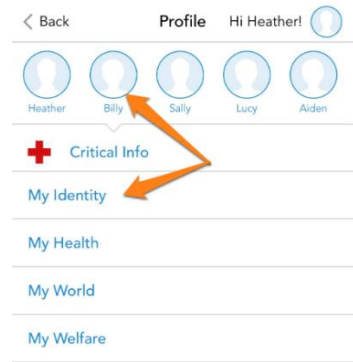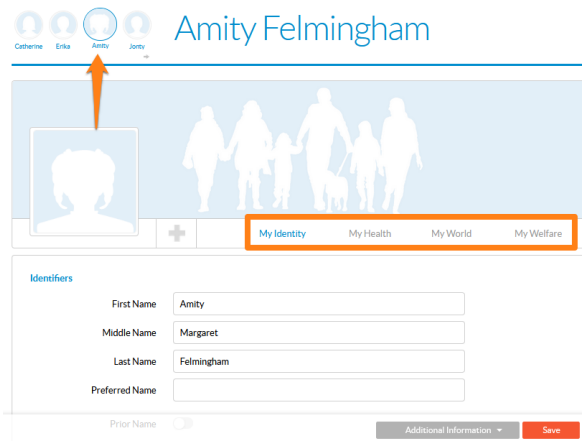
QUICKLINKS

The heart icon represents 'Quicklinks' which provides access to Accounts, Bookings, and Locker. Select by clicking on the name of the section required. 'Quicklinks' can be accessed from any page at any time.
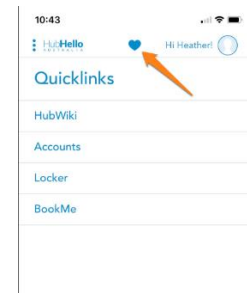
ACCOUNTS

In the Accounts page you will be able to view your Child Care Subsidy (CCS) percentage, how many CCS hours your family is eligible for, how many absences have been accrued year to date, the current balance of your account and your children's attendance history. You can also produce an invoice or a statement or make a payment.

To create an invoice or statement:

- Click 'Create Statement' button
- Select option for invoice or a statement from the drop-down list
- Click on the calendar icons to select the applicable dates for the statement/invoice
- Click 'Print'
- A PDF document will then be created for you to either save to your computer or print.

LOCKER

The Locker page allows you to view alerts, an activity log and any saved documents. There are filter/search capacity in each page which may be useful when searching for a specific period and/or document.

Alerts can be from the Centre with information and updates but is more often from the Government. Most frequently, it will be a notice about a change to the child's CCS% or hours.

Clicking on 'Log' will provide records of all action made in your HubHello account.

Vault allows you to securely store documents by clicking on the paper clip icon and uploading the relevant document/s. Here you can also see the service philosophy and policies (if your service has shared these).
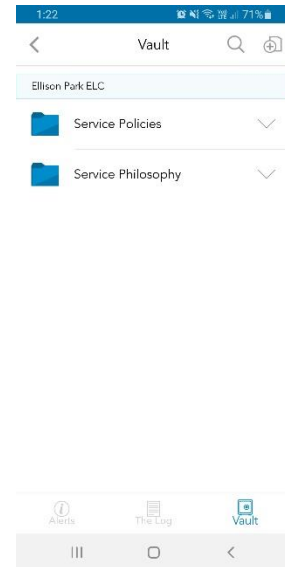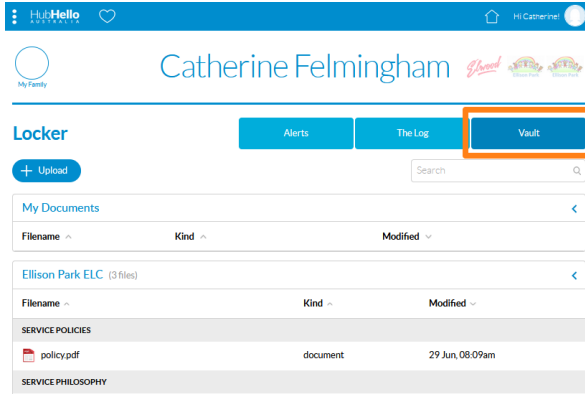
IPAY – PAYMENT SET UP

iPay is our third-party payment partner who we process all the bank and credit card payments through, you will find any time that you make a payment through iPay it will show on your bank statement as a payment by 'HubHello'.

To add your bank account or credit card to pay via iPay you will need to go to the 'My Account' section of your parent portal. Once here you will be able to enter or change your credit card or bank account details.

At the bottom of the iPay section you can see what services are linked, print the agreement, what date you set this up and if you have bank or credit card details entered. The details entered are encrypted to protect your privacy.

<u>TROUBLESHOOTING FOR COMMON ERRORS</u>

Unable to login

There are normally two reasons for this:

- You already have a HubHello account, please log in with your previous username (this will be shown)
- You have the incorrect details, please contact your service for assistance and updated details. You can reset the password if required using the forgot password link on the login page.

Not receiving verification emails

Please ensure that communications@hubworks.com.au is in your safe sender list, this is called 'Whitelisting'. Each different email provider will have a different process of doing this and you should check what this process is.

Email and Mobile have already been verified

Please login with the previous username (this will also be shown on the screen).

Once you have logged in you will be able to merge your account following the directions below.

Need to merge accounts

Please verify your mobile number and email address, complete this via the profile page and selecting on 'My identity'.

Once completed you should then have an option to merge accounts.

If you don't have an option to merge, please complete the following below.

Please click on the love heart icon at the top of your screen and select locker.

Once viewing the locker page please select alerts, you should be able to see an alert about merging/linking accounts.

If you cannot see this please edit the date range to custom and select the last 12 months, if there is still nothing showing please speak to your service who will be able to contact the HubWorks! support team for assistance.

Unable to merge the account

The option to link the account is showing up on alerts but when you try to link it, you're getting an error.

The information added on the enrolment form between both services are different. The most common ones (Address, Postal Code, Occupation, Place of Birth and Place of Work).

Please contact all services that your child/ren have attended and request that the information be updated so that it is the same.

The child's name is showing up multiple times.

This is very common among OSHC services but once you merge your accounts this will then be resolved.