QUESTIONS AND ANSWERS ABOUT

InfoMentor Hub for preschools

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? 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, for example with your username and password, PIN-code, BankID and SMS-code. It's up to each preschool/commune to 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 menu or go directly to *hub.infomentor.se*. Type in your username and password. If your school has chosen to enable login via PIN-code, you can choose a four-digit code to log in. For other login methods, follow the instructions given to you by your preschool.

Tip! Add InfoMentor as an icon on your screen. Read more about how to do this on the next page.

2. I don't have any login information; how do I get this?
You get your login information directly from the preschool.

## 3. 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" (forgotten password) on the login page. An email with instructions on how to reset your password will be sent to your registered email address. If you have forgotten your username you must contact your preschool for help.

4. 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."

5. 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.
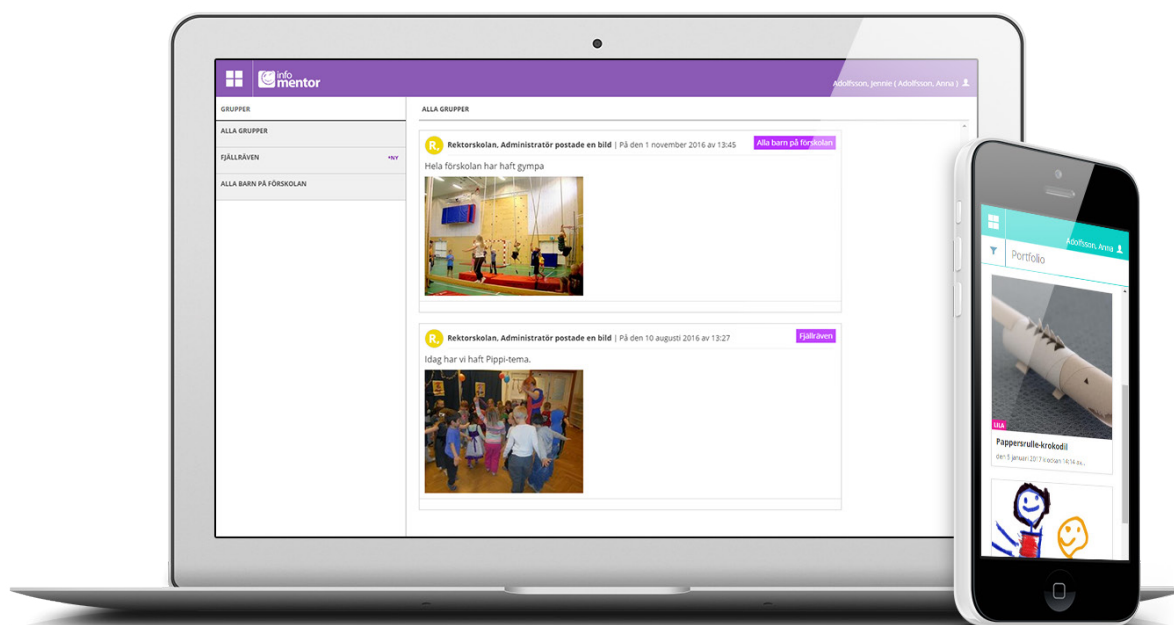
6. How do the boxes work?

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.

7. There's nothing inside the box(es)?

If a box is empty, it's because the preschool hasn't added any information there yet.

8. What do the different boxes mean?

Time Registration – here guardians can register the dates and hours your child will be at the preschool.
Portfolio – here the preschool gathers pictures and documentation about your child.
Calendar – here you'll find the preschool's calendar with information about for example planning days and other activities.
Timeline – here the preschool documents what happens during the day – kind of like a blog.
Attendance – in this box you can view and register absences.
Class List – here you'll find contact information and the option to send emails to other guardians and staff at the preschool.

9. 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.

10. How do I report an absence?

You can report absences for your child via the 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. When you've reported an absence, the box changes colour from green to red. When the school has confirmed the absence, the box turns grey.

11. 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. If you don't, we encourage you to update your browser to fully take part in all functionalities of InfoMentor Hub.

12. Does InfoMentor Hub work on mobile devices?

Yes, InfoMentor Hub is compatible with all computers, tablets, and smartphones – as long as your browser is updated.

13. How do I create a shortcut on my screen?

1. Open your browser (Safari for iPhone and Google Chrome for Android). Type in the address *hub.infomentor.se*

2. Log in.

3a. If you have an iPhone or iPad
Press on the little square with an arrow in the middle bottom of your screen. Choose "Add to Home Screen".

3b. If you have an Android
Press on the three dots in the top right hand corner of your browser's menu. Choose "Add to Home Screen".