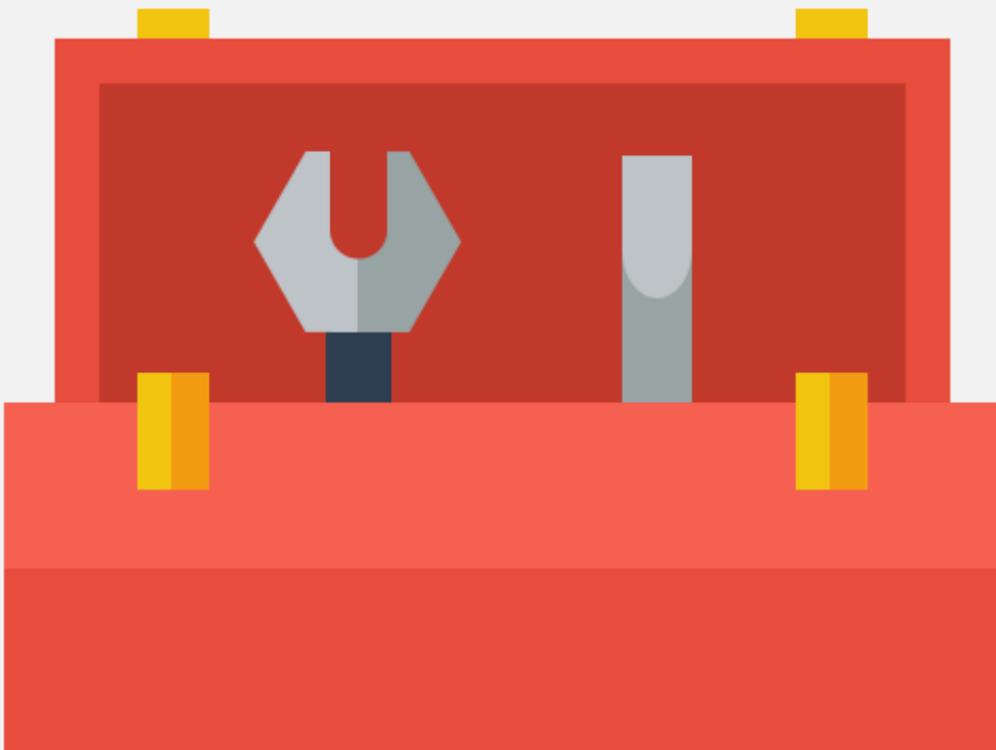


# ParentZone



## Step by Step Guide



### A toolkit for parents.

Providing you with detailed instructions on each of the features of the ParentZone App.



Version 2.8  
Includes photobook feature

# 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.

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## Get to know how to:

- ✓ Access 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.\*
- ✓ **\*NEW\*** Order a photo book of your favourite photos.\*
- ✓ 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.



## 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

Date of birth of your child/one of your children

Password

Secret Question

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

### Download the App

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



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

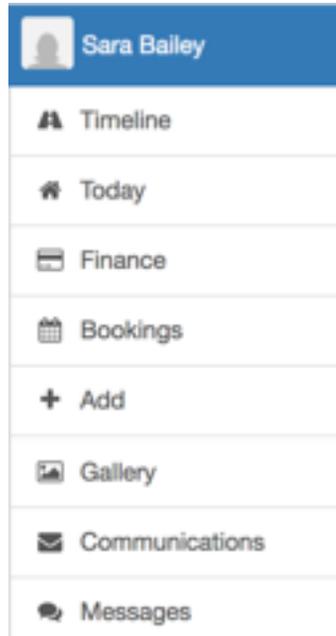
If you don't have a tablet or smartphone to access the app, you can also access ParentZone online by visiting:

[www.parentzone.me](http://www.parentzone.me)



## Accessing your ParentZone Menu

Everything on the app can be accessed by clicking the menu on the left hand side, here you will 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 your 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** – Order photobooks straight from the app.
- **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.



