Renewing Attendance App Authorization and Troubleshooting

Roles that Have Access: Agency Admin, Site Admin

The Hubbe Attendance App is a very useful tool to allow parents and staff to sign students in/out at site locations with limited or no internet connection. With the Attendance App, you will be able to:

-Track sign-in and sign-out of your students with or without connection to the internet
-Process students absences using the Provider Absence Excuse feature
-Keep record of attendance in places previously not possible
-Provide parents and staff with a seamless experience

In order to ensure that the Attendance App is secure and optimized, you will need to renew and reauthorize any device the app is installed on once every 30 days. This resource guide will cover this process, as well as provide tips for unblocking your app if you run into issues while renewing.

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Every 30 days, Admin staff will need to repeat a device re-authorization process to renew the device's permission, as well as ensure syncing health. This section will cover what the renewal process will be like for Attendance App users.

1 Starting five days before renewal will be required, upon logging in with a PIN, staff will see this yellow banner at the top of their screen
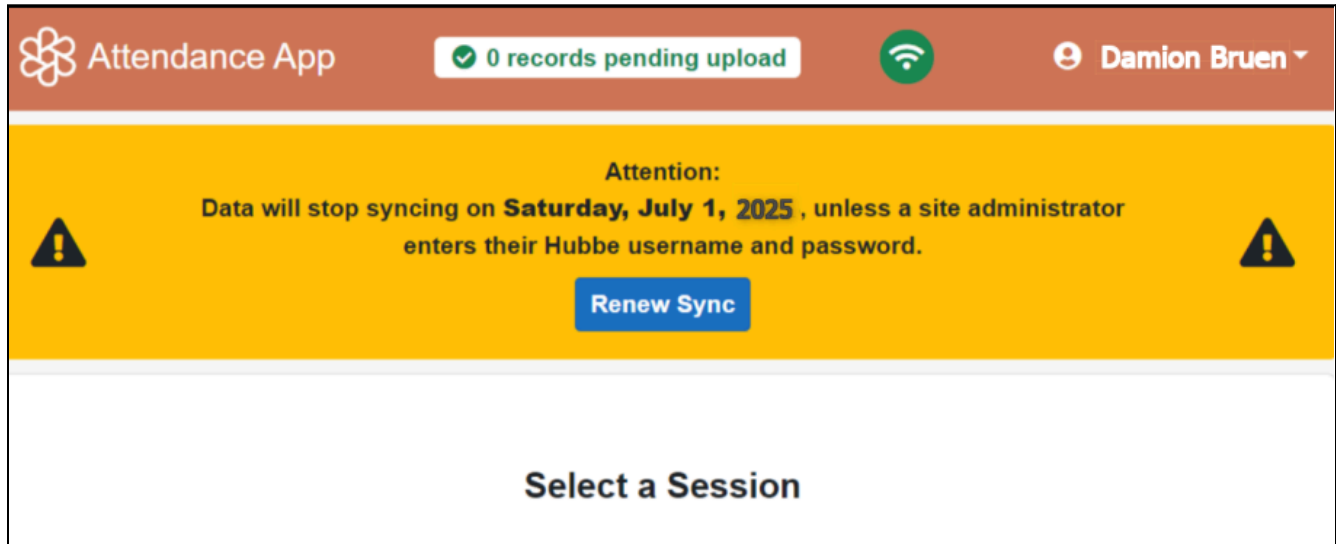
2 Once the renewal date has arrived, this banner will be visible if the device was synced before the authorization expiration and there is attendance visible to still record

