

# How to View Your Family Fees and Make Payments Online

Duration (Mins): 5 minutes

Hello Parents! This tutorial video will provide an overview of the **Bills and Payments** record in your Parent Portal account, which allows you to access your monthly billing statements, upload OCCRs, and make payments online if enabled by your agency, powered by *PayPal*. Please [click here](#) to access the help video.

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## Video Narration

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*Hello and welcome to this Hubbe tutorial. My name is Cierra, and today, I'll be showing you how to access your billing statements and make payments online from the **Bills and Payments** record in your Parent Portal account.*

*Once you are on the login page for your agency's Parent Portal, enter your username and password and then click "Sign In."*

*Upon logging in, you will see your Parent Portal landing page, including items such as the "General Announcements" and "To Do Items" boxes.*

*On the left-hand side of your screen, you will notice your Menu. Click the "Bills and Payments" menu item.*

*You will be redirected to your **Bills and Payments** record, containing your family's fee plan details, current charges, billing statements, and any OCCRs you've uploaded.*

*In the "Fee Plan" tab, you can view your family's fees for each student schedule. In this example, Abby Dono has been assigned the one which is billed monthly during the school year at \$1,200.*

*If you would like to view Abby's schedule details, click the "Click to view Schedules" link in the "Students" column. You can see in this pop-up modal that Abby attends the Koalas AM session from 8:00AM to 11:00AM on the indicated week days.*

The “Current Charges” tab will provide a summary of current outstanding charges. When you have paid all current charges, the “Total Due” will be \$0.

The “Billing Statements” tab will list each of your family’s billing statements. Click the “Billing Period” name to view statement details in a pop-up modal, or click the download link to download the billing statement.

Please note that the bottom of the billing statement download will include a remittance stub which you can detach and return with your payment if paying by mail or in-person.

From this tab, you can also download your annual child care payments as tax documentation of the payments you’ve made in a year to your child’s early learning and care provider.

Back on the **Bills and Payments** record, the last tab titled “Other Child Care Receipts” will house all the OCCRs that you have uploaded to your agency, along with a status that will read “Approved” once the upload has been approved by your agency and allocated towards your fees.

To upload a new OCCR, you can click the “Upload other child care receipts (OCCRs)” link in the top card.

In the pop-up modal that appears, select the statement to which you would like to upload the OCCR. If needed, you can add notes to the upload that your agency administrators can view. Click the “Choose Files” button and then select the OCCR file from your computer and click “Open.”

You will now see the OCCR attachment. Click “Save” when you are done.

In the “Other Child Care Receipts” tab, you will notice the newly uploaded OCCR. The status will change to “Approved” once your agency administrator has approved your upload. At that point, your “Amount Due” will be updated once the OCCR amount is credited to your account.

If you would like to make a payment online, you can do so by clicking the “Make a Payment” button in the top card. Please note that this option is only available when enabled by your agency. If you do not see the “Make a Payment” button, your agency has not enabled online payments.

Before clicking this button, however, it is important to note that whenever your billing statement has been posted by your agency, you will be notified via email, as shown in this example.

Now going back to making a payment from your parent portal account, after clicking “Make a Payment” we have been redirected to the payment page powered by PayPal. Please note that you do not need a PayPal account to make a payment.

The total amount due for your current charges will populate in the “Amount” field. If you would like to only make a partial payment at this time, you can click this field and make your adjustment.

*When you have approved or edited your “Amount” you would like to pay at this time, you can click the “PayPal” button to pay through your personal PayPal account. A PayPal modal will appear. Follow the directions to make your payment. Please note that the PayPal account and payment details used here are for demo purposes only and are not real.*

*If, instead, you would like to pay online using your debit or credit card details rather than your PayPal account, click the “Debit or Credit Card” option. In the payment fields, enter your payment details and then click “Pay Now.”*

*Once you have made your payment, your “Amount Due” in this top card will update accordingly.*

*Notice that the “Make a Payment” button has been disabled because we have paid all current charges and have a balance of \$0.*

*At any point, you can click this “Download Your Statement” button to download your most recent billing statement. Alternatively, you can download any statement from the “Billing Statements” tab.*

*This concludes the tutorial video on how to view your family fee information, access your billing statements, and make payments online in your Hubbe Parent Portal account. Please check out our other help videos to learn more.*

*Have a wonderful day and thanks for watching!*