kidskonnect
TAKING CARE OF CHILDCARE

Manual
Ouderapp

Contents

1. Preface....3
2. Using the app....4
   2.1 Logging in for the first time....4
   2.2 Changing your language settings....4
3. My Child(ren)....5
   3.1 Photos....5
   3.2 Journal....5
   3.3 Quick access functions....5
4. Messages....6
   4.1 Reading messages....6
   4.2 Replying....6
5. Agenda....7
   5.1 Requesting extra daycare....7
   5.2 Request daycare swap....7
   5.3 Reporting an absence....7
6. My location....8
   6.1 Our teams....8
   6.2 News....8
   6.3 Newsletter....8
   6.4 Information pages....8
7. Miscellaneous....9
   7.1 Personal information....9
   7.2 Credits....9
   7.3 Manage Accounts....9

1. Preface

Your daycare organization has chosen to start using Konnect! In the webportal and the app you can view photo's, read news posts, or look at updates in the daily journal of your child(ren). With Konnect, you will stay up to date!

The Parent App (OuderApp in Dutch) shows your child(ren)'s events in a clear timeline. This way, you'll keep in touch with your child(ren)'s experiences through photo's, messages and journal entries. With the Parent App you will gain access to the Agenda, and easily request extra- or swap days, report absences and manage permissions. Additionally, you can find all kinds of important information in the app, like news articles, newsletters, and your child(ren)'s data.

2. Using the app

You can download the Parent App in the Google Play Store, or in the App store, depending on your phone. Once you have installed the app, you can log in using the link sent to you by e-mail.

2.1 Logging in for the first time

If you are logging in for the first time on the app, you will have to fill in three fields:

- Your daycare URL
- Username
- Password

The URL and username will have been provided to you via e-mail. In the ‘Password’ field, you can input the password you have set with the link provided in the same e-mail.

Did you forget your password, or did you not set one in time before the link expired? No problem! With the ‘forgot password’ option, you can set a new password. An e-mail will be sent by our system to the e-mail address registered in the system.

If you have not received any login information, please contact your daycare organization, they will be able to send you a new e-mail with the necessary information.

2.2 Changing your language settings

You can change your language settings by navigating to Misc, and then tapping your own name. Here you will see ‘Taal’, which is Dutch for language. Simply tap it, and then ‘Engels’ for English.

3. My Child(ren)

When logged in, you will see the tab ‘My Child(ren)’. Here you can view the timeline of your child(ren)’s experiences with photos and comments. In the top of the screen you can find the quick buttons to send a message, write an entry into your child(ren)’s journal, of report an absence.

3.1 Photos

Photos uploaded by the daycare staff are visible on the timeline. When they share multiple photos, you can simply scroll, to view them all. Tapping a photo will open it in in full screen. By swiping left or right, you can peruse your photos.

When viewing a photo full screen, you can zoom in on the photo. You can exit full screen by tapping the X in the top left corner of the screen. By pressing *Download* you can save photos on your phone. You can find this option directly underneath any photo. If you want to download multiple photos, visit the web portal. You can login similarly to the app there, and you will find the option to download multiple photos at once in the bar to the left of your screen (under the photos tab).

3.2 Journal

You can open the journal in the timeline to read the full entries. You can also write entries yourself, by tapping the three dots in the top right of your screen. This entry will be visible in the journal and can be viewed by daycare staff. The journal is not meant as a means for direct communication, you can use the Messages-function for this. (See chapter 4.2).

Daycare staff can add photos (or videos, in the case of revalidation organizations which use our app) to the journal. You can download these in the same way as described above. You can also add photos and videos to the journal. The Parent App will need access to photos on your phone for this function.

3.3 Quick access functions

In the top of the screen under ‘My child’, you can always find the most important function. This means you can quickly and easily write journal entries, report an absence, or send a message.

4. Messages

Messages from daycare staff are visible under *Messages.* Here you will find an overview of all messages sent to, or by you.
When a new message is sent to you, you will find a notification icon, with a number assigned to it next to the messages icon. The number specifies how many unread messages are available.

