

Manual Parent app Partou



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Why a parent app?

Because we would like to tell you about your child's time with us. Who has your son or daughter played with? What did we do and has your child learned anything new? Did your child eat and sleep well? That's what we use our parent app for. We send you pictures and messages about their experiences via the parent app. Think of it as a nice addition to the oral transfer at the start and end of the day.

And our parent app has more benefits for you. You can notify us when your child will be absent or when you need an extra day of childcare.

Newsletters and practical information about your Partou location are also shared via the parent app. The parent app is set up in such a way that you can arrange your childcare in advance for the entire calendar year. We would like to ask you to do this in advance as much as possible. This allows us to adjust our staffing in good time.

Manual and additional terms and conditions

This manual explains the functionalities of the parent app and the accompanying parent app. The functionalities are set up in such a way that they follow the conditions set out in our [additional terms and conditions](#). You can find these on our website. Read them carefully, so you know exactly what you can expect from us. If you still have questions about this, please visit <https://mijnpartou.nl/en>.

How to download the app

Open the Konnect Parent App (OuderApp) to go to the parent app. You can download the app from the Google Play Store (for Android devices) or the Apple Store (for iOS devices). You can also log in via your web browser. Go to <https://partou.ouderportaal.nl>.

Logging in for the first time

When you log in to the app for the first time, you will be prompted to fill in three things:

- The URL/ domain name: partou.ouderportaal.nl
- Username: your email address
- Password: this is the password you created yourself using the link in the activation email*.



OuderApp van Konnect
Social Networking
★★★★☆ 4.6K

* You will receive the email with login details six weeks before the start date of your agreement.



Privacy and consent

Privacy

You are the only one (possibly together with the other parent/your partner) who has access to your child's journal. The group pictures in the parent app are only accessible to parents of the group. You have the option to download a picture. We explicitly ask you to treat pictures that also show other children with integrity. Keep in mind that parents may object to you making pictures of their child public. Do not do this without their consent.

Consent

Before you start using the app, indicate what you do or do not give consent for. Consent can be set on a child-by-child basis. You give consent for taking and sharing pictures, writing a journal and for trips outside the branch. If you want to change your consent at a later time, you can do so in the app or the web portal under 'account'. Select the child for whom you want to change your consent and choose 'consent'.

My Child

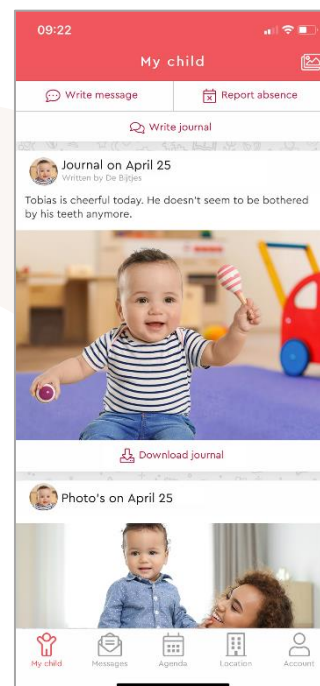
After logging in to the app, the timeline 'My child' opens immediately, showing pictures and journals of your child's or children's experiences and development.

At the top of the screen, there are three options, which let you:

- write something in your child's or children's diary, for example, about the weekend.
- send a message to employees for the group.
- let us know your child or children will not be attending.

Enlarging and downloading pictures

Clicking a picture in the timeline will enlarge it to full screen. You can then zoom in on the picture. Use the cross in the top-left corner to close the picture. To download a picture onto your phone or tablet, use the download button below the picture. This button will be shown under each picture in a series or under a picture in full-screen mode.



Journal

Clicking on a daily report will open the full report, allowing you to read it and look at all the accompanying pictures. You can download the report or add a new report yourself via the three dots at the top right. This report will be posted in the journal and employees at your child's group will be able to read it.