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 events can be published to your timeline:

- 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 you may want to filter the timeline to show 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 and press filter:

The screenshot shows a filter bar at the top of the page. It includes several interactive elements: buttons for 'Dislike', 'Like', and 'Love'; 'From' and 'To' date selection fields; buttons for 'Child Led' and 'Adult Led'; a 'Type' dropdown menu currently open, showing a list of event types: Accident, Observation, Nappy, Sleep, Meal, Assessment, and Task; a search input field labeled 'Search notes / next steps' with a clear 'x' button; and 'Clear Filter' and 'Filter' buttons.



## Observations

Observations will be added and they will be linked to the development framework. Once they are published to the timeline you will be able to see how your child is developing and what next steps to consider.

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



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.

Enter comment here...

[Send Comment](#)

© Post By Caitlin Holmes at 11:10am October 25th [View More](#)

Observations that have learning styles selected will show these icons to symbolise **Visual**, **Auditory** and **Kinaesthetic**.





## 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.

A screenshot of the 'Add' form in the NurseryClass app. At the top, there are two input fields: one for time (12:27) and one for date (10/10/2017). Below these are two buttons: 'Add Photo' and 'Add Video'. At the bottom, there is a text area labeled 'Enter notes...'.

12:27	10/10/2017
Add Photo	Add Video
Enter notes...	

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 to the notes section.

Remember to click 'send to nursery'.

A screenshot of the NurseryClass app showing a photo of a baby with cake on their face. The photo is titled '1st Birthday.jpg' and has a 'Delete' button next to it. Below the photo is a text area with the description: 'It was Williams birthday this weekend. He absolutely loved his cake his granny made for him!'.

18:35	28/04/2017
Add Photo	Add Video
	
1st Birthday.jpg	Delete
It was Williams birthday this weekend. He absolutely loved his cake his granny made for him!	



## Childs Profile

If you select 'view profile' on your child on the Today Screen, you can see your child's details which include permission questions and health and dietary information.

### 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: BB128HH

## Key Person Profile

If you would like to know more about your child's key person, you can see their bio by clicking on their name.

### 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

You will be able to see your child's bookings for the day on the Today Screen.

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 a report which is sent by email from the app. The report contains the published daily events for the day you have selected, such as:

- Nappy changes
  - Meals
  - Sleeps
- Observations
- Accidents

Select the date and press send.

Send Day in the Life report

Close

Date:



28/04/2017

Send

The report will arrive in your inbox shortly after and it will look like this:

### A Day in the Life of pheobe smith

06/12/2016

Meal  
(15:24)

Meal	Portion	Type
Porridge	1	Breakfast



## View historic bills/invoices

Click on the 'Finance' tab in the menu to access your finance account. 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.

				<b>£100.00 in debit</b>
Full balance		100	<a href="#">Make payment</a>	
<b>28/04/2017</b> <a href="#">Bill</a> <a href="#">bill</a>				AB00001481 £100.00 DB
Date	Description	Child	Amount	Type
28/04/2017	bill		£100.00 DB	Adhoc Bill

You will only be able to see the finance information if your nursery has added you as a bill payer contact.

## 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	<a href="#">Make payment</a>
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You will be taken to a secure payment screen. Here you can enter your card details and send the payment straight over to your nursery.

### Payment Details

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

Enter your card details into the fields below:

Name on Card	<input type="text" value="CUSTOMER NAME"/>
Card Number	<input type="text" value="1111 2222 3333 4444"/>
Expiration	<input type="text" value="MM"/> / <input type="text" value="YYYY"/>
CVC	<input type="text" value="123"/> <input type="button" value="?"/>
	
<a href="#">SAVE CARD</a>	



## Calendar View

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

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1st	2nd
3rd	4th	5th	6th	7th	8th	9th
William 08:00 - 12:00						
10th	11th	12th	13th	14th	15th	16th
William 08:00 - 12:00						
17th	18th	19th	20th	21st	22nd	23rd
William 08:00 - 12:00						
24th	25th	26th	27th	28th	29th	30th
William 08:00 - 12:00						

## 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:

### Booking Details Thursday 1st June

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



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. You can request to move an existing session to another day.



