ParentZone

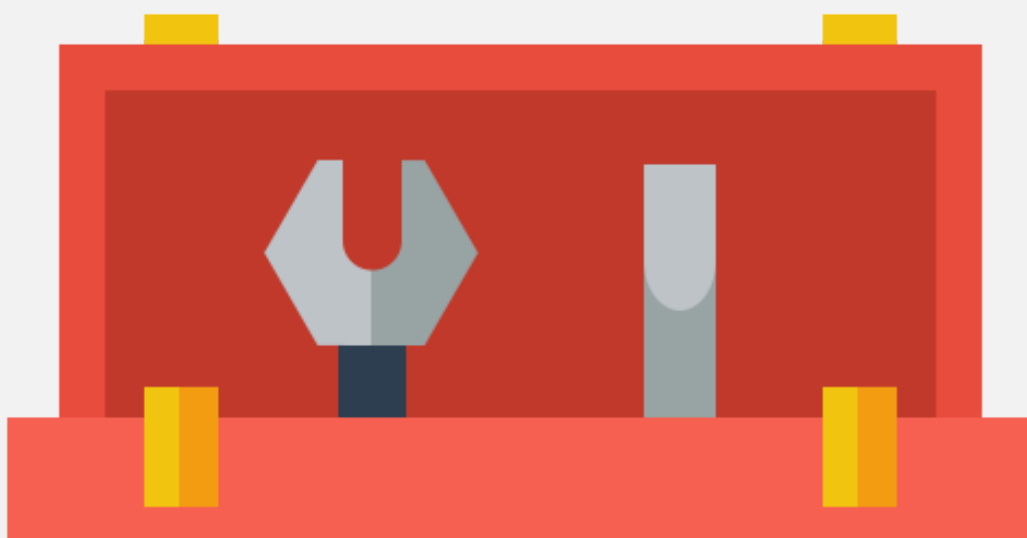# Step by Step Guide

A toolkit for parents. Providing you with detailed instructions on each of the features of the ParentZone App.

Version 2.4

What is ParentZone?

ParentZone is a smartphone app which gives you access to information about your child's day at a time which suits you best.

ParentZone increases your partnership with your child's Nursery by allowing two way communication.

- ⊘ Have access to a timeline of Daily Events and Observations and Assessments including photos and videos or send a 'Day in the life' report straight to your email address.

- ⊘ Add observations from home using pictures and videos.

- ⊘ Have view of your child's bookings and request extra sessions

- ⊘ Have access to your invoices

- ⊘ Pay your bills

- ⊘ Request to update your contact details

- ⊘ Communicate with your nursery through direct messages

*Please note that your nursery may decide not to use certain features of the software so some of the above features may be restricted/switched off.

Accessing ParentZone

Your child's nursery has started using ParentZone
Soon you will receive an email to your registered email address to invite you to access ParentZone. Please make sure your nursery have an up to date email address for you.

Click on the link to activate your account

Activate your account

Registering for: **Large Providers Group**

| Email | xcaitlinholmesx@hotmail.com |

Date of birth of your child/one of your children

25/10/2017

Password

Password

Confirm password

Secret Question

Secret Question

Secret Answer

Activate

- **Input your child's DOB**
- **Create a password**
- **Create a secret question and answer**

Download the App
You can download app for ParentZone on both Android and iOS(Apple) devices. Just head on over to the respective app store and search for 'ParentZone'.

Available on the **App Store**

GET IT ON **Google play**

Once downloaded, open your App and enter your email address and new secure password.

If you do not have a tablet/phone device to download the app to, you can access ParentZone online by visiting:
www.parentzone.me

Timeline

Once you are logged in to the app, you will be greeted by the timeline. This is where all of the published events from your child's nursery are displayed.

Daily Events

The Nursery can add in daily events to your timeline for:
- Nappy Changes
- Sleep Times
- Accidents
- Meals
- Observations
- Assessments

These can include photos/videos of their day ensuring you are up to date.

Filtering the Timeline

Sometimes your may want to filter the timeline to show only specific events.

You can filter the timeline by
- The type of event. (E.g. Accident, observation, nappy, sleep, meal, assessment.)
- what your child, disliked/liked/loved.
- The dates the events were published or between a certain time frame.
- Whether it was a child led or adult led activity.

