# konnect

# Parent App
# **Manual**

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# 1. Intro

Your childcare organisation has opted for Konnect! The Konnect app and portal enable parents to stay up to date with new developments in the child care location. You can view posted photos, read a news item or view an update in the digital notebook. Use Konnect to stay up to date!

The ParentApp shows your child(ren)'s events in an organised timeline. This allows you to stay up to date with your child(ren)'s experience during the day through photos, messages and diary reports. The ParentApp moreover allows you to view the child-care calendar and you can easily request extra days and report an absence. In addition, important information is visible such as news reports, newsletters and information about your child(ren) and child care.

# 2. Using the App

When you, the parent, are affiliated with an organisation that uses the Konnect app, you will have received login details to log in to the app. The app can be downloaded from the Google Play Store (for Android) and the Apple Store (for iOS). When you have installed the app you can log in using the login details you have received.

### 2.1 Logging in for the first time
When you log in to the app for the first time, you have to enter details in three fields:
- The URL of the child-care organisation: kinderrijk.ouderportaal.nl
- User name
- Password

You have received these details by email from Konnect.

*Forgot your password? You can change the password via "forgot password". An e-mail will be sent to the registered e-mail address.*

*Details not received? Please contact KinderRijk's customer relations department, they will be able to send new information if necessary.*

Konnect OuderApp
Konnect B.V.

★★★★☆
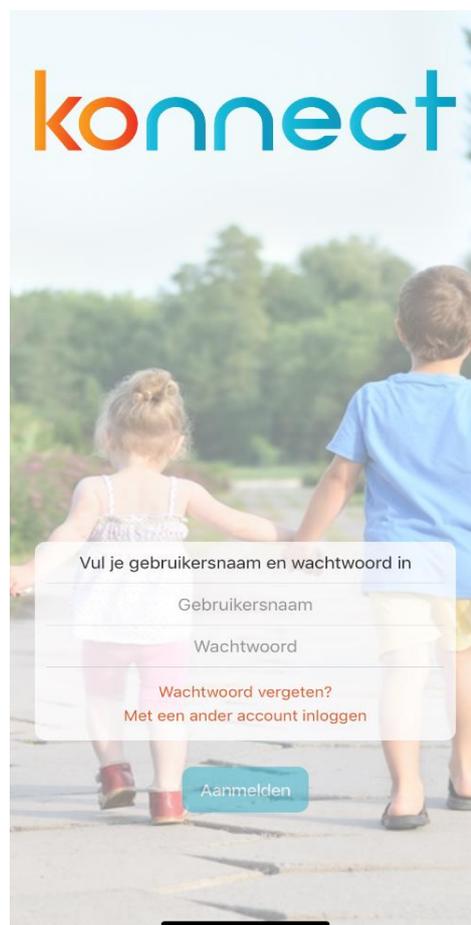
# 3. My Child

After logging in, the *My Child* page opens. Here you can immediately see the timeline showing your child(ren)'s experience as well as photos and reports. Also a number of quick-click features are included on this page.

## 3.1 Photos

The photos taken at the day care of your child(ren) are displayed in the timeline. The photos can be viewed in full screen by clicking on them. If multiple photos are shared, you will see the entire series which can be scrolled through. The photo from the series will then be displayed in full screen and you can scroll through the photos by swiping left or right.

When a photo is displayed in full screen, you can zoom in on it. A photo can be closed with the cross in the top left of the screen.
A photo can also be downloaded on the phone or tablet. This can be done via the download button below the photo. This download button is visible below every photo in a series or below the photo if it is open in full screen.

## 3.2 Journal

The daily report in the timeline can be opened to read the full report. This allows you to write a daily report by yourself via the plus sign in the top right. This report will appear in the diary and will also be visible to the care organisation. Posting a report does not have the functionality of a message exchange between the organisation and the parent; the message feature must be used for this.

In the daily report, the care organisation can add photos and any videos (videos can only be added if this feature is available for the organisation). The photos and videos can be downloaded in the same way as photos in the photo album. Parents can also add photos and videos to the report; the ParentApp will in that case need access to the photo library of the phone or tablet.

## 3.3 Quick-click functions

To make quick and easy use of the most important features, these can be found at the top of the *My Child* main screen. In this way, you can easily write in the diary, report an absence, send a message or request an extra day.