## Accessing Communications

Click on 'communications' to see all of the different documents which have been sent out to you.

You can resend them to your email address if necessary.

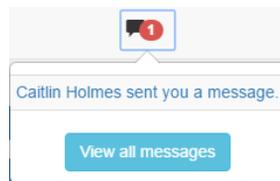
Send to Richard.Holland@connect:hildcare.co.uk

	Date	Description	Type
<input type="checkbox"/>	18/07/14	Daily Report for Robert Holland	Day in the Life
<input type="checkbox"/>	14/07/14	Little Acorns Nursery - Newsletter July 2014	Newslellier
<input type="checkbox"/>	14/07/14	July 2014	Bill
<input type="checkbox"/>	14/07/14	June 2014 nursery fees	Bill
<input type="checkbox"/>	14/07/14	May 2014 nursery fees	Bill

# Messages

## Conversations

A staff member may start a conversation with you regarding an event. 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.



**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

Caitlin Holmes

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

[Send](#)



## Contact Details

You can update any of your personal details on your account by clicking on 'Profile' just make any necessary changes and press 'save changes'.

If you update your profile photo on a phone or tablet it will open your camera, but using a web browser will allow you to select a saved photo.

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.

The screenshot shows the 'Account Details' page for Caitlin Holmes. At the top, a green notification bar states: 'Your request to change your details has been submitted. You will not see your changes until they have been approved.' Below this, the user's name 'Caitlin Holmes' is displayed next to a profile picture placeholder. To the right are 'Log out' and 'Log out and forget me' buttons. The page is divided into two main sections: 'Contact Details' and 'Address Details'. The 'Contact Details' section includes fields for Mobile (07123 456 789), Work (01282 507945), Email (caitlin.holmes@connectchildcare.com), and Home (01796 812345). The 'Address Details' section includes five address lines: Address Line 1: Connect Childcare, Address Line 2: 97 Sycamore Road, Address Line 3: Burnley, Address Line 4: Lancashire, and Address Line 5: Empty. The Postcode is BB126HH. A 'Save Changes' button is located at the bottom center of the form.

## 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.

The screenshot shows the 'Security Questions' form. At the top, the title 'Security Questions' is displayed. Below the title, a message with an information icon states: 'Setting a secret question will help you to recover your account if you forget your password.' The form consists of two input fields: 'Question' with the value 'First pet name' and 'Answer' with the value 'Buster'. A green 'Save' button is located at the bottom center of the form.



## 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 ...

Save Changes

## Notification Settings

You will receive notifications for new messages and published events. 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



## ParentZone Session Times

You can set your preferred session timeout period, the maximum is 30 days. This means you will only have to log in once a month.

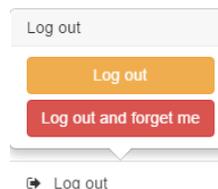
Use the drop down to select your preferred time frame. This automatically saves.

There are security implications of not logging out. We'd like you to make sure that you have some form of lock on your device so that if your phone was to fall into the wrong hands your child's data would not be accessible.

The screenshot shows the 'Session timeout' settings. On the left, there is an information icon and text: 'Setting the session timeout will change how long you can be inactive before being asked to log back in. As long as you are active at least once within the time specified, your session will not time out.' Below this is a dropdown menu currently set to '2 hours'. On the right, a larger dropdown menu is open, showing options: '2 hours' (selected with a checkmark), '10 minutes', '1 day', '7 days', and '30 days'.

## 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. Alternatively, you can email [feedback@connectchildcare.com](mailto:feedback@connectchildcare.com)