All you need to do is use the filters at the top of the page. Click your selection and press filter:

Timeline

Observations

Nursery Staff will add observations and link them to the development framework. Once they are published to the timeline you will have view of how your child is developing and what next steps to consider.

Click view more to see more detail about the grades. You can event send a comment to the nursery to show you have acknowledged.

Notes:
Tummy Time for William today, he is fully supporting his own head and even rolled over on to his back!

Next Steps:

| Physical Development | Moving and Handling | Makes movements with arms and legs which gradually become more controlled. |

| Physical Development | Moving and Handling | Watches and explores hands and feet, e.g. when lying on back lifts legs into vertical position and grasps feet. |

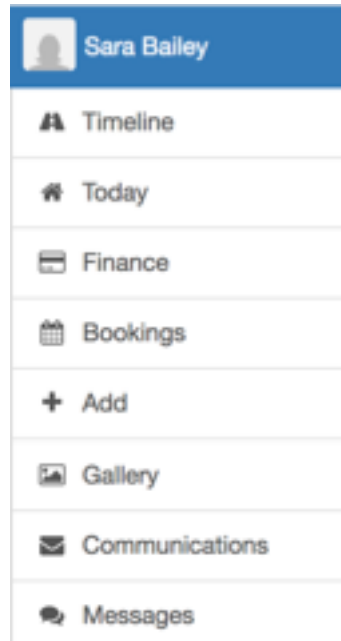| Physical Development | Moving and Handling | Reaches out for, touches and begins to hold objects. |

Enter comment here...

Send Comment

Post By Caitlin Holmes at 11:10am October 25th

View More

Menu

Accessing your ParentZone Menu

Everything else on the app can be accessed by clicking the menu on the left hand side. Here you can find:

- **Your profile –** Update your contact details, security, accessibility options, and notification settings.
- **Timeline –** Have access to a timeline of Daily Events and Observations. Filter the Timeline.
- **Today Screen –** Access to child's profile, bookings for the day, outstanding balance, a day in the life report.
- **Finance Screen –** View historic bills/invoices from the nursery, Pay bills.
- **Bookings Screen –** Monthly/Weekly calendar of bookings, request/edit bookings for your child.
- **Add Screen –** Add observations from home using pictures and videos.
- **Gallery –** Scroll through all of the photos which have been added for your child.
- **Communications –** Access to all of the different communications which have been sent from the Nursery.
- **Messages –** When a nursery manager starts a conversation with you, you can reply here.

Add Screen

Adding Observations from Home

Your nursery want you to be involved in your child's learning journey. You've got the opportunity to contribute your own moments, noting down all the fun things you do at home with your children.
To do this, click on the 'Add' button.

Select the time and date and then click 'Add Photo' or 'Add Video'

This will open your saved photos on your phone or computer.

Select as many photos or videos as you would like and add your description in the notes section

Remember to click 'send to nursery'.

Today Screen

Childs Profile

If you select view profile of your child on the Today Screen. You can view your child's details and any questions which have been answered from your nursery about permissions, health or dietary.

Child details

William Travolta
Male
4 years 2 months old
DOB - 08/02/2013

	In	Out
Jumping Jacks	08:00	12:00

Can the nursery take photographs of the child?
Yes

Are there any special dietary requirements?
No

Contacts

Miss Caitlin Holmes (BillPayer)

Mobile: 07123456789

Work: 01282123456

Email: caitlin.holmes@connectchildcare.com

Home: 01706123456

Address Line 1: 123 Example Road

Address Line 2: N/A

Address Line 3: N/A

Address Line 4: N/A

Address Line 5: N/A

Postcode: BB126HH

Key Person Profile

If you select the Key Persons name, you will be able to view a short biography if they staff member has added one.

Key Person Profile

Sabrina Jones
Sabrina has worked in childcare for the past 8 years and has been with us at Connect Nursery since 2015. She speaks fluent Spanish and has been helping the children to learn too. She is a champion flamenco dancer and often brings her castanets in to show the children. Ole!

Bookings for the Day

The today screen will give you view of the bookings you have for the day.

Today's Bookings

Child	Site	Time	Session
William Travolta	Connect Nursery	08:00 - 12:00	Jumping Jacks

Outstanding Balance

You also have a quick view of any money you may owe to the nursery.

