ParentZone

ParentZone User Guide

Your guide to accessing your child's account and getting the most from their online learning journey.

www.ParentZone.me

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Google Play

Download on the
App Store

Welcome to ParentZone!

While your child's at Nursery, they spend their time learning, exploring and experimenting - whether they're trying new foods or taking their first steps, with ParentZone, you won't miss a single moment.

Throughout the day, your dedicated Key Person will interact with your child and record their activities. These will then be shared with you via ParentZone in the form of an event post.
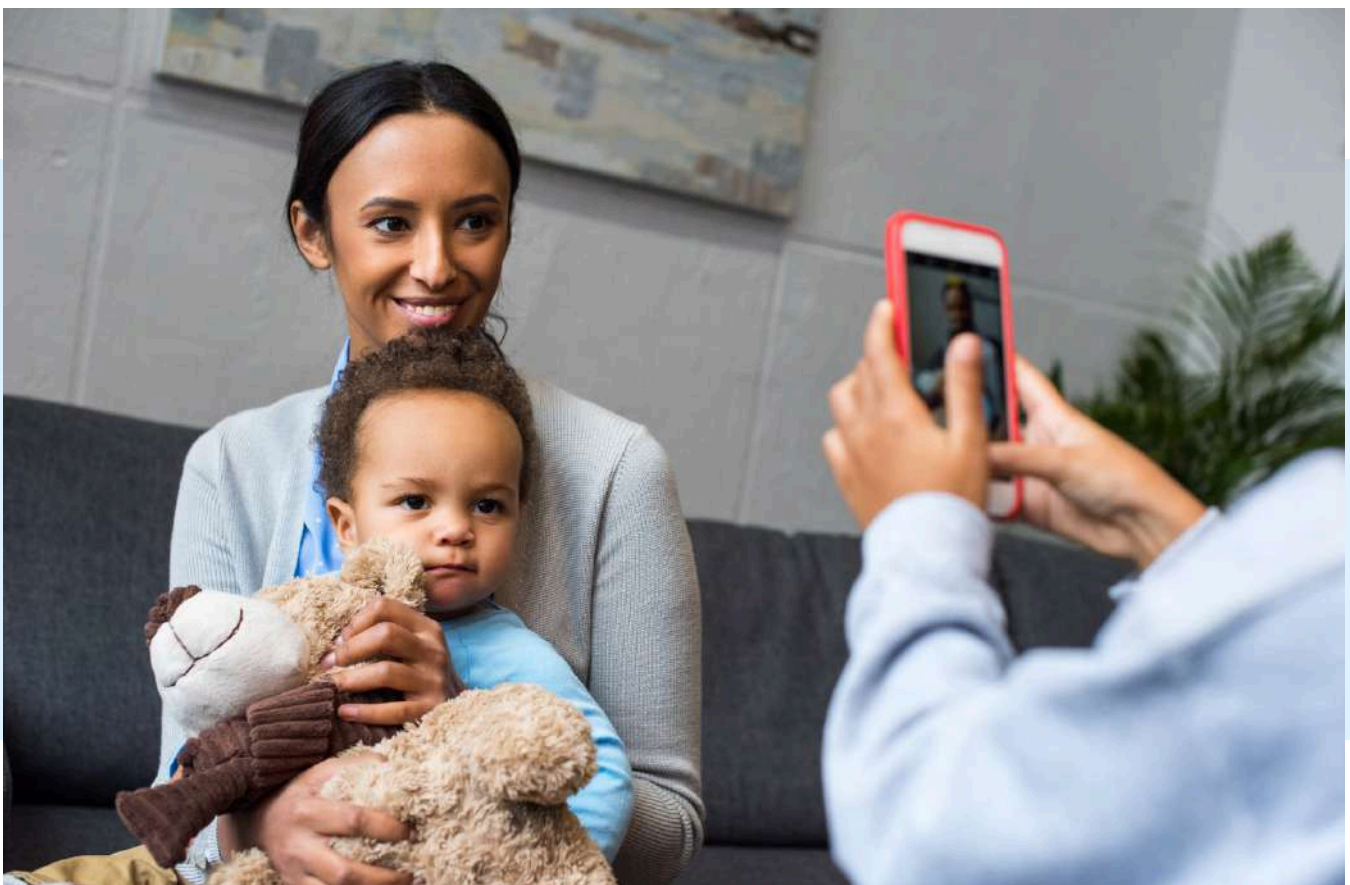
An update might include pictures or videos of them doing something fun, or notes keeping you up to date on daily activities.