## 4. Mailbox

Messages received from the child-care organisation are displayed in the inbox. An overview of all mail correspondence is shown here.

### 4.1 Reading messages
A full message can be read by clicking on it. The entire conversation will then be displayed. The child and group to which the message is related are immediately visible. The conversation shows on which date and time messages were received and/or sent.

### 4.2 Responding
After opening a received message, the option to respond appears. A message can be typed at the bottom of the screen. The message is sent to the group via the send button.

# 5. Agenda

The child-care calendar of your child(ren) opens via the *Agenda* button. This shows the days on which care is used. You can see for each child at what times child care takes place. By clicking on a specific care time, more detailed information is opened. The care calendar can be refreshed via the button at the top left. This way you obtain an up-to-date planning for your child(ren). Via the button on the top right 📝 the options for requesting an extra day or absence are displayed. It will be useful to know that an extra day can be requested and absence can be notified up to 12 weeks in advance.

## 5.1 Request day

Select *Request Day* to request an extra day. The desired date can be selected via the calendar. Now the available times are shown that can be requested per child. If the desired care time is selected, the payment method can be selected and the request can be added. In the next screen you can choose to add another day or to submit the request. An expiry time can be selected for the application when submitting the application for assessment, and a comment can also be entered for the organisation. You can add an expiry time to indicate when the application will expire if the organisation has not yet assessed the application. This will give you more time to make other arrangements.

## 5.2 Reporting absent

When reporting absent, the absence period must be specified. In this way, a longer period of absence can be reported in one go. The available schedule of the child, which can be reported absent, is retrieved for the selected period. All planned parts of the day are checked by default. If you only want to select one part of the day, then the other parts of the day will have to be unticked. A reason for absence can be specified when submitting the application: illness, holidays or other reasons. A comment for the organisation can also be entered.

# 6. My location

Go to *My location* for all important information from the organisation. Contact details, news items and newsletters can be found here.

### 6.1 News
All news items can be found under the *News* heading. The most recent news items are displayed, all news items are displayed via the *View all* button. By clicking on a news item, the full message is displayed. If the organisation has added an attachment, it will be shown at the top of the message. This can be opened by clicking on it.

### 6.2 Newsletters
The *Newsletters* section shows all newsletters from the organisation. Here too, the most recent letters are immediately displayed and the entire overview can be displayed via *View All*. The full content is opened by clicking on a newsletter. Also any attachments can then be opened.

# 7. Other Items

Here you can find personal details of parent(s) and child(ren), care-placement information and management features of the account. Do you want to add an account, change the password, see which placements and/or credits of your child(ren) are active, or change notification settings? You can do so here.

## 7.1 Personal information
Information about parent(s) and child(ren) can be found at the top of the page. The name of the account holder is visible at the top. Clicking on the name shows the screen where items such as the password can be changed. If available by the organisation, the language preference can be specified.
The information of children with an active placement can also be viewed here. By clicking on the name of a child, information about the child becomes visible, which includes the placements and the child's mentor (if specified by the organisation).

## 7.2 Compensation absence
The compensation for absence can be found under credits (tegoeden). By opening the credits, the available compensation credit points are shown for each child and those that can still be used. If a compensation credit point has already been used, it will be shown for which application this has been used.
If a compensation credit point is displayed in black, it can still be used; when it has expired or has been used up, it is displayed in light grey.

## 7.3 Management functions
Various management functions are visible at the bottom of the screen and information about the ParentApp can be viewed.

Notifications can be set to decide for which information you want to receive a message. You can set per item whether you want to receive an e-mail and/or push notification on your phone or tablet. If the bell is orange, you will receive push notifications, if the envelope is orange you will receive an e-mail. If these icons are grey you will not receive any.

Information about the app can be viewed via *About this app*. Here you can see which version of the ParentApp is being used and more information about the developer of the ParentApp. At the bottom you can log in with a different account, which is very useful if you have several children at different day-care organisations. After logging in with a different account, you can easily switch between the accounts for your children here. This way you have all the information together in one app. If you have used the setting to receive push notifications, you will receive them from your logged-in accounts on your phone and/or tablet.

At the bottom of the page you will find the Log-out button. The account that is active will then be logged out. If you are logged in with multiple accounts, you will see the *Log-out from all accounts* button. All active accounts are then logged out.