

Parent Manual – Twigsee

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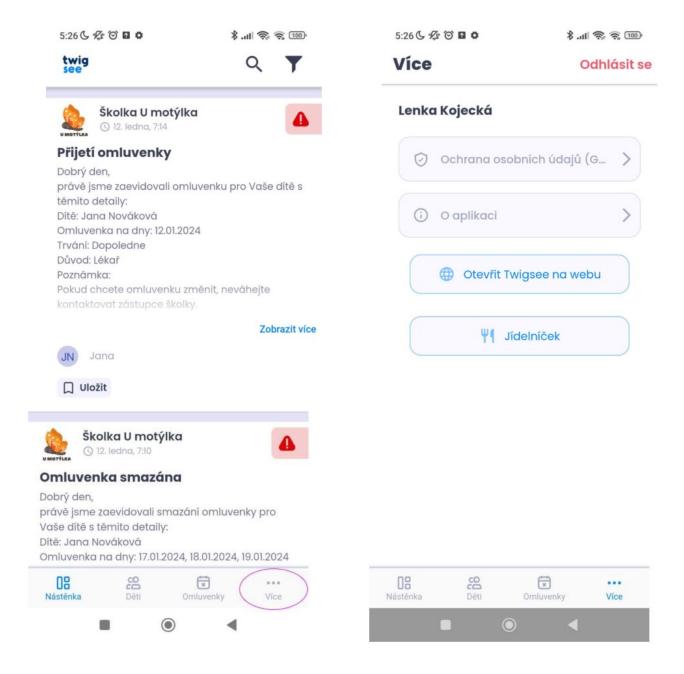
1. What's hidden under the "More" folder?

In the lower right corner, you will find the More icon. If you click on it, the following tabs will appear:

- Privacy Policy <u>GDPR</u> (information)
- About the app
- Open the <u>Twigsee</u> app <u>on the web</u>
- Menu (The menu is only available if this option is set up at the preschool.) In the upper right

corner, you will find the "Log out" button, which allows you to log out of the app. Please note that only

logged-in users receive notifications!



2. What does the mobile app contain?

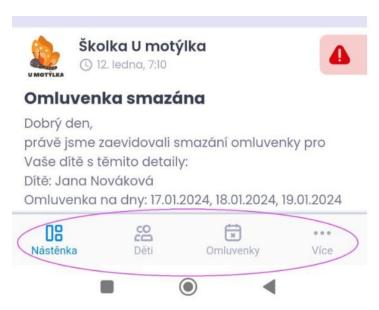
After logging into the app, you will see a timeline (wall) with all posts related to your child that the nursery has published (posts, polls, acceptance of excuses).

You will receive a notification when a new post arrives (please note that this may not be the case for all phones).

On the timeline, you can:

- search and filter posts using the icons in the upper right corner
- view your child's details in the second tab
- create excuse notes in the third tab
- The fourth tab, More, hides information about the application and GDPR



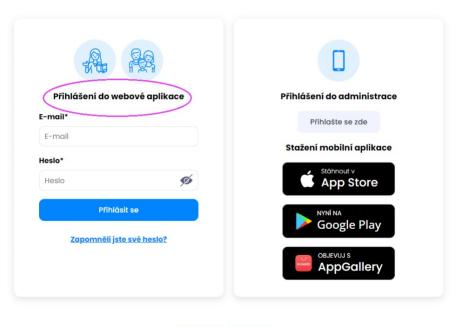


3. Appearance of the Twigsee web application

1. Logging into the application

Login details – you log into the web application using your email address and password. These details are the same as for the mobile application. The web address for logging in is: app.twigsee.com



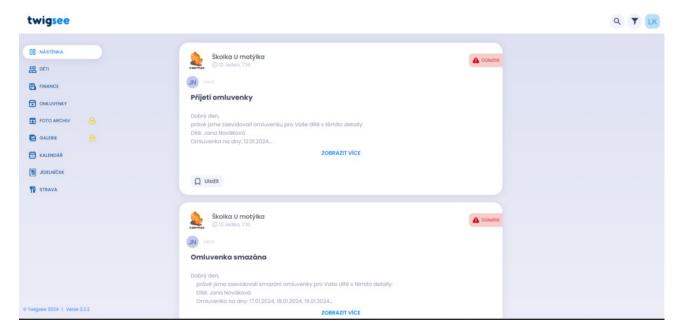


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2. Home page and sections

After logging in, you will see the main page of the web application. In the left bar, you will find the individual sections that are visible to you. Here you will find the sections Notice Board, Children, Finances, Excuses, Photo Archive, Gallery, and Calendar.

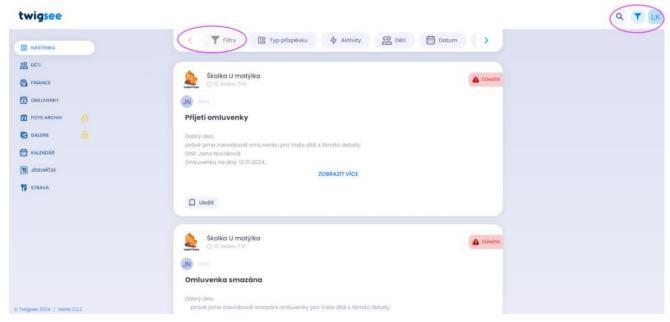
The Menu and Meals sections will be displayed according to the kindergarten's settings.



3. Search and filters in the application

You will see three icons in the upper right corner.

