QUESTIONS AND ANSWERS ABOUT

InfoMentor Hub for secondary school

At your school, teachers and school administrators work with InfoMentor. For students and guardians there is InfoMentor Hub which has functions that help your everyday school life. In this document we have put together some common questions and answers. Do you have any further questions? Please contact your school or visit www.infomentor.se.
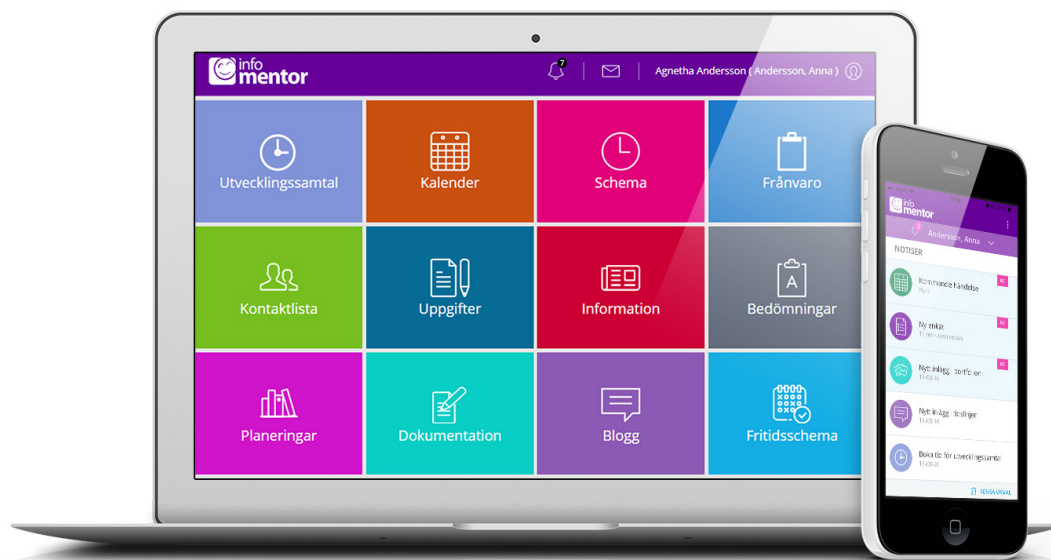
1. How do I log in to InfoMentor Hub?

There are many ways to log in to InfoMentor Hub, for example with username or e-mail address and password or BankID. Each school/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) on the right-hand side of the page.

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 school 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 school.

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 school. 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?

On the top right corner of InfoMentor Hub you see the name of the child whose information you are currently viewing. Click on the name to switch to another child.

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 school has chosen to use. Click on a box to open it. 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 school has not added any information yet.

11. What do the different boxes mean?

Assessments – here all the student's assessments are shown. The following symbols are used:

⚠ Risks not meeting the knowledge requirement.

○ Currently has the expected knowledge for the knowledge requirement.

✔ Has met the knowledge requirement.

The red symbol means the student needs extra support to meet the knowledge requirement. It's the school's responsibility to evaluate what support is needed to help the student.

The yellow symbol means the student has met the requirements the teachers have set for the current semester in their teaching plan, but that the student has failed to meet the nationally established knowledge requirement for each course.

The green symbol means the student has met the nationally established knowledge requirement for each course and moves on to the next level.

If a knowledge requirement isn't assessed with a symbol it means that the knowledge requirement hasn't yet been processed in the teaching.

Blog – here both guardians and students can read the teachers' posts and as a student you can also comment on the posts.

eTest – this box is only visible to students and gives access to digital tests that the teachers have posted.

Attendance – here all absences registered for a student are shown. Guardians (and students over 18 years of age) can report if the student is absent today and tomorrow. It is also possible to report absence for part of the day against the student's timetable (this only works if the school has a timetable in InfoMentor.)

Calendar – here you find the school's calendar with information about things like study days, term dates or national tests.

Contact List – in this box you´ll find the class list with contact information which you can use to easily send emails to guardians and mentors. As a guardian you can set which contact information you want everyone else to see.

Units of Learning – here you see information about the units of learning the student has access to.

Information – all news, files and links which the school has published will be shown here.

Documentation – here you find the Portfolio as well as all files the school has saved about a student.

Timetable – here you see the timetable, and you can easily choose what day, week etc. you want to look at.

Assignments – this box contains student assignments and can be used by students to communicate with their teacher regarding the assignments.

Parent meeting – this box is only available for guardians (and for students over 18 years of age) and 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.

12. How do I register an absence?

Guardians (and students above 18 years of age) can report absence by clicking on the box "Attendance" and then on the button "Report Absence." You can report absences for today, tomorrow and for part of the day against the student's timetable (this only works if the school has a timetable in InfoMentor).

13. 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.

14. 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.

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info**mentor**