Instructions for guardians – how to get started with Päikky
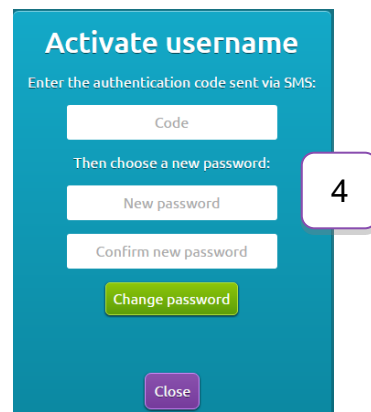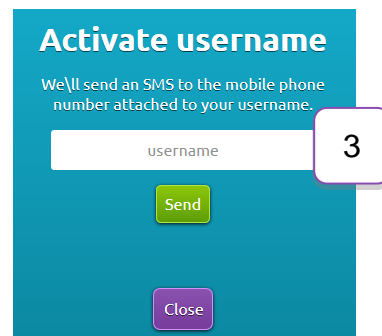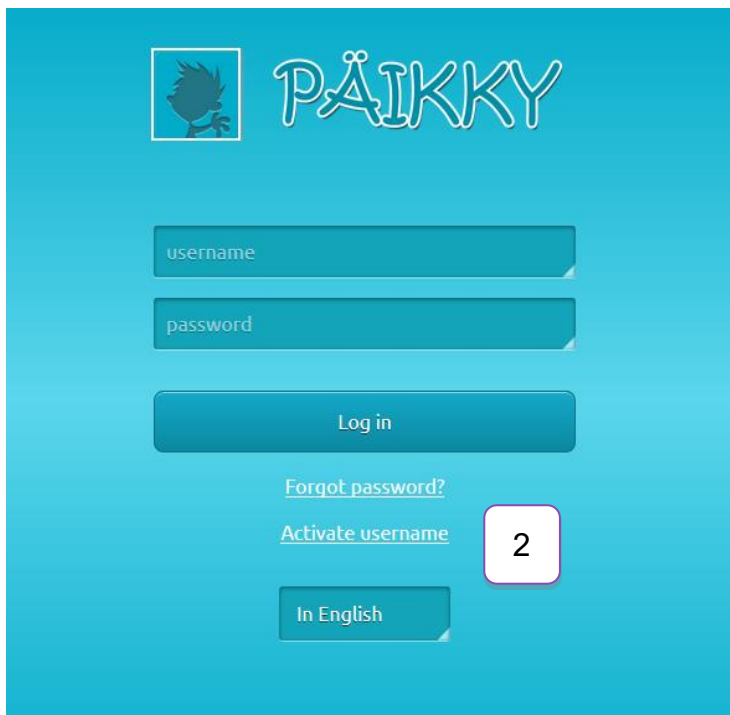
Username registration – first time logging in to Päikky

A username based on your phone number is provided by the day care centre. Päikky is available on both a computer and a tablet and also with Mukava-mobile application.

Instructions on activating your username is found below.

1. Open Päikky using one of the web browsers **Chrome**, **Firefox** or **Safari**. The web address to Päikky is: https://jakobstad.paikky.fi.
2. Choose **Activate username**.
3. Write your telephone number without "-" signs or spaces in the shown pop up window. Press **Send**.
4. Päikky will send a sms to your phone containing a activation code. Fill in the appropriate space with the code you have received. Now you can enter your password. The password must contain at least two letters and a number. The password also needs to be at least 7 characters long.

Contact your day care personnel if activation of your username fails.

The browsers currently supporting Päikky are *Google Chrome, Mozilla Firefox and Safari*. In case you get the message shown below when trying to access Päikky, it is due to the fact that Internet Explorer is not a supported browser yet. Microsoft Edge is also supported.
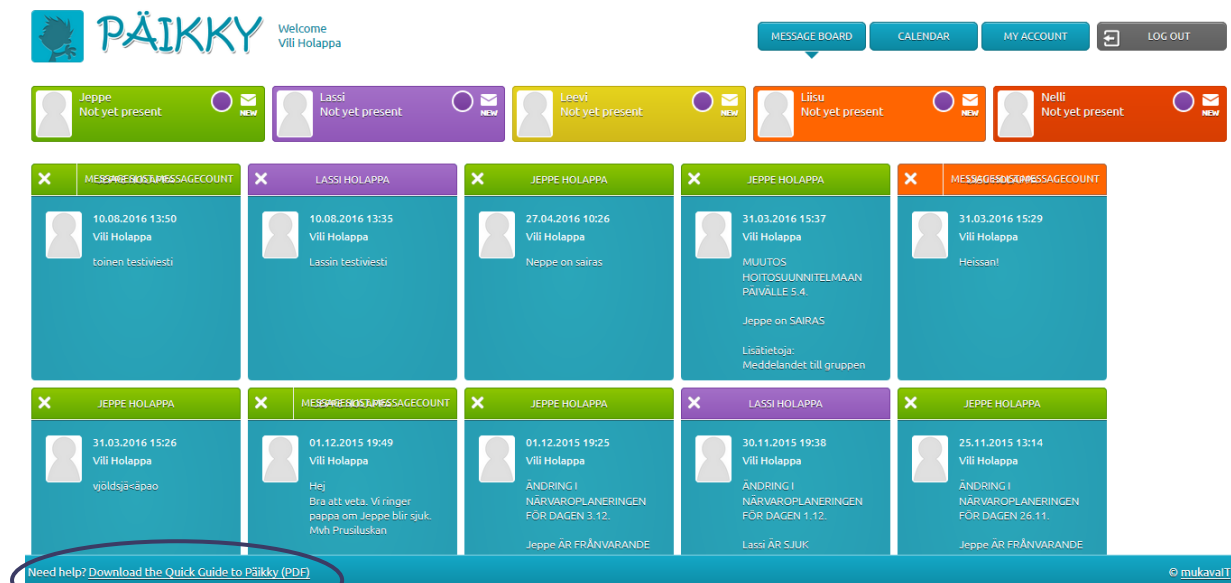