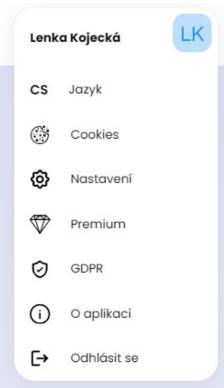
- Magnifying Glass Icon Clicking on this icon will display a line in which you can enter the search term.
- **Filter icon** The middle filter icon allows you to display posts according to a given activity, post type, or date. These filters are displayed in the upper middle section.



4. Settings and logging out of the application

In the upper right corner, you will also find **an icon with** your **initials**. Here you will find the settings:

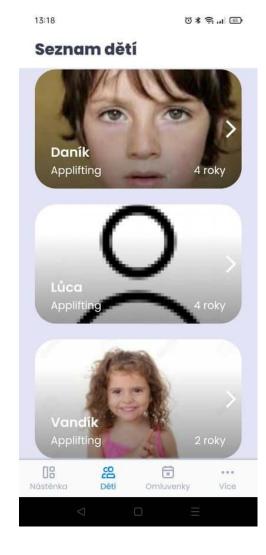
- Application language
- Parent profile settings
- Premium account activation
- GDPR
- Application information
- Log out use this button when you have finished using the application.



4. Why add profile photos of children?

Are you wondering why it is a good idea to add a profile photo of your child to the app? Again, it makes it easier for both you and the teacher to navigate the app.

- If you have more than one child attending the same preschool, simply click on the photo icon <u>when creating</u> <u>Excuse notes</u>
- Easy navigation when reading <u>posts</u> where your child has been tagged

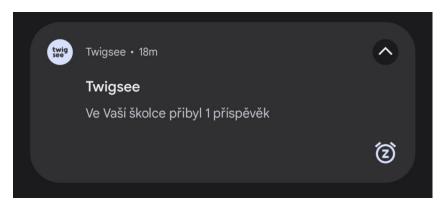


5. When do notifications come?

Do you receive notifications and all announcements from the nursery regularly?

So when do notifications come?

- If the kindergarten publishes any information (trip, survey, invitation to a party), you will immediately have an overview of everything if you have downloaded our mobile app!
- <u>Download the app</u>, log in using the login form, and you will receive **regular** notifications. We recommend that you do not log out of the app, as you will not receive notifications until you log in again.



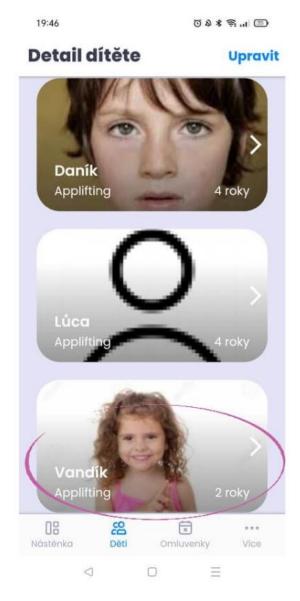
6. How to update your information

Have you changed your address or want to add another person who will be able to pick up your child? Follow these steps:

1. Selecting the desired child

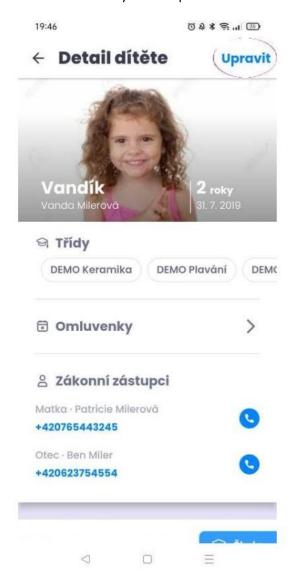
On the dashboard, select the second tab, **Child**, and if you have more than one child in kindergarten, select the one whose information you want to update.





2. Updating information

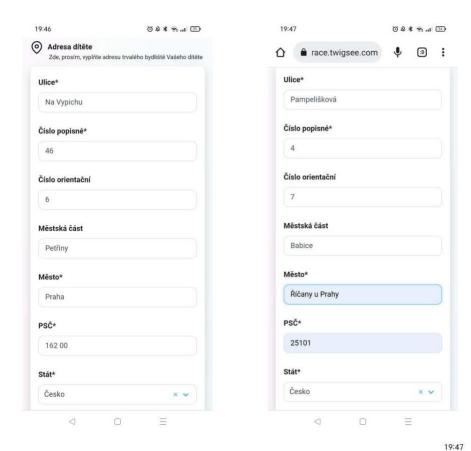
In your child's profile, you will find an **Edit** link in the upper right corner. Click on it and you will be redirected to a website where you can update the information you need.



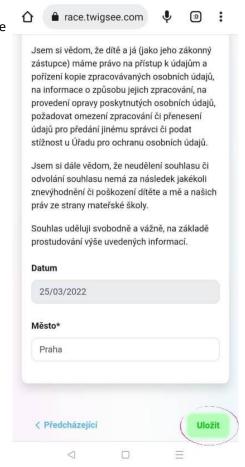


3. Data editing form

Editing a child's profile has 4 pages, so if <u>you are editing</u> any information <u>on the first tab, you must click through all</u> 4.



Once you have updated all the necessary information, **save** it on the fourth page. The changes will be immediately transferred to the the application, so the teacher will see it after saving.