An Agency Admin or Site Admin must click on the blue enable button and enter their username and password in order to re-authorize this device
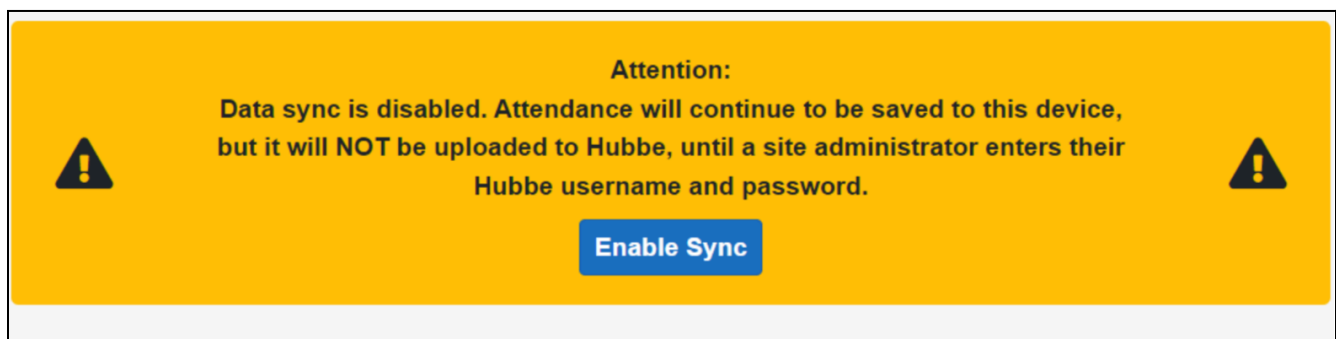
3   After the renewal date has arrived and there are no more attendance events pre-synced to record, then you will be blocked from using the Attendance App