4.1 Reading messages

You can open a message by tapping it. This enables you to view the entire conversation. You can easily see which child(ren) the conversation is about, when messages are sent, and by which group.

4.2 Replying

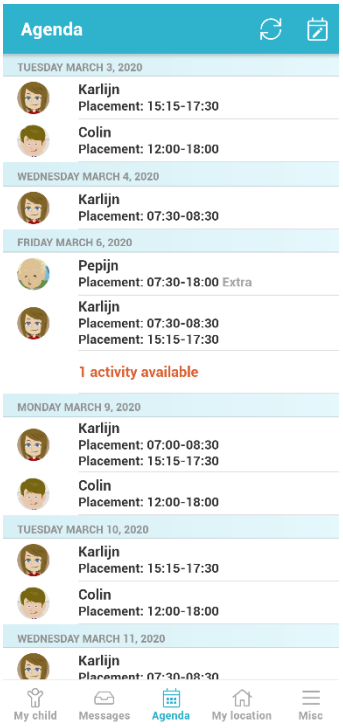
When viewing an individual message, you will have the option to reply. You can do this by typing in the field at the bottom of your screen and tapping the orange triangle to send your message.

5. Agenda

Via the button *Agenda*, you can open the daycare agenda of your child(ren). Here you can check the daycare dates and times. By tapping a specific daycare date, you can view its details. You can refresh the Agenda, by tapping the double arrows to the top left of your screen. This way, you can be sure you're viewing your child(ren)'s most recent planning. With the button in the top right (Agenda with a pen), you can open the options *request extra, request swap,* and *report absence*

5.1 Requesting extra daycare

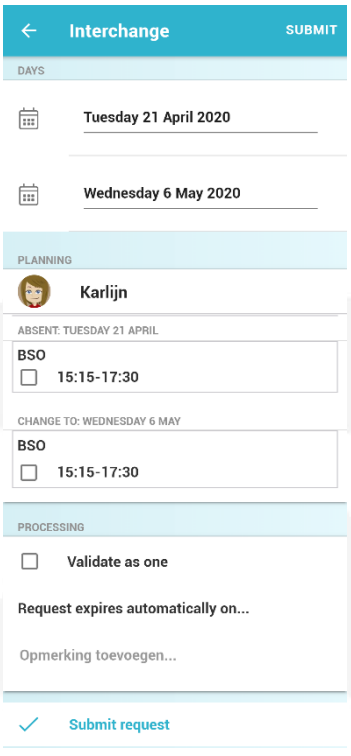
If you need extra daycare, you can choose the option *request extra daycare.* Through the Agenda, you can request a date for the extra daycare. Next, you will see the available times for the selected date. After selecting the desired time, you can choose a payment option, and add the day to your request. In the next screen, you can choose to add another date, or to submit the request.



If you wish, you can add an expiration date to your request, or add a comment to your request. When the expiration date on your request expires, your request is automatically withdrawn if your daycare organization has not processed your request.

5.2 Request daycare swap

When requesting a daycare swap, you input the date and time of the absence, and of the requested day. The available planning of your child(ren) will be shown for this. Simply select which times your child(ren) will be absent, and at which times you'd like your child(ren) to be present instead. What requests are possible is limited by the swapping regulations of your daycare organization.



Similarly to requesting an extra day of daycare, you can add a comment to the swap request, or set an expiration date. Next you can submit the request directly for processing by the organization.