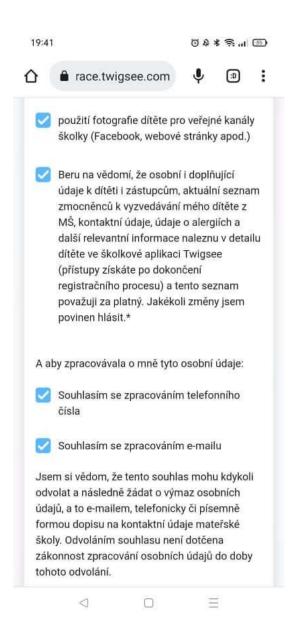
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7. Why doesn't the form save after filling out the first page, but I have to go to the fourth page? (F0)

Are you only changing your address, but still have to click through to the fourth page? There is, of course, a reason for this. On the last page, you will find the Consent to the processing of personal data that you provide to the nursery school:

4. page, you will find the Consent to the processing of personal data that you provide to the kindergarten:

- Health insurance company code
- · Use of child's photos and GDPR
- Processing of your phone number and email





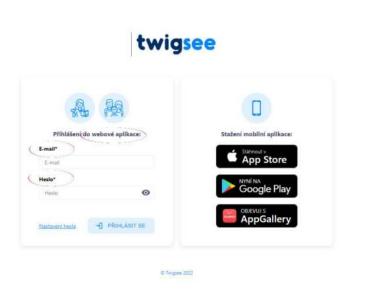
If the 4th page of the form is not also approved, it is not possible **to save** the changes made (address, authorization to pick up, etc.).



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Can I log in via a PC?

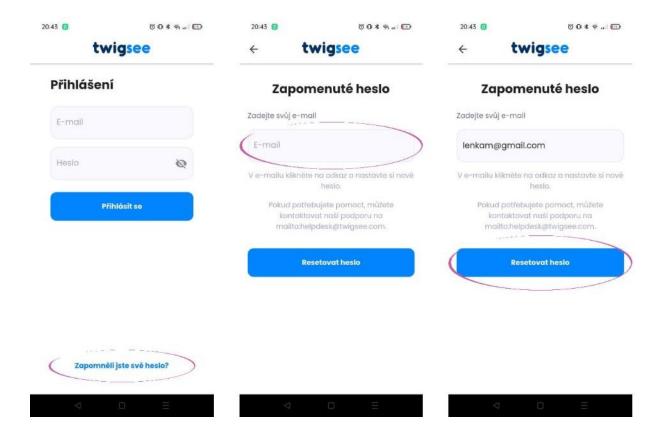
Don't use the mobile app? No problem, you can also log in to Twigsee via the web at app.twigsee.com, where you will find exactly the same features as in the mobile app. The login details are the same as for the mobile app.



8. Forgotten password

Forgot your password or want to change it? Create a new one:

- Open the Twigsee app on your phone
- Before logging in, you will find a link at the bottom that says Forgot Password.
- On the page that opens, enter your email address (always use the email address you use to log in to the app) and click Reset Password
- You will receive an email invitation with a link to set your password
- After changing your password, you can immediately log in to the app



If you need help, please don't hesitate to contact us at helpdesk@twigsee.com

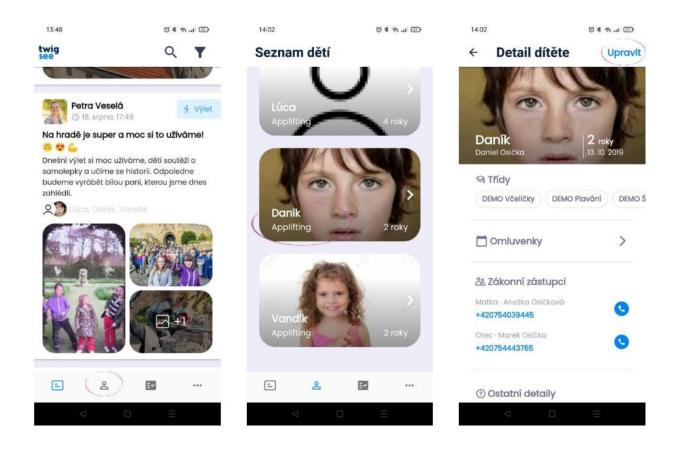
ATTENTION: The password will be the same for the web application. However, this **will not change** the password for administration.

6. Application users

Is your grandmother or aunt interested in what your child does at preschool? To avoid having to send photos from trips or other activities every time, you can give other family members access to the application. The procedure is as follows:

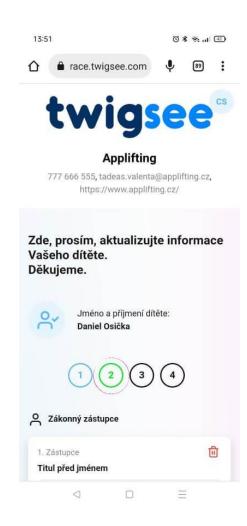
1. Details of the child

The timeline in the second tab shows your child or all your children who attend the nursery. Select **a child** to view their <u>details</u>. Click **Edit** in the top right corner.



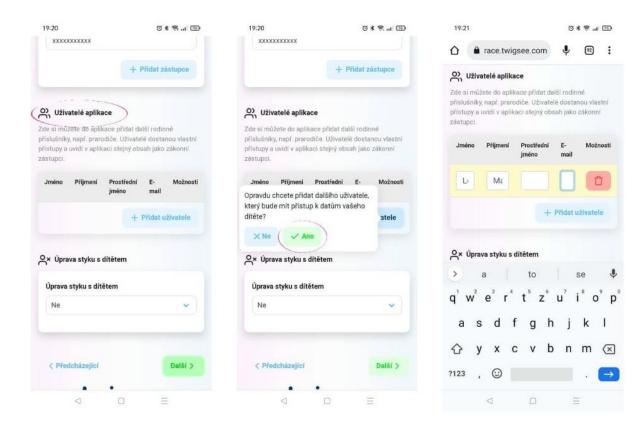
2. Form with child details

A form will appear where you can update your child's details.



