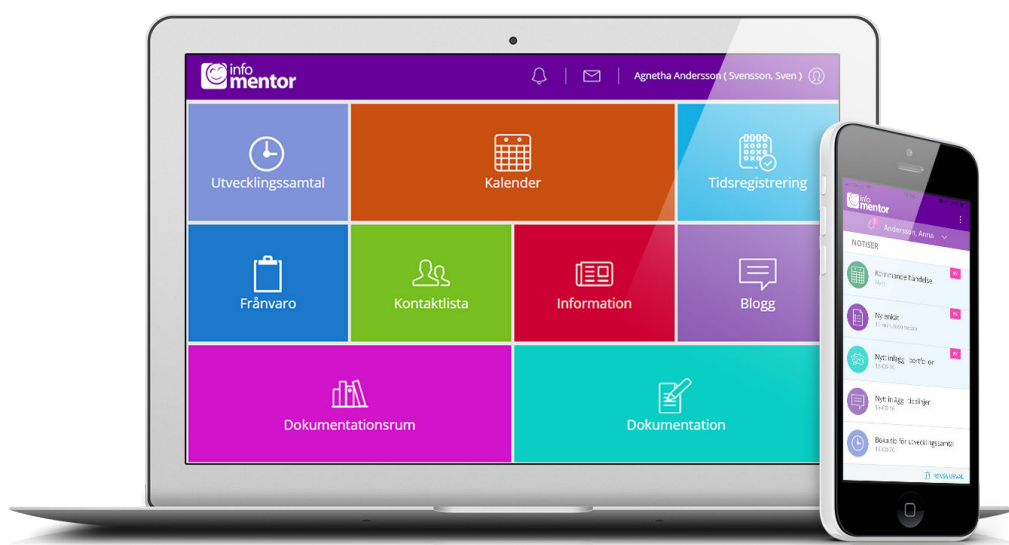QUESTIONS AND ANSWERS ABOUT

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 or BankID. 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.

2. Is InfoMentor Hub available as an app?
Yes! Download the app and log in with username and password or BankID by chosing "Andra inloggningssätt" in the menu.

3. I don't have any login details; how do I get this?
Visit InfoMentor's website and press "Logga in" on the right side. Then press "Nytt lösenord" and fill out the mailadress which the preschool has given to you. You will then get an e-mail with instructions on how to set a new password. Should you not receive an e-mail, please contact the preschool.

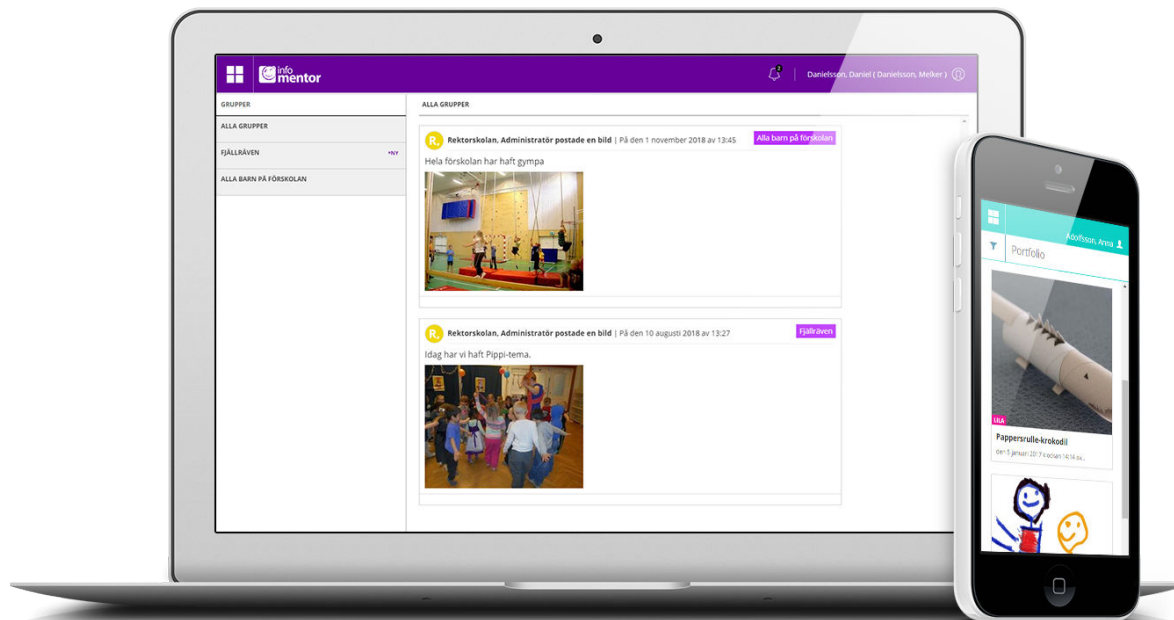### 4. I forgot my login details, how do I get new ones?
You can easily create a new password by clicking on the link "Nytt lösenord?" on the login page. For this you must however have an e-mailaddress registered on your account. If not, please contact your preschool. You can always use your e-mailadress as username (if you have this e-mailaddress registered on your account.)

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". We reccomend that you use your e-mailaddress as username to make it easy to remember!

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 shown on the icon 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 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.

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.

Information – here the preschool publishes news, files and links.

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.

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

Blogg – here the preschool documents what happens during the day.

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 week" 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 and 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, special characters and letters, and keep this password secret.