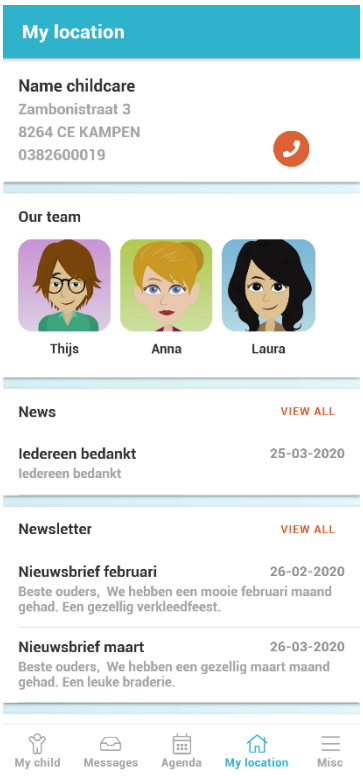
5.3 Reporting an absence

When reporting an absence, you can input a period of time that your child(ren) will be absent. This way, you can report easily report absences for vacations! Your child(ren)'s daycare planning for the chosen period will be shown. The boxes marked with a check mark are the days you will be reporting as absent, so deselect any dates and/or times your child(ren) will be present. You will have to fill in a reason for the absence and will be able to add a comment to the absence.

6. My location

For all important information about your daycare organization, you can look under ‘My Location’. Here you will find contact information, news articles, newsletters and other information from the daycare organization.
When a new news article of newsletter is sent, you will see a notification bubble on the My Location icon, with a number attached. The number shows how many unread messages are available.

6.1 Our teams



6.2 News

Under the tab *News* you can find all news articles. The most recent ones will be shown, but with the button *View All,* you can read older news. Tapping a news article shows the full article. Your daycare may attach attachments to a news article, this will be shown by a paperclip icon.

6.3 Newsletter

Newsletters can be read by tapping them. The newest newsletters can be read directly, older newsletters can be opened, just like normal news articles.

6.4 Information pages

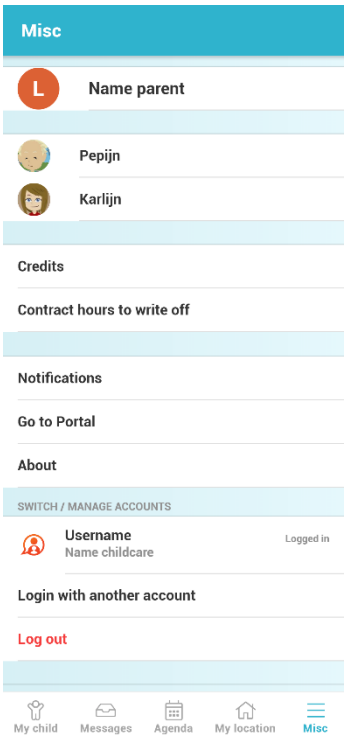
Under the newsletters you will find information pages. These might be used to share company policy, or other information.

7. Miscellaneous

Under the tab ‘Misc’, you can find personal data about you and your child(ren), placement info, and functions to manage your account. You can add an account, check on your active placements, gain insight into your credits (if applicable to your daycare organization) or change your notification settings.

7.1 Personal information

At the top of the page you will find information about you and your child(ren). If you click your name, you can change your password, or preferred language.
Clicking the name of your child(ren), will show you additional information. This includes your child(ren)’s mentor, the type of placement, and any permissions.



7.2 Credits

If there are any credits available for your child(ren), you can view them here. By tapping ‘credits’, you can gain exact insight into what credits you have, and their validity. If a credit has been (partially) used, it is visible on which request it was used. When a credit has been used or expired, this will be visible.

7.3 Manage Accounts

At the bottom of the screen, you will find management options for your account(s), and some additional information about the Parent App. For instance, you can manage your notification options. You can set notifications for the different parts of Konnect. If the bell or envelope is orange, you will receive notifications. If it is grey, you will not receive notifications. The bell notifies you via push message, the envelope by mail.

Information about the app is visible under *about this app.* Here you can see which version of the app you are using, and you will find information about Konnect.

Under Switch / Manage accounts you can see your account or log in through another account. After having logged in on multiple accounts, you can swap accounts by simply tapping one. This way, you will have all of your information in one app. You can only receive push notifications from the account currently logged in. At the very bottom of the page you can find the option to log out of one or all of your accounts.