3. Adding another user

In the second tab, you will find the **Application Users** field. Click on **+ Add User** and confirm the addition of another user. Fill in the required information (first name, last name, email).



4. Saving data

Once you have filled in all the required information, click on the last tab and **save** the information. If you no longer want a particular relative to have access to the application, simply **remove** them in **the settings**.



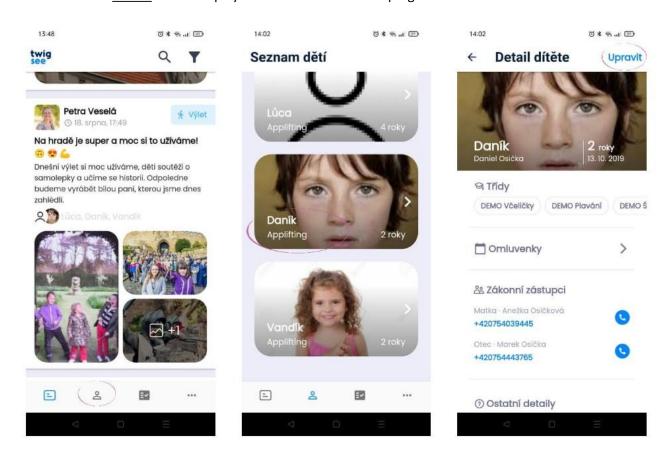


10. Representatives for picking up children

Do you go to work regularly and your child is picked up by their grandmother, for example? Our app allows you to authorize another person to pick up your child. The procedure is as follows:

1. Selecting the child

Your child/children who attend the nursery will be displayed on the timeline in the second tab. Select **the child** and their details will be displayed. Click on **Edit** in the top right corner.



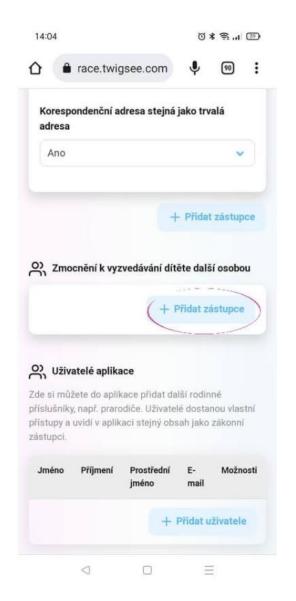
2. Form with child details

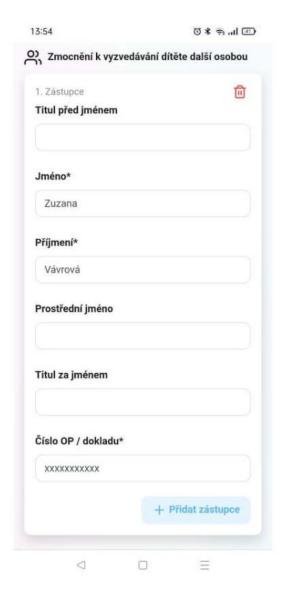
A form will appear where you can update your child's details.



3. Specifying the person who will pick up the child

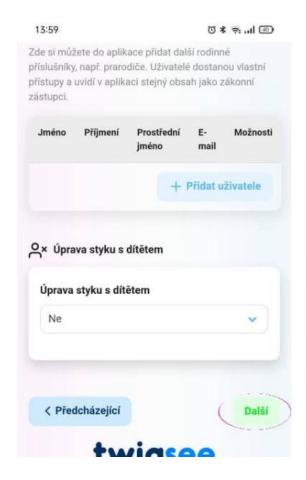
In the second tab, you will find the section "Authorization for another person to pick up the child." Click on + Add person and start filling in the details (first name, last name, ID number).





4. Saving the form

Once you have filled in all the required information, click on the last tab and **save** the data. You can authorize several people at once to pick up your child (grandmother, grandfather, aunt).





11. Editing your child's profile

On the Timeline, you will find a second tab in the bottom sar

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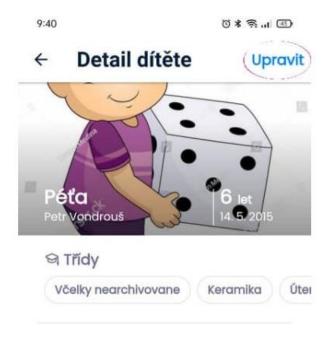
with information about children and kindergarten.



9:34

2. "Edit" button

Your child's profile will be displayed. Click on Edit in the upper right corner.



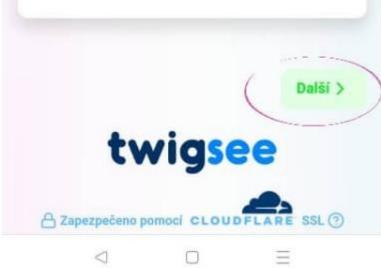
3. Child card

The system will redirect you to the child's card, where you can make the necessary changes.

4. Changing information

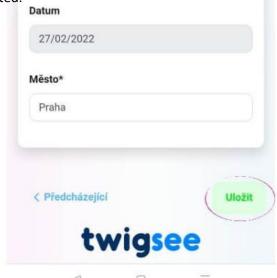
For example, if you want to change your child's address, scroll down to the address on the child's card and **click to edit it.**





5. Saving changes

<u>The child's card has four tabs</u>. After checking and editing all the necessary information, click on "Save" in the bottom right corner, and the child's profile will be updated.



12. Saving/sharing photos

If DS adds a photo that you want to save or share with someone else, such as a grandparent, proceed as follows:

1. Select a photo

Click on the photo you want to save.

2. Downloading and sharing

There are two icons in the upper right corner (for downloading and sharing).