An Agency Admin or Site Admin must click on the blue enable button and enter their username and password in order to re-authorize this device
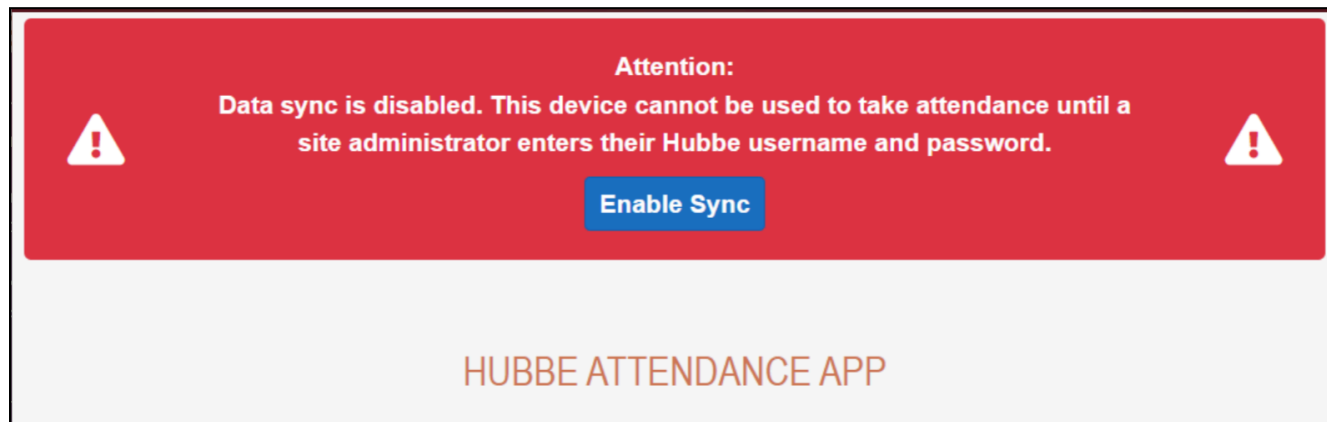
4   The reauthorization screen will appear as shown below. Agency or Site Admin must enter their username and password then click "Enable Sync" to reauthorize the device and unblock staff.
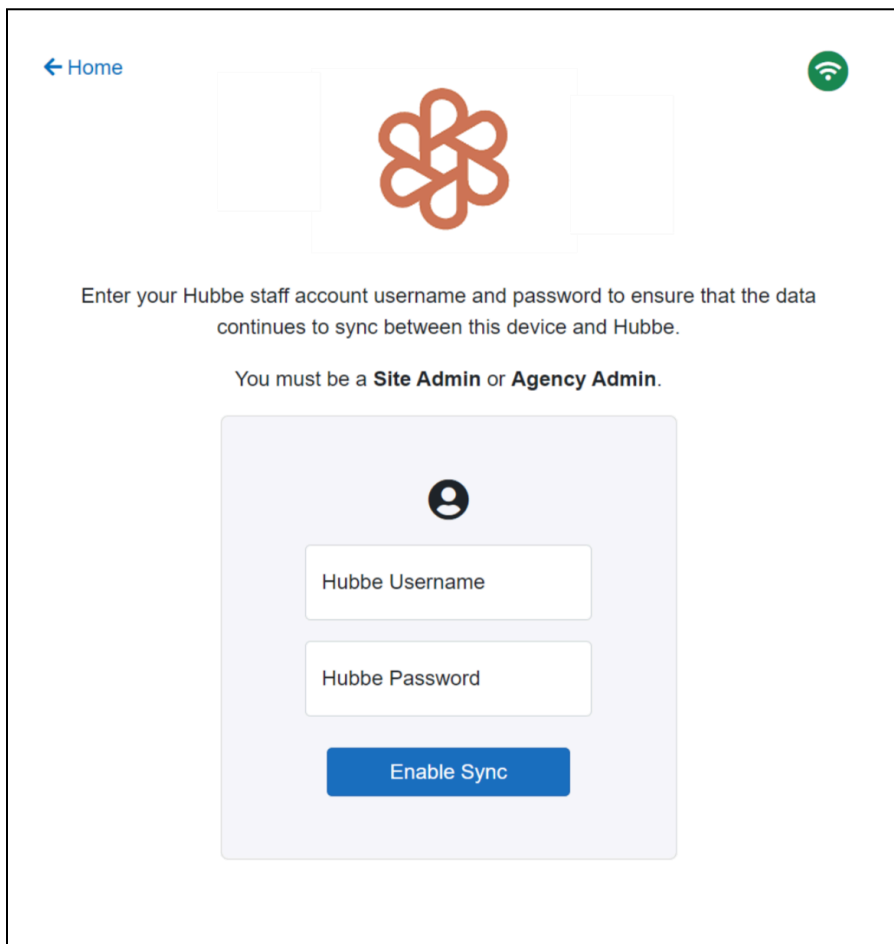
If you are unable to authorize the device after entering an Agency or Site Admin's username and password, here are some troubleshooting tips to follow. If none of these work to unblock you, please reach out to Hubbe Support to further review this matter.
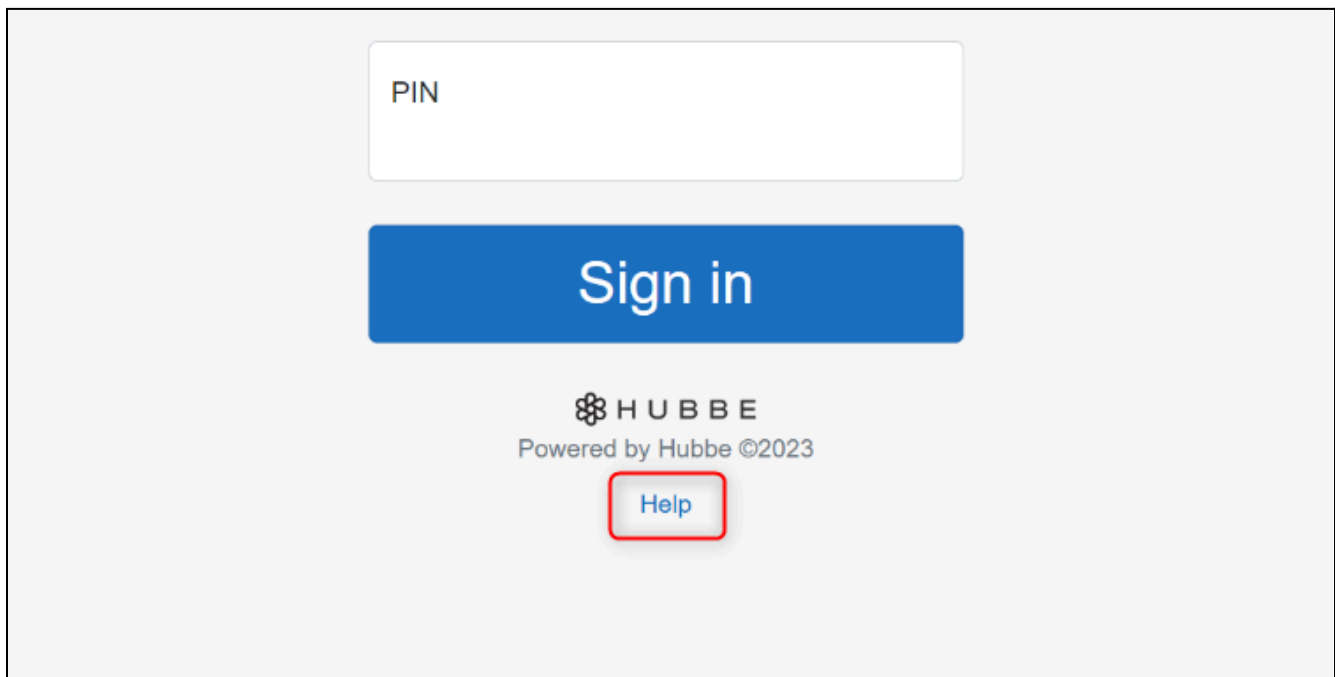