These cover all the basics, from nap times and nappy changes, to what they ate for lunch. As well as professional observations of your child's development.

Plus, you can post your own comments and observations anytime, anywhere! Making it quick and easy to communicate directly with your Key Person - swapping ideas, sharing exciting home activities, or responding to something the nursery might need to know. After all, no one knows your child better than you.

ParentZone app and web has been developed with ease of use in mind, but this booklet should help to answer any questions you may have.

The ParentZone has been developed by Connect Childcare who have been in the industry for over 15 years, they have won a number of awards and are loved and trusted by Over 3,400 nurseries, 77,000 practitioners & 180,000 parents.

ParentZone ★★★★★

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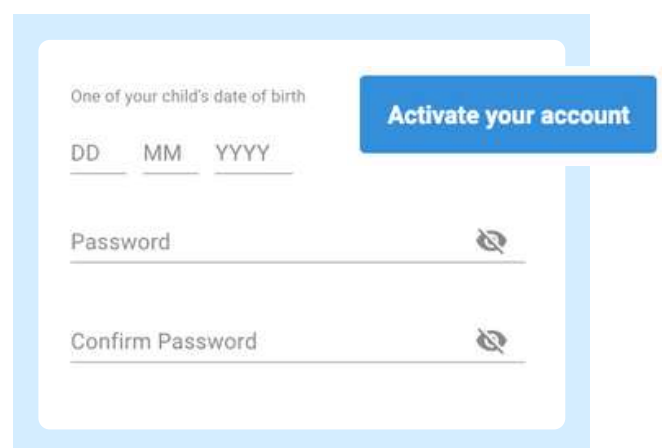
Accessing ParentZone

If your nursery is using ParentZone, you will receive an email to your registered email address - inviting you to activate your account.

Please ensure that your nursery has an up to date email address for you.

When you receive the email : -

- Click on the link within 24hrs of receipt;
- Input your child's DOB;
- And create a password, as per the criteria.

If you haven't received a registration email yet, please contact your nursery manager.
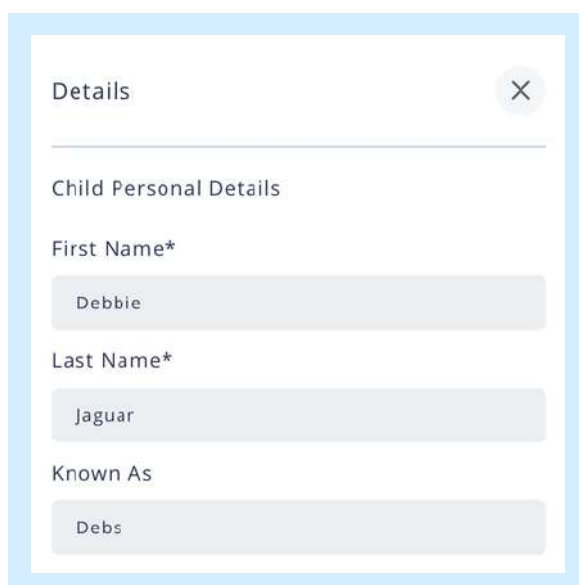

Onboarding your child

To register your child at the nursery, you may be asked to complete our Child Registration Form via ParentZone. This short form enables your nursery to gather essential information about your child to successfully onboard them.

This form can be found within your child's profile - you simply need to complete and accept your nurseries T&Cs to submit.
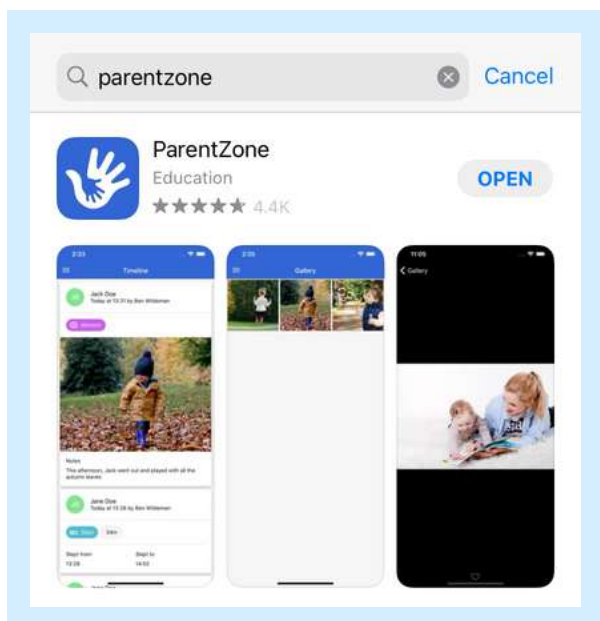
Downloading the app ✋