3. Downloading a photo

If you click on **the download icon**, the photo will be downloaded to your phone. Please note that **you must have photo downloads from the Twigsee app enabled** on your phone.

4. Share icon

If you want to send a photo to your grandfather, for example, just click on **the share icon** and then select the app you want to use to send the photo.

All photos can be downloaded at any time and free of charge. The photos remain the property of the nursery.

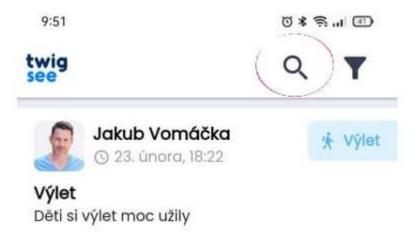


13. Search function

In addition to <u>filtering posts</u>, you can also search for specific posts using **text** <u>in the</u> Twigsee <u>mobile app</u>. The procedure is as follows:

1. Magnifying glass icon

You will find the magnifying glass icon in the upper right corner of the timeline.



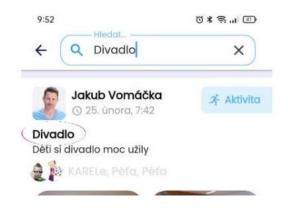
2. Search bar

After clicking on this icon, a bar will appear where you can type, for example, Theater.



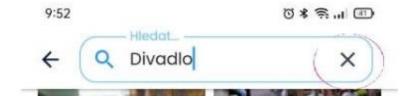
3. Displayed posts

All posts containing this text will now be displayed.





Please note: If the content is not deleted, posts containing the searched text will continue to appear on your timeline.



14. How to log in to the app

Where can you find the Twigsee app?

You can find the app on Google Play, the App Store, and AppGallery.

1. Entering your login details

Open the mobile app on your phone and enter your **login details** (email, password). Use the email address to which the invitation was sent and which you have provided to the nursery as your contact email. Then enter the password you chose via the link in the invitation.



Did you forget your password?



2. Login button

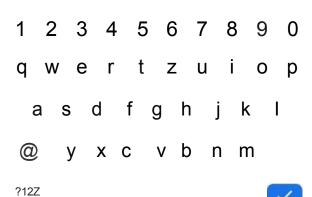
Click on Login, and you will now see the Twigsee app timeline.

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Did you forget your password?

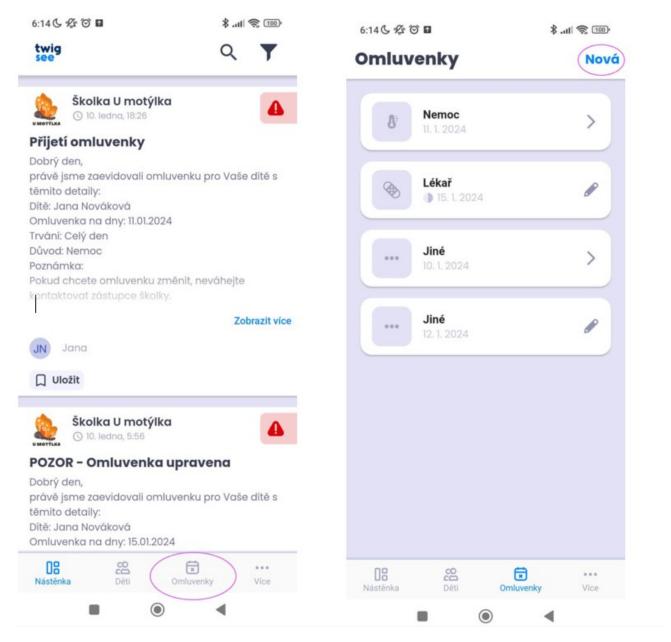


15. How to add an excuse note in the mobile app?

Is your child sick or unable to attend preschool for family reasons? With our app, you don't have to send a text message and search for the right phone number to send it to. Thanks to Twigsee, the process of excusing children is very easy.

1. Creating a new excuse note

In the app, click on the third tab "Excuses" in the bottom row of the timeline, where you will see a list of already created excuses. Click on New in the top right corner.



2. Filling out an excuse note

- Selecting a child An icon or icons will appear (if you have more than one child in the nursery) and you can click on the icon of the child you are excusing (you can also select all your children). If the child's icon turns blue, it means that it is selected and that is fine.
- When The date your child will be absent from kindergarten and the part of the day they will be absent, i.e., morning, whole day, or afternoon.
- Reason for absence You can choose from several possible reasons for absence.
- Note Used for any additional information. This item is not mandatory.

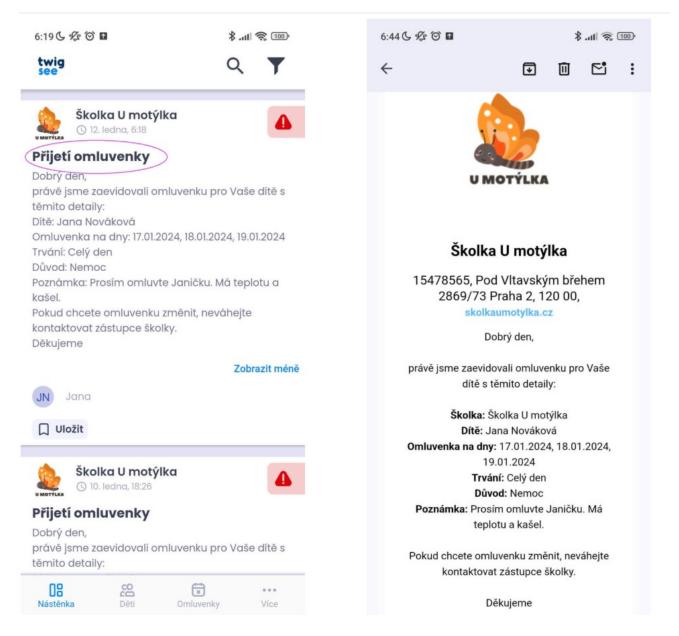
Once you have filled in all the required information, click **Done** in the upper right corner. After saving, the excuse will be displayed in the list of created excuses.