General Issues

➜ Please confirm that an Agency or Site Admin is entering their information
➜ Please try closing the app using the standard way on your device (i.e. swiping up on your minimized app screen)
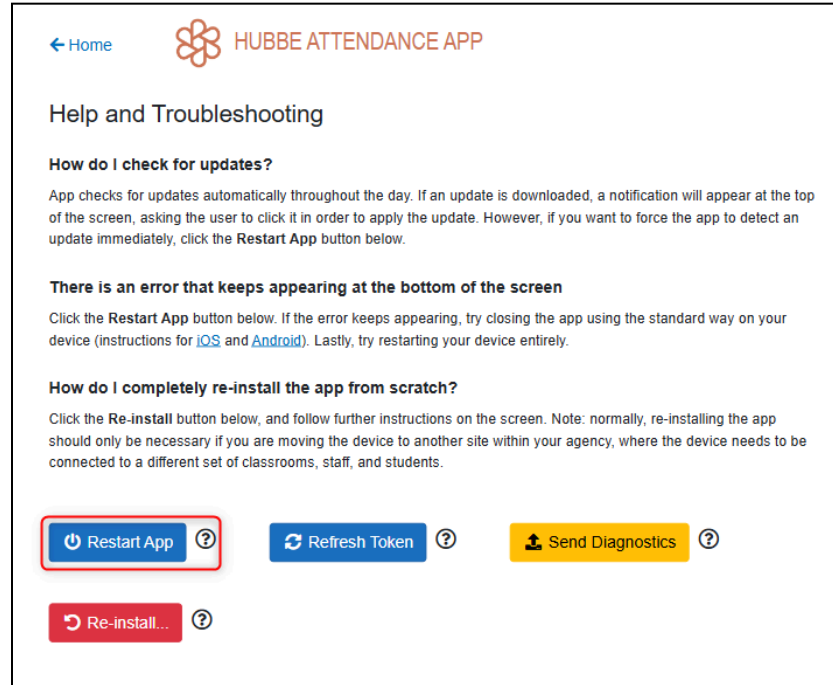

Restarting App

On the attendance app login page, scroll down and tap the "Help" link at the bottom