You can download the app for ParentZone on both Android and iOS (Apple) devices. Just head on over to the respective app store and simply search for 'ParentZone'. Once downloaded, open your App and enter your email address and new secure password.

If you wish to access ParentZone via browser instead, you can do so at: www.parentzone.me

Access your main menu

Access the menu using the button on the top left-hand side.

Your nursery may decide not to use certain features of the software, so some of the features shown here may be restricted or switched off.

Your nursery are able to control what you can view within ParentZone, so if you are in any doubt about the information you cannot view in ParentZone, please contact your nursery for clarification.
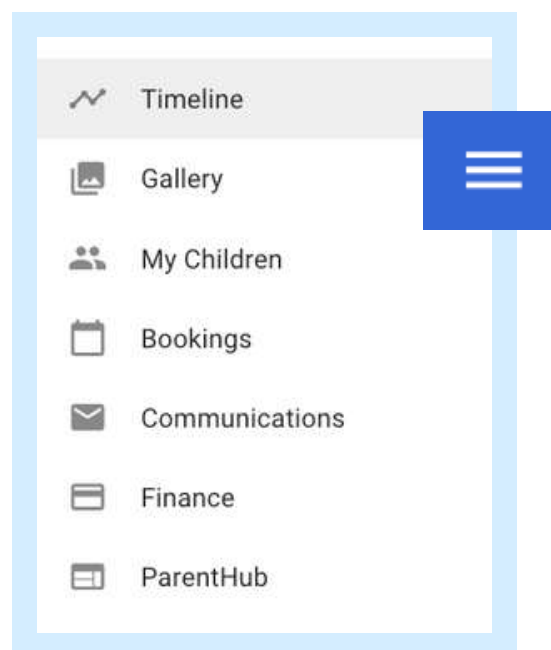
Daily Events, Observations & Assessments

To see the latest updates from your child's day, head to the Timeline.

Your nursery will publish different types of events to your Timeline. These may include:

- Observations/Snapshots
- Assessments/Learning Stories
- Nappy Changes
- Sleep Times
- Accidents
- Meals
- Medicines
- Moments

These can include photos and videos of their day - ensuring you are kept up to date!
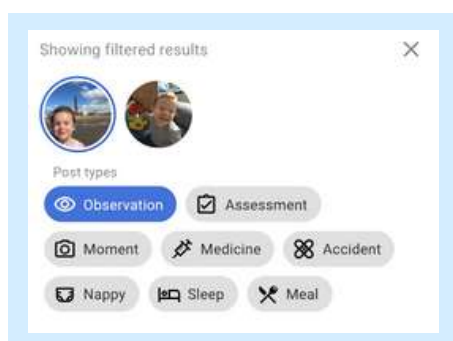
Filtering the Timeline

The Timeline is organised by the event time (newest to oldest). You can however, use the filters at the top of the screen to adjust your view. Specifically, you can filter by : -

- Child (if you have more than one);
- Event Type;
- Timeframe.

Please note that the nursery can adjust the event time. These will display in ParentZone once published but may appear earlier in the Timeline and will present the event time specified by the nursery.

Snapshots and learning stories

Also known as observations and assessments

Your nursery will add observations and assessments to your timeline. These will be linked to the child development framework. You will be able to see how your child is developing by clicking on the framework gradings. The notes will also help you to understand how to further support your child at home.

The number of updates you receive from your nursery will depend on your nursery's policies and how busy the nursery staff are. You will receive notifications to ensure that no events are missed. Some events may be published at a later date if your nursery has a draft/review process in place. These notifications will show just that one event to save you from having to scroll through the timeline.