If you excuse your child later than the specified time for a timely excuse, it is considered a late excuse.

3. Accepting an excuse

After saving, the Acceptance of Excuse Note will appear on the bulletin board in the application, and you will also receive it by email. The Twigsee application will automatically notify you of the acceptance of the excuse note. This means that the excuse note is registered and the kindergarten will have it in the overview for the specific date you specified in the excuse note.

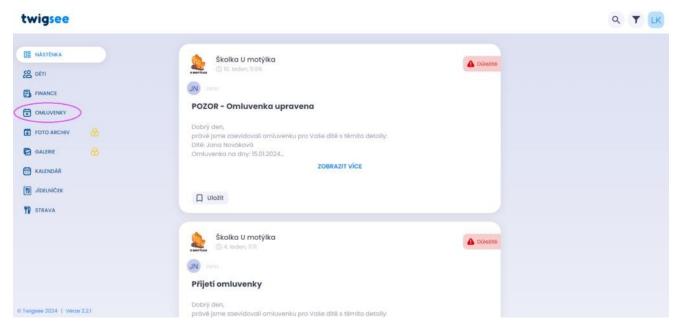


16. How to create an excuse note via the web application

After logging into the web application, you can easily create an excuse note, which is then recorded as your child's absence. The procedure for adding an excuse note is as follows:

1. Excuse section

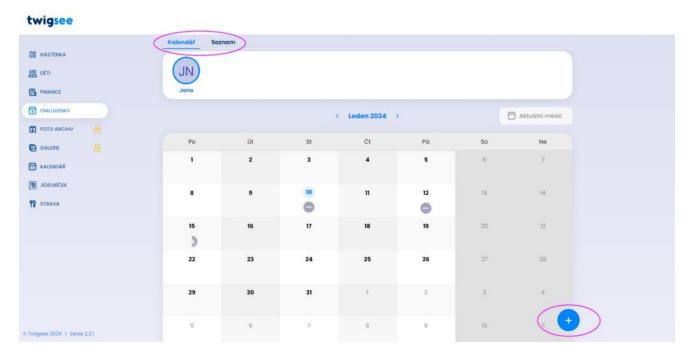
After logging into the web application, you will automatically see a wall with posts that the kindergarten has edited. In the upper left corner, you can move from posts to **excuses**.



2. Adding an excuse

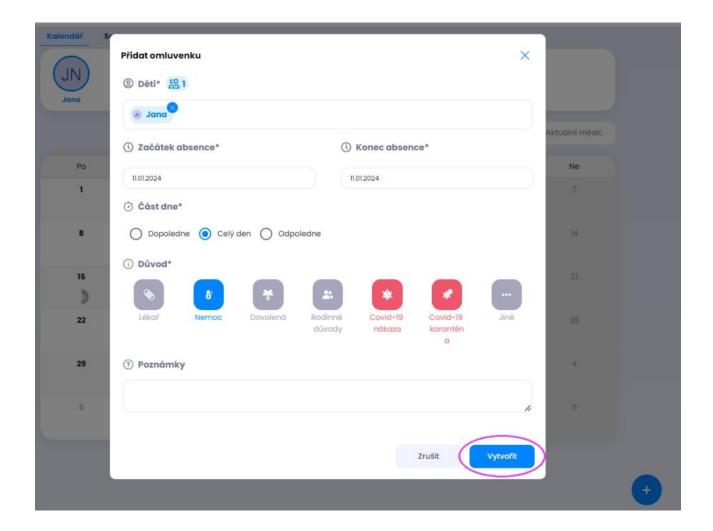
After clicking on the Excuse Notes section, you will see two options for viewing already entered absences, either in the form of a calendar or a list.

After clicking on **the blue "+" button**, a table for entering absences will appear. The blue button can be found in the lower right corner.



3. Filling in the excuse note

To record the excuse correctly, select the child, choose the start and end of the absence, part of the day and then the reason for the absence. After filling in all the necessary information, click on Create.

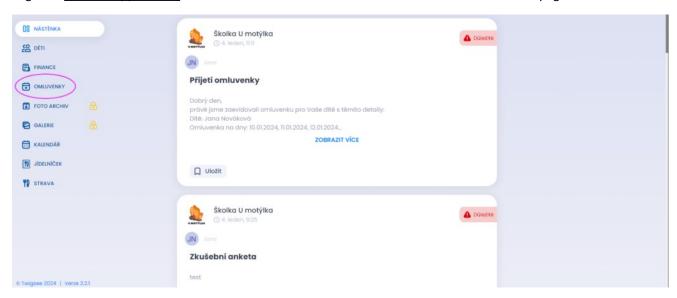


17. How to edit an excuse in the web application

If you have entered an excuse incorrectly, you can easily edit it in both the web and mobile applications.

1. Logging into the application

Log in to the web application and click on the Excuses section in the left column on the main page.



