

QUESTIONS AND ANSWERS ABOUT

InfoMentor Hub for preschool

At your preschool, child carers use InfoMentor for communication and documentation. For guardians there is InfoMentor Hub and in this document, we have put together some of the most common questions and answers. Do you have any further questions?

Please contact your preschool first or visit www.infomentor.se.



1. How do I log in to InfoMentor Hub?

There are many ways to log in to InfoMentor Hub, for example with username or e-mail address and password, PIN-code, BankID and SMS-code. Each preschool/commune choose which solution they wish to use. In some cases, you can log in via your commune's portal. Alternatively, you go to www.infomentor.se and click on "logga in" (log in) in the right-hand. If your preschool has chosen to enable login via PIN-code, you can choose a four-digit code to log in. For other methods, follow the instructions given to you by your preschool.

2. Is InfoMentor Hub available as an app?

Yes! A notification is sent when new information is published and by clicking on the notification, you will reach the corresponding location in InfoMentor Hub. Keep your login details ready and follow the instructions to get started. Please note that you need to log in with the username and password to connect the app, as BankID does not allow ID switching.

3. I don't have any login details; how do I get this?

You get your login details directly from the preschool.

4. I forgot my login details, how do I get new ones?

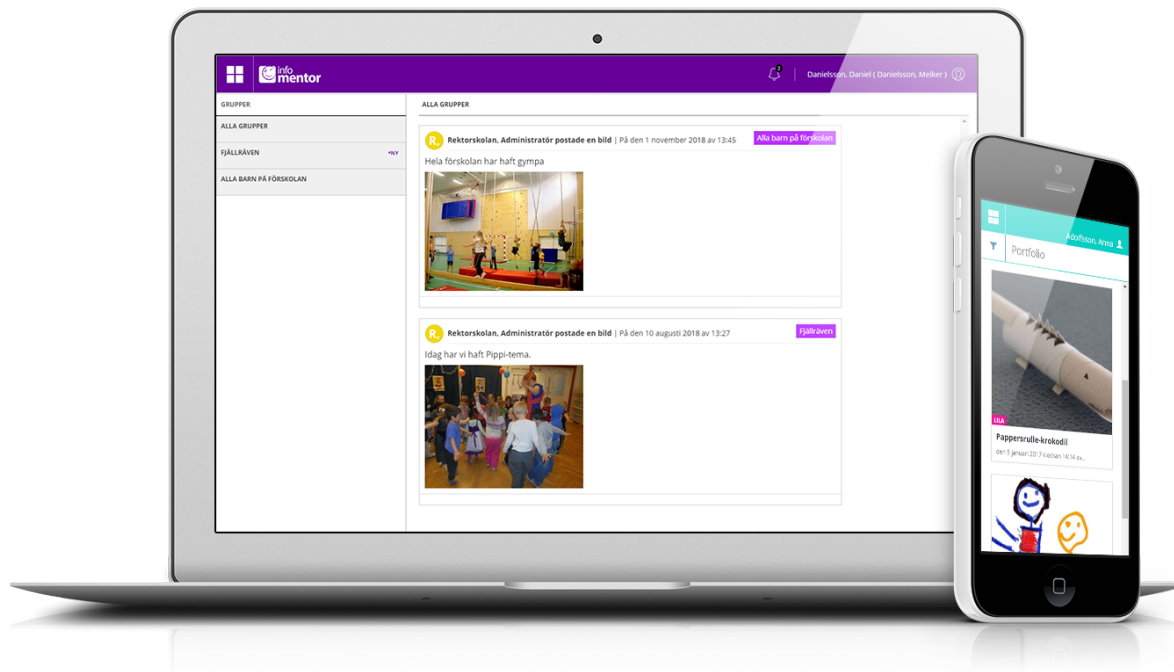
You can easily create a new password by clicking on the link "Glömt lösenord?" on the login page. If you have forgotten your username you must contact your preschool for help.

5. I have a very complicated username; can I change it?

Of course you can! You do this by clicking on your name in the top right corner and then clicking on "Change Username".

6. I can not log in, why?

The system is sensitive to uppercase and lowercase letters in both username and password. If you have copied the password from a document, it may sometimes follow a space after the last letter. Try entering the password by hand instead.



7. How do I see if I have received a notification?

Notifications appear in the icon that looks like a clock in the purple menu at the top of the page. A notification will be sent when new information has been published and by clicking on the notification, you will reach the corresponding location in InfoMentor Hub.

8. I have more than one child; how does it work then?

In the top right corner of InfoMentor Hub it says the name of the child whose information you are currently viewing. Click on the name to easily switch to another child. If you have a child at a school that also uses InfoMentor you'll be able to switch to that child's information in the same place.

9. How do the boxes work?

The functions on your homepage are divided into separate boxes that give you a quick overview of all information. Please observe that the number of boxes may vary depending on what functions your preschool has chosen to use. Click on a box to open it and look at the information inside. To return to the home page, click on the square icon in the top left corner.

10. Why are the box(es) empty?

It's because the preschool has not added any information yet.

11. What do the different boxes mean?

Attendance – in this box you can view and register absences for today and tomorrow. You can also add a comment.

Calendar – here you'll find the preschool's calendar with information about for example planning days and other activities.

Contact List – here you'll find contact information and the option to send emails to other guardians and staff at the preschool. As a guardian you can set which contact information you want everyone else to see.

Parent meeting – this box is only visible when there are available appointments for a parent meeting regarding your child. You

can easily click on the box to see, change, book, or cancel an appointment.

Portfolio – here the preschool gathers pictures and documentation about your child.

Timeline – here the preschool documents what happens during the day – kind of like a blog.

Time Registration – here guardians can register the dates and hours your child will be at the preschool.

12. How do I register my child's care schedule?

If the preschool has switched on the option for guardians to register their children's care schedule, you can click on the box called Time Registration. In the box there's a button called "add/edit day" and when you click on this you can add the care schedule. Here you can also see if the preschool already has any registered times for your child, as well as the preschool's opening- and closing hours.

13. How do I report an absence?

You can report absences for your child via InfoMentor Hub. Click on the box called "Attendance" and then on the button called "Report Absence." Here you can register if your child will be absent today or tomorrow. You can also add a comment.

14. Does InfoMentor Hub work in all browsers?

InfoMentor Hub is based on the latest technology, which means that you must have an updated version of your browser installed to fully take part in all functionalities of InfoMentor Hub.

15. Is the information securely stored?

Yes, all information is stored securely. The information is sent encrypted over the internet and the servers in which the information is stored is in well-guarded and protected operating centers. You can help maintain security by using a strong password containing characters, numbers and letters, and keep this password secret.