Note: a report is not intended to exchange (practical) messages with the employees. To do this, use the 'Write message' feature or go to 'Messages' at the bottom of the menu.

Messages

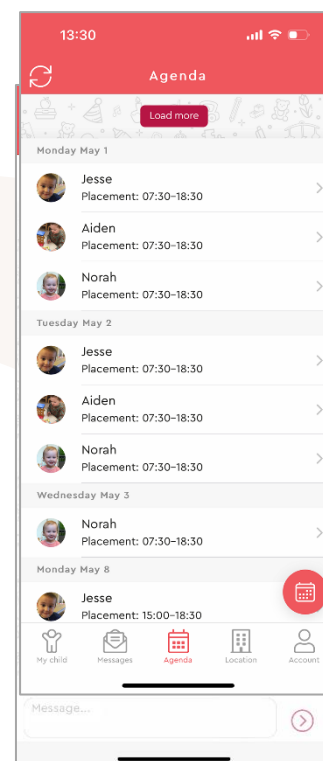
Messages received from employees will appear under 'Messages'. The mailbox shows a list of all messages you have received from and sent to employees. Each message clearly states to which child and group it relates.

Reading a message

Clicking a message will open it. The time and date when the message was sent are also shown.

Replying to a message

When you have opened a message you have received, you can reply to it. Type your message in the box at the bottom of the screen. Click send to send the message to employees for the group in question.



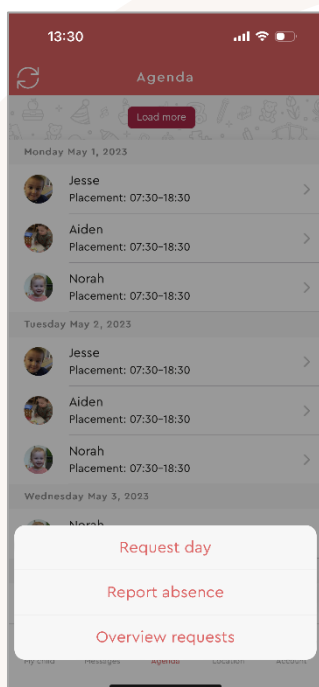
Calendar

Clicking the 'Calendar' button will open your child's or children's care calendar, showing the days when your child is scheduled to come to day care. The calendar shows the day care timetable for each child. Clicking a specific date will open more detailed information. Refresh the care calendar by clicking the button in the top-left corner. This lets you access the most up-to-date schedule for your child or children. Via the button at the bottom right, you can access the options to make an extra request, to report an absence or to view your request overview.

Absence

Are you going on holiday or is your child sick? Please let us know in time via the parent app. It's very simple. Click on 'Reporting absence' in 'My Child' or do this in the 'Calendar' via the button at the bottom right. Enter the date of absence, indicate for which child (if applicable) you are reporting the absence, select a reason for absence and choose 'Submit request'. You will receive a confirmation of the hours you have cancelled by e-mail.

Requesting a day



If you want to request an extra day of care, select 'Request day' in 'Calendar' via the button at the bottom right. Specify the date on the calendar. Next, you will see the available time slots you can request for each child. After you have selected a time slot, choose a payment method (exchange and catch-up hours or invoice). If you still have exchange and catch-up hours, you can ask for an extra day using those hours. This is only possible if the number of exchange and catch-up hours is sufficient and they have an appropriate validity period. You cannot request extra care on the basis of part-exchange and catch-up hours and part-invoice.

On the next screen, you can either add another day or submit the request. Before you submit your request, you can, if you want, select an expiry time for your request and add a message to employees. The expiry time lets you specify when you want your request to expire. If employees have not assessed your request by the expiry date, you will

then have time to make other arrangements. Your requested childcare is only final when you receive approval from us via the parent app.

You can find a status overview of all your requests and absence notifications under 'Calendar', via the button at the bottom right (Request overview).