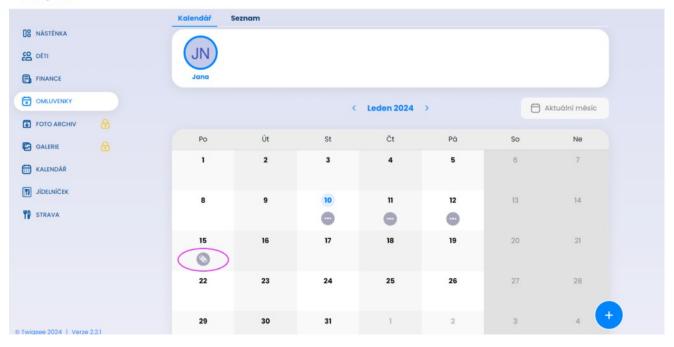
2. How to start editing an excuse

There are several ways to record excuses, using the Calendar and List buttons located on the top bar.

Calendar

After clicking on the **Calendar** button, a monthly calendar will appear with all the excuses already entered. Find the day on which you mistakenly excused your child and click on **the** absence **icon**.

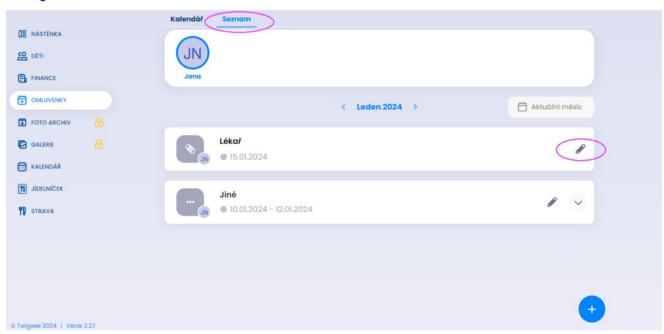
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List

The List button shows all absences that you have entered in the application. To edit an excuse, click on the gray **pencil** icon on the right side of the excuse you have already entered.

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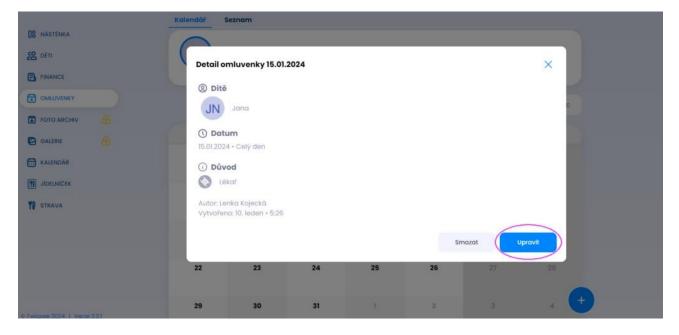


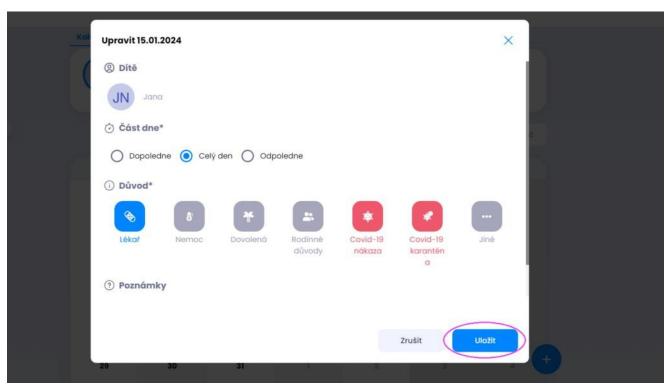
3. Editing and saving absences

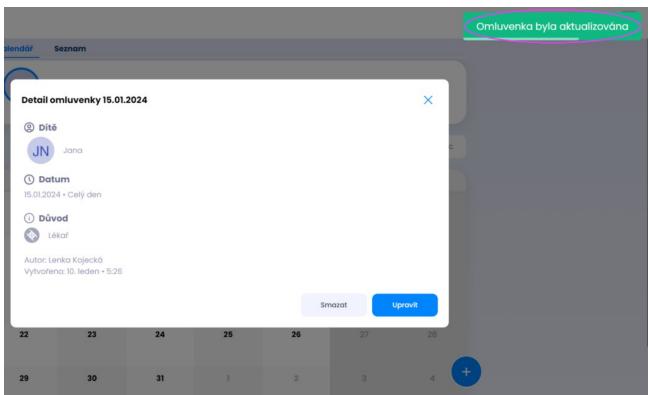
A table will appear and in the right corner you will find the option **Edit absence**. Click on this option and will display with you form excuse. Here you can edit **Part day, Reason absence** and, if necessary, **Note** for the teacher. Edit the absence to match the actual situation and click **Save.**

You will then see a green confirmation of saving in the upper right corner.

Please note that the excuse can only be edited until the date and time set by your preschool.

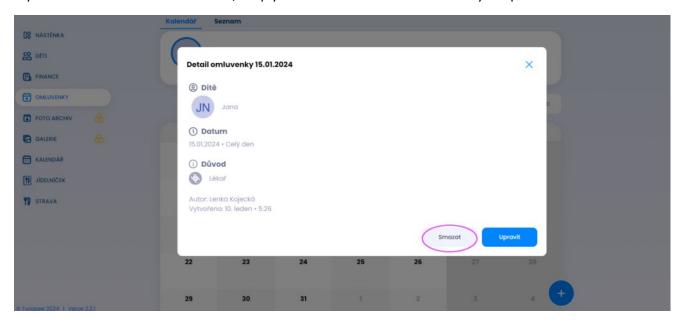






4. Deleting an excuse

If you need to delete an excuse note, simply click on the delete button when you open the excuse note.