£100.00 in debit

A Day in the Life Report

A day in the life report is an email which contains the daily published on a certain date for events such as:-

- Nappy changes
- Meals
- Sleeps
- Observations
- Accidents

When you click on the Day in the Life Report it will ask you to select a day you would like the day of the life report to be based on.

Send Day in the Life report   Close

Date:

🗓 28/04/2017

Send

Clicking send will send you a report in this style to your email address.

A Day in the Life of pheobe smith
06/12/2016

Meal
(15:24)

Meal	Portion	Type
Porridge	1	Breakfast

Finance Screen

View historic bills/invoices

To access your finance account through ParentZone – simply click on the 'Finance' tab. Here you can see any bills, payments and credit notes raised against your account.
Click on the invoice/bill/credit note to see a breakdown.

				£100.00 in debit
		Full balance	100	Make payment

28/04/2017 Bill bill				AB00001481 £100.00 DB
Date	Description	Child	Amount	Type
28/04/2017	bill		£100.00 DB	Adhoc Bill

Please note: only contacts listed by the nursery as 'Bill Payers' can view the finance tab.

Pay your bills

As long as your nursery has set up this feature, you can make payments straight from your app to clear any outstanding balances.
Simply type in the amount you wish to pay and select 'Make payment'.

Full balance	100	Make payment

This will take you to a secure payment screen where you can enter your card details and send payment straight over to the nursery.

Payment Details

Select a site below you wish to make a payment to:

Connect Nursery ▼

Enter your card details into the fields below:

Name on Card	CUSTOMER NAME
Card Number	1111 2222 3333 4444
Expiration	MM / YYYY
CVC	123 ?

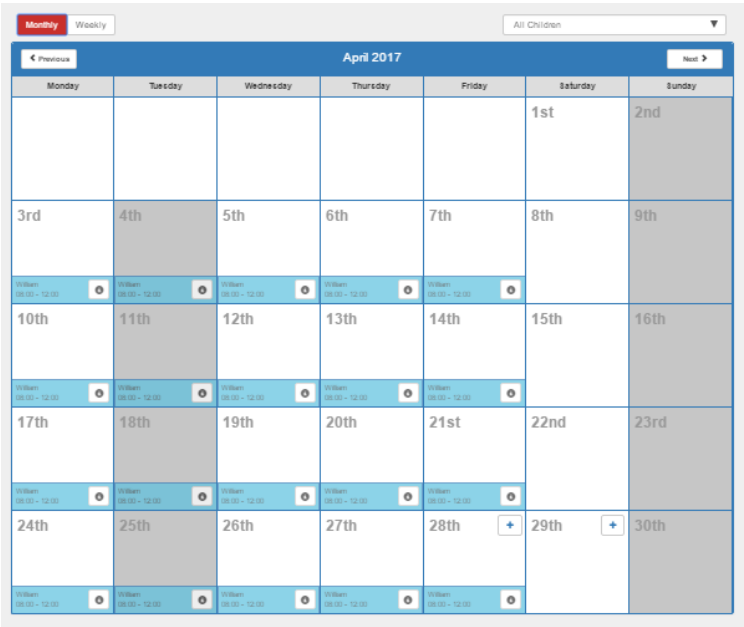VISA Mastercard American Express Maestro SAVE CARD

Bookings Screen

Calendar View

Here you can see the sessions you have booked for your child at nursery in a weekly or monthly view.

Request/Edit Bookings

You will see this icon   against every date on the booking screen. Selecting this icon will display the bookings details for that selected day. You should see something similar to the example below:
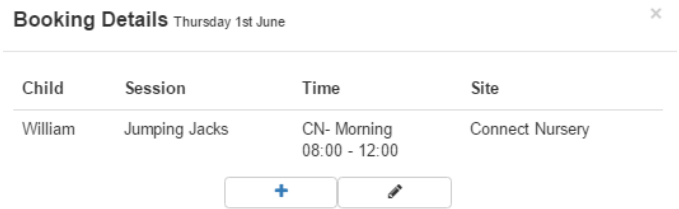
To add an extra session – select the **+** icon. Select the child and the available session you would like to request. You have an option to add any notes if required. Once you are happy click on send request. This request will be sent to the nursery manager for approval.

To edit an existing booking – Select the ✎ icon. This will allow you to request to move an existing session to another day. Options will appear for you to select. You can also add any notes onto this request if needed.

