

## Online Registration FAQ

**Q:** What if I don't know if I have a login to parent portal?

**A:** Go to [Hubbardisd.com](http://Hubbardisd.com). Then click on "Parents" on the bottom left of the page. Then click on "Parent Portal". Once you do that you will see the below. Create a new account if you do not currently have one. If you type in an email that is already in use, it will let you know.

### New txConnect User?

If you need to create an account, click [here](#)

### Have a New Student?

If you are new to the district and wish to enroll one or more students, please click [here](#), or, login if you already have an account, then, complete the Online Student Enrollment process.

### Need Documents?

Downloadable forms for the following items can be found by clicking [here](#)

- Hubbard ISD 2018-2019 District Calendar

### Forgot your User Name/Password?

If you need help recovering your user name/password, click [here](#)

**Q:** What if I don't know my Username / Password or I want to change my Username / Password?

**A:** Use "Forgot Username" or "Forgot Password" option. You will need your email you signed up with.

**Q:** What if I do not have an email address?

**A:** There are two options. You can either create a new FREE email through hotmail, gmail, yahoo, etc. OR you can come on Monday, August 6th and we can create an email for you, helping you through the rest of the registration process.

**Q:** What if I don't know what email I signed up with originally?

**A:** Please contact Hubbard ISD at 254-576-2564 option 2. We can look it up if you have your username.

**Q:** What if I don't have any students associated with my account?

**A:** You will need to contact Hubbard ISD to obtain the Parent Portal ID for your Student(s). You will then be able to add them to your account

**Q:** What if I can get in with my login, but can't register my child?

**A:** Click on the **My Account** tab at the top of the screen. Students linked with your account will appear here. If there is a **red X** next to your child's name, please contact Hubbard ISD and speak with Ms. Wilson or Ms. Weatherby. This typically means that the email address in our system does not match up to the portal email address. This can be corrected when you call Ms. Weatherby or Ms. Wilson. At this time we can make sure the emails are corrected.

**Q:** What if I am uncomfortable doing this by myself and need help?

**A:** Come to the secondary campus, August 6th, for one-on-one help. We would be delighted to help.

Grades 6-8 @ 9 a.m. - 11 a.m.

Grades 9-10 @ 11 a.m. - 1 p.m.

Grades 11-12 @ 1 p.m. - 3 p.m.

On August 6th @ 3 p.m. - 7 p.m. will be open for all secondary students who can't come at an earlier time.

**Q:** What if I have multiple kids across all grade levels?

**A:** Pick one of these times to come and you can register them all at this time.

**Tips:**

During the registration process, "Contacts", each will need to be edited separately. Clicking on the NEXT button will take you on to the next form, not the next contact. You will instead need to select each contact at the top of the page and check/edit their information before clicking NEXT.