Exchange and catch-up hours

Terms and conditions apply to the acquisition and use of exchange and catch-up hours. You can read these in our [additional terms and conditions](#) on our website. Or visit <https://mijnpartou.nl/en> for more information.



Requesting flexible childcare

If you have a flexible childcare contract for your child, you will have received the total number of flexible hours of the calendar year/contract period in a flexible hours-'jar' before the start of the contract or the new calendar year. You can use them for the desired childcare days.

You must indicate the desired childcare days at least one month in advance. For example: before 1 January, you let us know on which days in February you need childcare. Before 1 February, you let us know for the month of March. Etc.

Your requested childcare is only final when you receive approval from us via the parent app.

Opening days

Our locations are closed on public holidays. You will not receive exchange and catch-up hours on these days. It concerns the following days:

- New Year's Day
- Easter Monday
- King's Day
- Liberation Day (once every 5 years)
- Ascension Day
- Whit Monday
- Christmas Day and Boxing Day

Location

Under 'Location', you will find contact details of your childcare location and the team, but also, for example, news items and our health and safety policy.



News

All news items are listed under News. The most recent ones are shown. To see all news items, click the 'View all' button. Clicking a news item will open the full item. The paper clip icon indicates that a news item has an attachment.

Newsletters

Under Newsletter, you can read all newsletters published by your location, as well as newsletters for our organisation as a whole. Again, only the most recent ones are shown, and clicking 'View all' will show the full list. Click a newsletter to open it and see all contents.

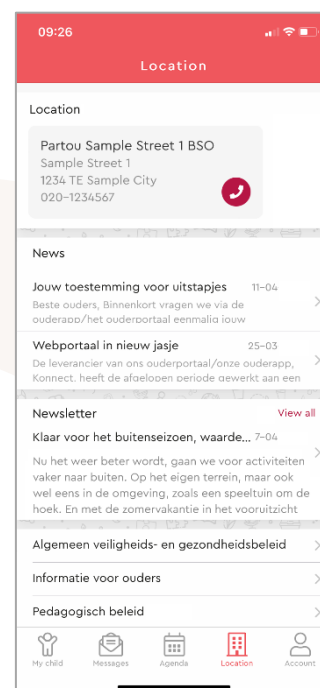
Educational policy

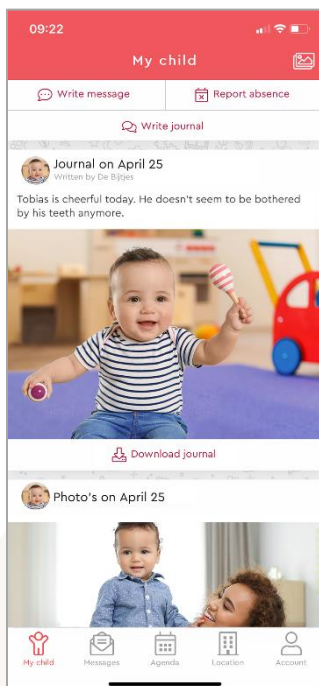
At the bottom, along with the branch name, you will find the educational policy of your branch, among other things.

Account

Under 'Account', you will find general information, such as details of the parent or parents and your child or children, placement information, and account management options. This is where you can, among other things:

- view your exchange and catch-up hours;
- manage notifications (e.g. push notifications for news items);
- view invoices and annual statements. These are only shared with you via the parent app;
- go to the web version of the parent app;
- log in with a different account, if you also use day care services provided by another organisation that uses the Konnect parent app;
- log out of the app.





Saving the Journal

When your child is leaving our location, we can imagine you want to save your child's pictures and reports as a lasting memory. For a period of six weeks after termination of the care contract, you can still access your child's details in the parent app and download pictures and journals. After eight weeks, you will no longer be able to do so.

To download reports and pictures from the diary, go to the most recent journal entry. Click on 'Download diary' at the bottom and select the desired period. You will then receive an e-mail (to the e-mail address held on our records) with a link to download the diary.