Communications

Accessing Communications

You'll also find a 'Comms' tab at the top of the page. By clicking on this, you'll be able to see all of the different documents that have been sent out to you and have them re-sent to your email address, just in case you missed them.

	Date	Description	Type
☐	18/07/14	Daily Report for Robert Holland	Day in the Life
☐	14/07/14	Little Acorns Nursery - Newsletter July 2014	Newsletter
☐	14/07/14	July 2014	Bill
☐	14/07/14	June 2014 nursery fees	Bill
☐	14/07/14	May 2014 nursery fees	Bill

Send to Richard.Holland@connectchildcare.co.uk

Messages

Conversations

A staff member can start a conversation with you in regards to an event on the timeline.
If they start a conversation with you, you will receive a notification in the top right corner of your app so that you can reply.

Caitlin Holmes sent you a message.

View all messages
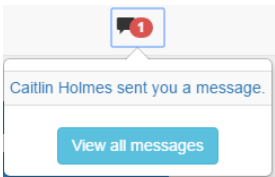
Conversation details

A discussion about William Travolta

Moving and Handling

View Observation

Look how well William did today!

Caitlin Holmes

Today at 4:31 PM

Aw fab, love the picture! Thanks so much for sending this :)

Caitlin Holmes

Send

Your Profile

Contact Details

You can update any of your personal details on your account by clicking on 'Profile'. Simply click on what you want to change, make the necessary modifications and press 'save changes'.

These changes will be sent over to the nursery for them to approve on your account. This will ensure that the nursery can always keep in touch with you.

Security

To put an extra security measure in place, you can set up your own security question and answer, which will be used if you ever forget your password. We always recommend for you to do this as without a security question you will need to contact the nursery in order to reset your password.
To do this , click on your profile and scroll down to select 'Security Questions'
You will then be asked to set yourself a question and answer to protect your log in.

Accessibility Options

To help those who have problems reading or writing due to health conditions, you change the colour of the free text fields and the line height of the text within the app. You can access this through the accessibility tab on your profile, select your preferred colour/line height, then press save changes.

Accessibility

Input Box Colour

Input Line Height

Default ...   x

Save Changes

Notification Settings

You will receive notifications for new messages and published events (Sleeps/Observations/Assessments/Meals/Nappy Changes/Accidents). You will be notified by email and push notifications. You can amend these settings by accessing Notification Settings.

Notification settings

General

New message/reply — Email, In-app notification, Push notification

Events Published

Sleep — Email, Push notification

Observation — Email, Push notification

Assessment — Email, Push notification

Meal — Email, Push notification

From here you can select your preferred settings by clicking the drop down and unticking/ticking the different options:

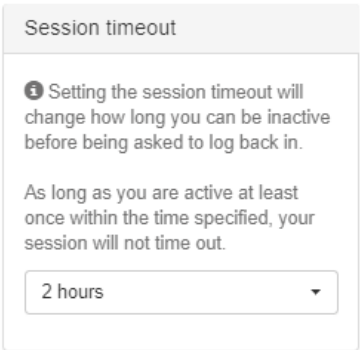Accident — Email, Push notification

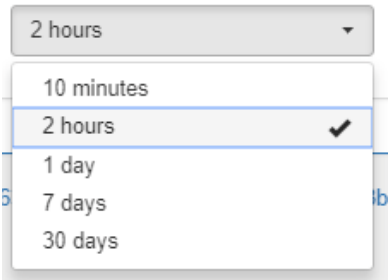| Select All	Deselect All

Email ✔

Push notification ✔

Profile

ParentZone Session Times

You can control the amount of time it will take to automatically log out of your ParentZone session by clicking session timeout.
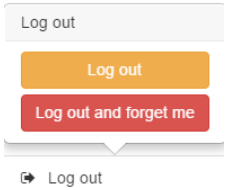
You will be given different measures of time, once you select your preferred option, it will display a tick next to it:

This will automatically save and display 'saved' at the bottom

How to log out

To log out of the app, you can either use the side menu where you have the option to 'log out' or 'log out and forget me'.

Alternatively, you can do this from your account details screen:

ParentZone

We regularly update our ParentZone app so please make sure you enable automatic updates with your app store.

If you would like to give us feedback on the app, you can do this by accessing your profile and clicking 'send feedback' at the bottom of the page.