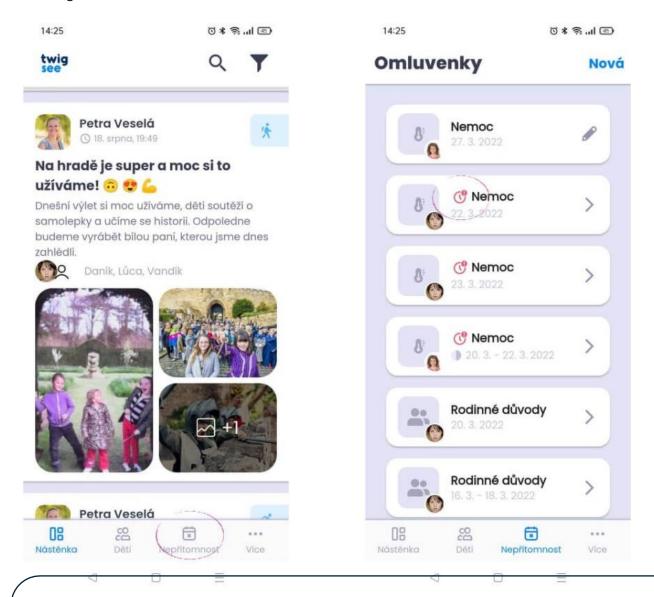


Important notice:

- Excuse notes cannot be deleted retroactively.
- <u>Long-term excuses</u> can only be edited in the web application, which allows you to divide the excuse note into individual days. Such excuse notes cannot be deleted or edited in <u>the mobile application</u>.

18. Late excuse

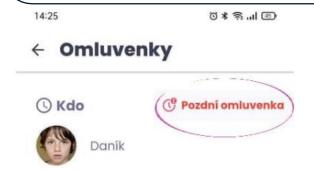
If you create an excuse note and a red alarm clock icon appears next to it, it means that you sent the excuse note after the deadline set by DS for excuses. The excuse note will therefore be displayed as late and you will be charged for meals.



Editing a timely excuse

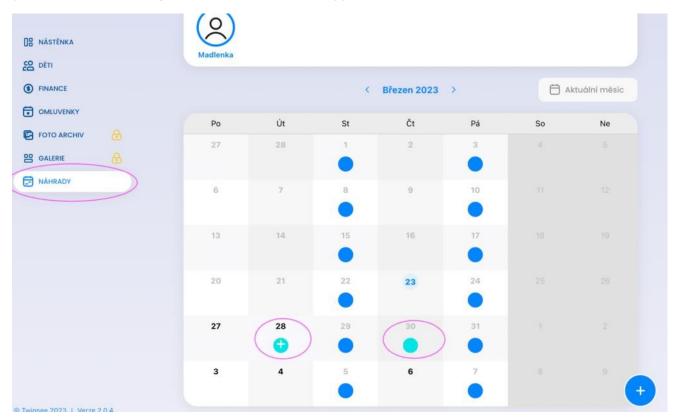
Please note! If you create an excuse on time but need **to edit** something in it, **the timely excuse** may become a late excuse because the system assumes that the parent has changed part of the day, and meal fees will be charged again.

In such cases, it is necessary to contact the nursery in time so that the meal allowance is not calculated.

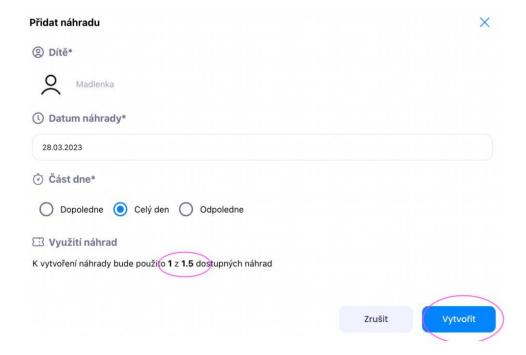


16. Reimbursements

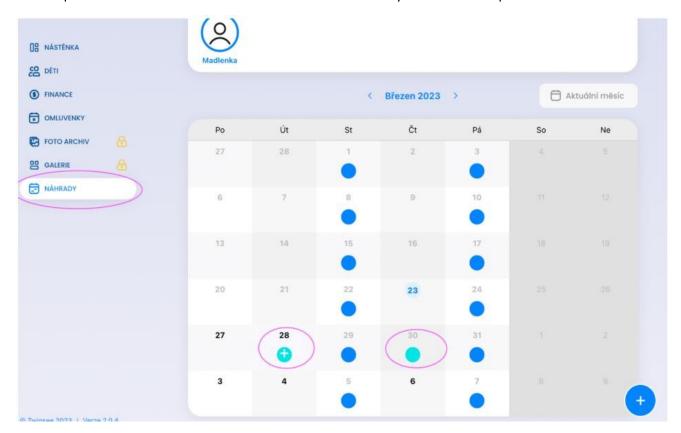
To create a substitute attendance, open the web application at app.twigsee.com and log in. Select the **Substitutions** section in the left menu. **In** the calendar, you will see days with a teaching program marked with a blue circle. If you have substitutions available, a turquoise plus icon will appear on the days when your child is not attending preschool. Click on the plus icon for the day you want to use as a substitution, and then confirm your selection according to the instructions in the application.



Clicking on the turquoise plus sign will open a form for entering the substitute day. Here, select whether you want a morning, full-day, or afternoon substitute day. A full-day substitute corresponds to 1 credit, i.e., 1 excuse, and a half-day substitute corresponds to 0.5 credits, i.e., half an excuse. Information about the current number of credits can be found at the bottom left. After filling in all the information, click on the blue "Create" button at the bottom right and the substitute will be saved.



The turquoise circle in the attendance calendar indicates the day on which the replacement was set.



When creating attendance substitutions, you always have an overview of which classes have free capacity. You can also set up a watchdog to notify you when capacity becomes available in a selected class on a selected day. Thanks to email notifications, you can then immediately reserve the free spot.

