

HubHello User Guide

HUBWORKS' PARENT PORTAL

Families can access information about their child's enrolment, download invoices and receipts, and update payment and personal details through the Hubworks' parent portal.

Each family will be provided with a unique username and password that allows access to the parent portal, known as HubHello. Note it is the responsibility of the parent to ensure the information in HubHello is up to date at all times.

HOW TO LOG IN/OUT TO HUBHELLO

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

The HubHello landing page provides links the different areas primarily through the top tool bar (shown below).



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.

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

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 red 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)
- Formal
 - Change your password
 - Enter/update your payment details

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
 - Not currently active
- Authorisations
 - Record/update details about authorised persons to
 - Collect from the centre
 - Approve participation in excursions
 - Approve administration of medication
 - Approve use of ambulance
 - Be the emergency contact/notified of emergency situations when the parent/s is/are unable to be contacted

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 Childcare Benefit (CCB) percentage, how many CCB 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.

Note, it is Children's Services' preference that all payments are generated by the Centre, in line with their direct debit schedule.

BOOKINGS

The Bookings page allows you to view any scheduled (future) or past child care attendances for your child. By default, the current week is displayed. Scheduled, or future, attendances are shown in yellow. Past attendances will be shown as either green (attended) or blue (absent).

To view past or future attendances:

- Click on the calendar icon under the 'Bookings' header
- Select the date you wish to view
- The weekly table will update to display either scheduled or actual attendance for that week.
- Additional details about each day's attendance is provided by clicking on the coloured box for the applicable day and includes
 - Service Name
 - start time and end time (representing operating hours of the service, not attended hours)

- Room (if applicable)
- Fee
- Government subsidies (if applicable)

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 but is more often from the Government. Most frequently, it will be a notice about a change to the child's CCB%.

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.

For further assistance please contact the Centre Administration Officer:

Gumnut Cottage and Vacation Care: 9850 7740

Banksia Cottage: 9850 7781

FIND OUT MORE

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