PIN

Sign in

HUBBE
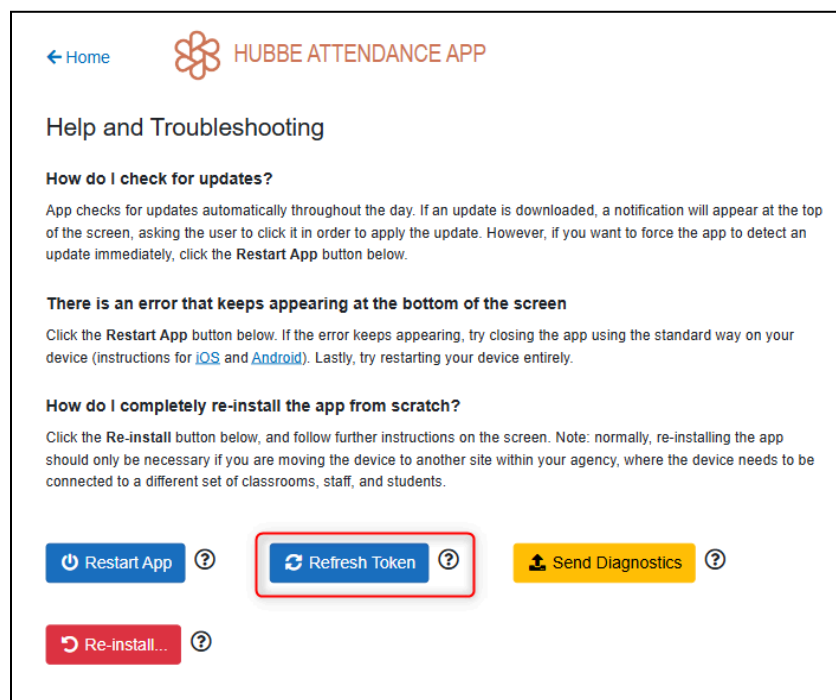Powered by Hubbe ©2023

Help

2   Click the "Restart App" button to force the app to pick up the latest update

After the restart, check for a banner with an update message at the top of the screen. If there is one, click on it to install the update. If not, continue to step 3.
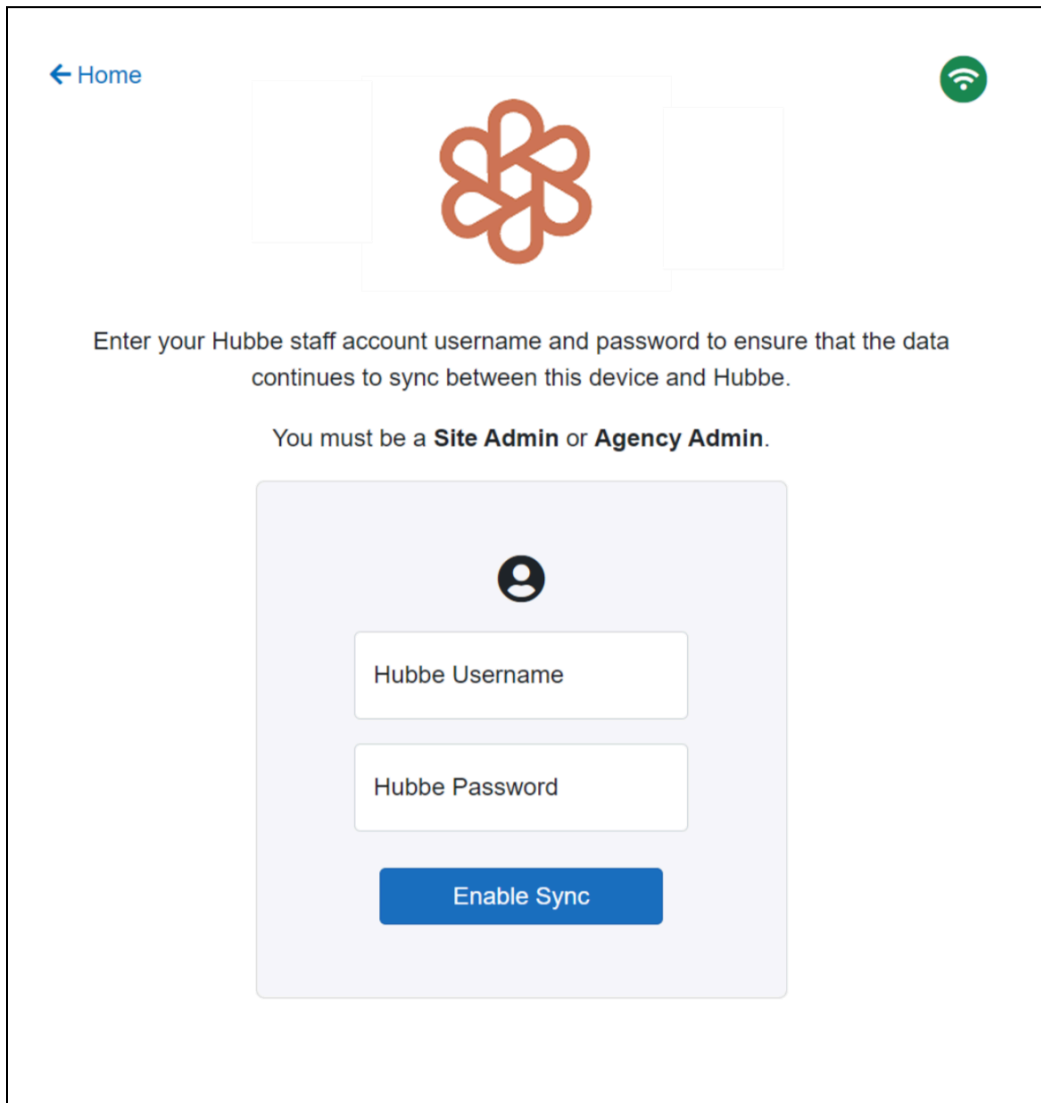

3   After restarting, and potentially installing an update, go back to the Help page and click on the blue "Refresh Token" button

4   On the following screen, enter your Hubbe username and password

5   Attempt logging into the app with a staff PIN and performing a full sync