HiMama Parent FAQ

For general support, visit the HiMama Help Center. For billing support, please click here.

LOGGING IN

My child care provider just added me, what do I do next?
Once your daycare adds you on HiMama, you'll receive a *Welcome email* from us with instructions to create your HiMama account. If you've already received a Welcome email, click the link in the email to set up your login!

> **Missing your Welcome email? Do the following:**
> - Check your inbox for an email from HiMama. (Don't forget to check your spam/junk folder!)
> - Can't find your Welcome email? Go here select option one "I am already receiving emails and/or childcare reports from HiMama." We'll send you a new invitation!
> - Not in our system? Contact your center and verify that they've entered the correct email without typos.
> - If after confirming your address with your center you still haven't received a Welcome email, have your center reach out to us with your email address to diagnose the issue. Due to privacy restrictions we cannot add anybody to a child's profile.

I can't log into my account.
If at any point you're unable to log into your account, go here to reset your password: Reset password »

How do I change the email address that I get updates to from my child's daycare provider?
Log into HiMama using your existing email. In the top corner, access the drop-down menu, then select 'Settings' to enter and confirm your preferred email address. You can also manage the frequency of emails and notifications here.

USING THE APP

What app should I be using?
Head to your device's app store and search for "HiMama - The Childcare App", or access the links below. Then log in with your email and password!

Apple	Android

How can I send my child care provider a message?
Open up your HiMama app and look for the *envelope* icon. This message will go to the classroom teacher, not TCC's administrative staff. If you wish to contact Karyn or Trish, please email them directly karyna@libertycorner.org or Trishr@libertycorner.org .

Can I add to my child's journal without sharing with my daycare?

Yes! When in the app, simply select the *plus icon*. Choose if you'd like to share with Crew (more on Crew below) by unchecking "Private."

What does it mean when the day's report says it's "not finalized"?
While the daily report is a work in progress, educators have the ability to edit the report's contents as needed to best reflect what's going on throughout the day. This means that until the end of the school day, once the educator has a chance to fully review the reports, report information is subject to change and therefore not finalized. If you're finding that reports are still not finalized even after the end of the school day, please reach out to your center to discuss how teachers may be missing the final step of sending (and therefore finalizing) the report.

How do I download my child's photos from HiMama?
ANDROID & iOS APPS
From the photo journal, tap on an image to expand it. Tap the "Download" button.
WEB PORTAL
After logging in, head to the "Entries" list for your child (from a child's photo journal, select the list icon in the top-left). Once on that page, you'll see a download icon () next to each photo. Selecting this icon will start an image download, or open the photo for you to save manually (right click and select "Save as...").
Please note; you cannot currently download more than one photo at a time.

How do I download videos from HiMama?
WEB PORTAL
Within the web portal you can download the video in two ways: (1) From the journal, press to play the video. Tap on the three-dot menu icon and you should see the option to "Download". (2) After logging in, head to the "Entries" list for your child (from a child's photo journal, select the list icon in the top-left). Once on that page, you'll see a download icon () next to each photo. Selecting this icon will start an image download, or open the photo for you to save manually (right click and select "Save as...").
We are currently working on the ability to download videos within the iOS app. Hang tight!

THE CREW

What's the "Crew"?
The Crew is the close group of friends and family that you want to share updates with. This might include grandparents, aunts and uncles, or close friends, and might include those that aren't living close enough to see your child as much as they'd like. Note that the Crew can also share activities of your child by posting to their HiMama account, but only if you approve what they've shared with you or given them auto-post privileges.

How do I add or remove people from the Crew?
Open the app and head to the Crew page. Start adding! Each person you add will automatically receive an email from us inviting them to join HiMama and participate in activity sharing of your child.
To remove a Crew member, simply select Edit for the member, check the "Remove User" box at the bottom of the page and hit submit.

Do I have to share everything with the Crew?

Nope. Some moments just aren't meant to be shared with everyone. Maybe you want to keep a very special moment just between you and your spouse, or maybe you want to keep a log of your child's medical-related activities. Just mark these as 'Private' and only Crew Members with special privileges that you set will be allowed to see these.

Who can add and remove people from the Crew?
Only Administrators can add family and friends to a child's Crew. If you want to know who's an Administrator of your child's account, visit their Crew page.

What does it mean when I make an activity "Private"?
When an activity is marked as "Private" only those members of the Crew that you have given "Access Level: All photos" to will be able to see these activities by default. They will be identified on your child's Journal with a lock icon.

PRIVACY

Where is data stored and is it secure?
HiMama data is stored on Amazon Web Services (AWS) cloud infrastructure. It is one of the most secure cloud computing environments available with highly secure data centers utilizing state-of the art electronic surveillance and access control systems, including 24x7 trained security guard protection. It is suited to run sensitive government applications and is used by over 300 U.S. government agencies, as well as the Navy, Treasury and NASA. For more information on HiMama's commitment to Internet Safety, visit our page dedicated to this important topic.

Is the HiMama website secure?
HiMama has a Secure Sockets Layer (SSL) certificate. SSL is the standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the HiMama server and your device remains private and integral. SSL is an industry standard for securing online transactions so is used by online banking and payments sites and, similarly, is used by HiMama to encrypt your child's information. For more information on HiMama's commitment to Internet Safety, visit our page dedicated to this important topic.

Who has access to my data and is it private?
HiMama takes privacy very seriously. All photos and videos of your child are posted only to your account and no one else can access this information without express consent being provided by you. All account passwords are encrypted for additional security. For further information, please see our privacy policy.

Who can see my photos and videos?
Photos and videos you add to the Journal are visible only to your child's Crew. If you mark an activity as 'Private', only those members of the Crew that you have given privileges to will be able to see these activities. They are identified on the Journal with a lock icon. We take privacy seriously and will never share any photos or make them public without your explicit consent.

Who can see entries when I make them public?
When you mark an entry as "public," that makes it available for your all of your child's Crew members to view. As opposed to private activities, which can only be viewed by Crew members with private access.

How do I get an answer to a question that's not on this FAQ page?

Good question! Just email us at support@himama.com.