

Parent Portal Konnect

FloreoKids has a parent portal: Konnect. In Konnect you can view photos of your child, send and receive messages, view daily schedules, etc. You'll also receive news from the location and the organization through Konnect. In Konnect you can also manage requests for additional days, cancellations and/or vacation days, and find the number of "Flores" you have.

Installation and Login

- Go to: <http://FloreoKids.parentportal.nl>
- Username = your email address as known to us
- Password: if logging in for the first time, click on 'forgot password'
- In the next step, you can create a new (personal) password. You will receive a confirmation email for this.

Note: this email might land in the spam/junk mail folder.

Konnect App

Konnect also has an app, available for you to download on the Apple Store and Google Play Store.

Search for the Parent app by Konnect. The icon is an orange circle with a red parent figure and a white child figure. The name 'FloreoKids' is not mentioned here.

After installing the app, enter the following details to access the parent portal via the app:

1. URL FloreoKids <https://FloreoKids.parentportal.nl>
2. Username your email address as known to us
3. Password your new password or click on 'forgot password/first time logging in'.

Not all functionalities are available in the app. For all options, choose the web version.

Entering (missing) data

When you open Konnect via the web version, you have access to the childcare calendar, your details, and newsletters. You can also update your address details, view invoices, and make requests for additional childcare or cancellations.

For the first day of childcare, please follow these steps:

- Fill in any missing data for your child(ren):
 - Choose the 'other' tab
 - Click on your child's name
 - Go to 'child data'
- Give or decline permission for things like photos, outings, etc.
 - Choose the 'other' tab
 - Click on your child's name
 - Go to 'permissions'

Konnect Rules

To ensure a pleasant experience for everyone using Konnect, we've established a few rules:

- The messages you send to the group using Konnect are intended for exchanging low-priority messages. For instance, if you've forgotten something small to mention during the handover or have a non-urgent question or comment. Staff regularly check messages but not throughout the day. So, it might take a few hours before you receive a response.
- Messages exchanged via Konnect go directly to the group. For questions about billing, scheduling, etc., contact our Central Office staff via info@FloreoKids.nl or 071-5817777
- You can download the photos you see on the parent portal for personal use. It's explicitly prohibited to use photos with classmates on social media like Facebook, Instagram, and Snapchat.
- After terminating your contract with FloreoKids, you have two more months' access to Konnect.

Common Functions in Konnect

These functions are available in both the app and the web version.

- **Child's Absence Reporting**

Through Konnect, you can report your child's absence from childcare, for instance, due to illness. This can be done until 9:00 AM on the same day. For before-school care (VSO), the latest time for reporting absence is 7:15 AM.

Reporting absence after 9:00 AM can be done by calling our Central Office: 071-5817777 or via email to info@FloreoKids.nl

- **Vacation Notification**

You can notify about a vacation through the calendar. Click on the blue circle in the bottom right corner of the calendar and select 'report absence.' This can be done up to three months in advance.

- **Requesting an Extra Day**

You can request an extra childcare day through the calendar. Click on the blue circle in the bottom right corner of the calendar and select 'day request.' The childcare workers in the group need to approve this. They consider child attendance and staff availability.

- **Reading Messages from the Location/Sending Messages to the Location**

Using the 'Messages' option, you can send a message to the location. As mentioned in the rules, this option is for non-urgent messages. For the daycare, there's an additional option called 'Diary.' Receiving messages from the location can be done through the 'messages' option. If you enable notifications, you won't miss any message.

For questions about Konnect, the app, or logging in, contact our Central Office via info@FloreoKids.nl or 071-5817777

More information about Konnect: www.Konnect.nl

