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## **Verifying Your Parent Portal Account**

Once your Parent Portal account has been created, you will need to first verify your email address used to create the account before you can successfully login. This guide will help assist you with the verification process.

Once your child care provider has created a parent portal account for you using your email address, you will receive an email with the following subject line from **noreply@hubbeinc.com**: "Verification Needed to Create Hubbe Parent Portal Account"

This email will include a verification link that you must click on to verify your email address. Click on this link.

|   | Verification Needed to Create Hubbe Parent Portal Account   |                                 |          | 0       | Ø    |
|---|---|---------------------------------|----------|---------|------|
| • | noreply@hubbeinc.com<br>to nataliegonzalez 👻  | 2:30 PM (2 minutes ago)         | ☆        | ←       | •    |
|   | Applebank USD Application   |                                 |          |         |      |
|   | A Hubbe parent portal account has been created using this email address. You must first verify your account's email address by clicking (or the browser) the one-time link below. |                                 |          | pasting | into |
|   | Set your password<br>https://demo.sishubbe.com/Parents/ApplebankUSD/Login/VerifyWithPassword?a=fd94e231-cbd4-4e96<br>40hubbeinc.com&v=B1EAA0EED9A64B7991E387D4E05085C5            |                                 | onatalie | gonzal  | ez%  |
|   | \$8 H U B B E   | Click on this verification link |          |         |      |
|   | Powered by Hubbe ©2022  |                                 |          |         |      |

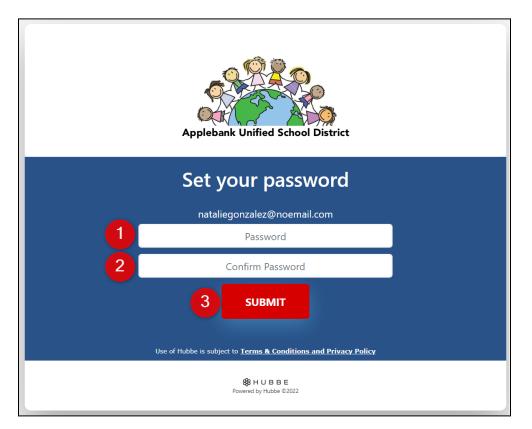
**Note:** You may also receive an invitation to apply to the agency, or an alert that a monthly statement is now available, either one of these emails will also include a verification link to create a Parent Portal Account (should you not already have a Parent Portal Account). The image below is an example of this kind of email. You may click on the verification link within this email and continue on in the instruction sheet with the next steps.

|   | Your Monthly Statement is Now Available  |                         |   | 0 |   |  |
|---|--|-------------------------|---|---|---|--|
| • | noreply@hubbeinc.com<br>to nataliegonzalez →   | 2:46 PM (5 minutes ago) | ☆ | ← | : |  |
|   | Dear Parent,   |                         |   |   |   |  |
|   | Your family fee statement is now available in your parent portal.  |                         |   |   |   |  |
|   | Please log in to your parent portal to view your statement and pay your fee. You can access your statement in your Bills and Payments portal.  |                         |   |   |   |  |
|   | Querido padre,   |                         |   |   |   |  |
|   | El estado de cuenta de la tarifa familiar ahora está disponible en su cuenta del portal de padres.   |                         |   |   |   |  |
|   | Inicie sesión en su portal para padres para ver su estado de cuenta y pagar su tarifa familiar.<br>Puede acceder a su estado de cuenta en su portal de Facturas y Pagos.   |                         |   |   |   |  |
|   | Username / Nombre de usuario<br>nataliegonzalez@noemail.com  |                         |   |   |   |  |
|   | Login Link / Enlace de inicio de sesión:<br>https://demo.sishubbe.com/Parents/ApplebankUSD/Login/VerifyWithPassword?a=fd94e231-cbd4-4e96-86db-901ae1507ab1&e=cierra%2blopezmaria%40hubbeinc.com&v=<br>8028555A3AD4476699AA268245F5DE3B |                         |   |   |   |  |
|   | 88 н и в в е   |                         |   |   |   |  |
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You will be directed to the Parent Portal "Set Your Password" page for your child care center's Hubbe parent portal. Please note the color of your portal's login page may differ based upon your child care center.

Enter your new password in the two "Password" and "Confirm Password" fields, and then click "Submit."



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You will be logged into your portal account and will now see your homepage. If you need to reset your password and/or username (which must be an email address), click the account profile icon in the top right corner, and then select "View Account Details" in the drop-down.

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|--|---|---|--|--|--|--|--|
| Applebank Unified School District  | Natalie Gonzalez<br>cierra+nataliegonzalez@hubbeinc.com   | Click to edit username,<br>password, and/or parent PIN                  |  |  |  |  |  |
| Menu       Image: To Do Items (2)         Gonzalez Family       Image: To Do Items (2)         Daniel Gonzalez       Image: Absences         Natalie Gonzalez       Click to update parent portal login details, or PIN codes for parents or contacts in your family |   |   |  |  |  |  |  |
| Bills and Payments > Applications Documents > Surveys Home Visits Messages   | Applebank USD Daniel Gonzalez<br>Contact No active schedule for<br>Phone Number: (714) 351-<br>0638<br>Email:<br>info@applebankusd.edu.BAD<br>Website:<br>www.AppleBankUSD.edu      | Gonzalez Family<br>and Address &<br>123 Maple Street<br>Maple CA, 90001 |  |  |  |  |  |
|  | Children       Parents       Non-Participating       Cont         Enrolled       Parents       Children       Cont         Add New Child to Waitlist       Add Existing Children to | Emergency<br>acts / Authorized<br>Pickups<br>Waitlist                   |  |  |  |  |  |

**TROUBLESHOOTING:** If you do not see a verification email in your inbox or are having difficulty logging in, here are some tips:

- → Please look in your "Spam" folder for an email from noreply@hubbeinc.com.
- → If you still do <u>not</u> see a verification email, please contact your child care center and ask for a new verification link to be sent to your portal account.
- → If you are attempting to login or reset/create your password and are receiving the message "User not found" or "User has not verified their account" then you still need to verify your email address before logging into your account. Please contact your child care center and ask for a new verification link to be sent to your portal account.