You can download Mukava mobile application from App-Store by name Mukava App if the organizer of Early Childhood Education has provided it for your use.

You are also able to activate your username by using the mobile application. A code is sent as a sms to your mobile telephone for activation of your username.

How to use Päikky

There is a link for downloading an user manual in the left lower corner of your browser when you are logged in to Päikky.

Booking time for your child's day care (More in-depth instructions available in the guide)

As a guardian you can inform your day care needs for the following weeks. Day care reservations need to be made for a following week, latest on Sunday at 11:59 pm. The week will be locked after that. A reminder to make a reservation is sent to guardians on Saturday.

1. Log in to Päikky. If you write your password 5 times wrong, your username will be locked for 15 minutes.
2. Choose the tab **Calendar** in the upper right corner of the screen.
3. Day care reservations are made per child in an unlocked week of the calendar. Make a daily plan for your child's day care by choosing **Add Plan** for every day. Then choose either "**In day care**" or "**Absent**" for every planned day. If "in day care" is chosen, a starting time and end time should also be specified. Once that is done, save the plan by pressing the green **Save** button in the upper right corner. Changes to the plan can be made until the plan is locked for the week.
4. Planned and Used are separated by colour in the calendar: Planned is shown in green, while Used is shown in purple.
5. If a planned week represents a regular week, the plan can be saved as a **default plan**. The plan can also be used for other children in similar care in the family.
6. If you wish to change a plan, choose any of the planned days, make changes and **Save**.

Changes to an already <u>locked plan</u> can be made by pressing "Send change report" in the lower part of the screen. This can be used in case the child has fallen ill or otherwise will be absent. A message can also be sent to the day care when sending a change report.

Days that have been locked as "Absent" cannot be changed to "In day care" using Päikky after the plan has been locked. In such cases, the day care personnel should be contacted directly.

Communication in Päikky

Päikky offers an easy communication channel between the day care personnel and child's guardians.

Couple of things to consider when communicating with Päikky:

- In the message board you can see all of your children's messages marked with different colours. The message is targeted for a single child, group or day care centre.
- You can start a new message thread regarding your child. All messages concern your own child.
- By selecting a message, you can view the pictures attached to it and reply to the message. Only messages concerning your own children can be answered (not group or day care centre messages).

The guardians can`t see each other's contact information.

Each guardian can define in what way notifications of messages will be received for each child. If the organizer of Early Childhood Education offers also reminding by sms, the choice will be shown in the dropdown-list.

Forgotten your password?

- **In case you have forgotten your password**, you can get a new one by pressing "**Forgot Password"** on the Päikky login screen. This will open a new window where you will be asked to give your user name (phone number). After pressing **Send**, Päikky will send you a new code as a sms to your phone. The code can be used to change your password into a new one.

Mukava – mobile application

Mukava mobile application is available for Android and Apple phones.

Mukava mobile application is an easy tool for communication. It does not completely replace the web browser for guardians.

Log in

For activating the username a sms will be sent for you to your phone number that is registered in Päikky.

A guardian can log in to the mobile application with the same username and password that is used in the guardian web browser.

Calender

In the mobile application you see the reservation calendar for your children.

In the calendar you can see upcoming reservations for day care and used hours in the past. You can make new reservations.

If the child has a default plan and you change it for one day, the whole week has to be booked again. Otherwise the plan will be lost for the other days.

Changes to an already underlined locked plan can be done by pressing "Send change report" lower on the screen. A message can also be sent to the day care when sending a change report.

Messages

On the mobile application you will see messages and pictures sent from Päikky and you can send messages to the day care group of your child.