Acknowledgement

If your nursery uses Assessments you can click to "Acknowledge" when you have read it. This will notify the nursery that you have seen and understood the Assessment shown. Some nurseries will also allow you to add notes next to an Assessment for them to see.

Improving partnership with your nursery

Adding Comments

To give feedback on an observation, click 'Comment' on the event. Type your feedback and then click 'Send'.

Your nursery would like to hear your feedback on the observations for your child, but if you are at a loss for what to write, think about these key questions:

Is this something new?
Let them know if this is something you have never seen your child do before, or if they have been developing this skill or behaviour over a period of time.

Has your child told you about this?
If your child tells you a story about what they did today at nursery, make sure you tell your nursery. This is a great example of continued learning and shows their understanding of the different activities.

Do they do this at home?
It is great to see the similarities and differences between a child at nursery and a child in their home environment. Many children act differently when they are part of a group, to when they are in the comfort of their own homes. Information like this gives your Key Worker a great insight into sides of your child's personality that they may not otherwise see.
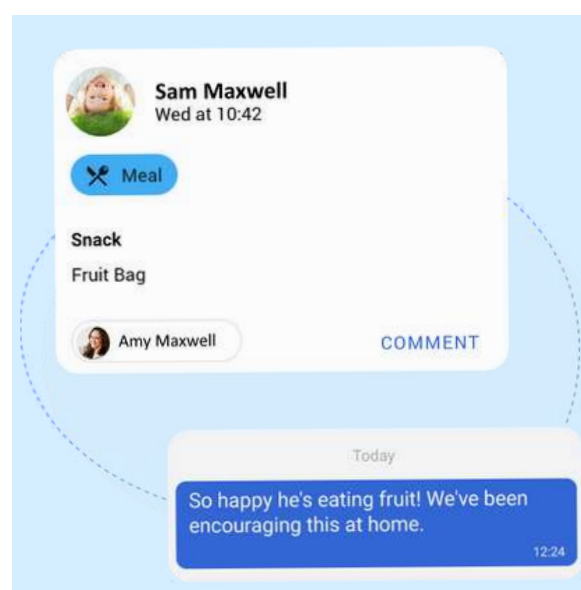
Adding Observations from home

Your child's Key Person cares about how your child develops outside of nursery too and some nurseries will allow you to add your own observations from home. This gives you the opportunity to contribute your own moments, noting down all the fun things you do at home with your children. Use the app to share your child's best (and worst!) moments with your child's Key Person, by adding a photo, video or comment on the app.

Here's how:
- Click on the '+ Observation' button on the bottom right of the Timeline.
- Select the child (if you have more than one).
- In the notes section, tell your nursery what you got up to.
- Write what your child said in the 'Child's Voice' box (or leave blank if they didn't say anything).
- Click the add sign - this will give you the option to open your photo library or take a photo/video there and then.
- Select as many photos or videos as you wish to include.
- Remember to click 'send to childcare provider'.

Once your Key Worker has published the event, you'll be able to see it on your child's Timeline.

What to add to ParentZone...

Ask yourself the following questions before adding to the app:

Is it a first?
Did your child do something new today? If it is a first, tell your nursery! Is it their first steps, first words or the first time they throw a ball? These are all huge milestones in your child's development.

Have they been somewhere exciting?
If you take a trip to the zoo, a woodland walk or visit the seaside, upload your photos! Your child's Key Worker then has the knowledge they need to encourage your child to talk about the trip, increasing their self-confidence and building their understanding of the world.

Has it made your child proud?
Confidence is a huge part of a child's social and emotional development. We want to help to celebrate all of their little wins to boost their self-confidence. Did they enter a competition, or draw a brilliant picture or help to make dinner for the family? If your key worker is aware of these achievements, they can create lesson plans to encourage further discussion.

Have they done something at home that isn't noted at the nursery?
Sometimes a child may exhibit different behaviours in different environments. If your child is shy and quiet at nursery but loves to put on dance performances at home, upload a photo or video for us. This helps to complete the learning journey for each child. Your nursery can also analyse what we can do to gently encourage these behaviours at nursery as well.

Appropriate Photos and Videos
When contributing photographs and video clips to your child's learning journey, please consider the visual content. For example a photo of a naked child in the bath or on a potty may be a lovely family photograph, however, this is not suitable for a nursery learning journey.

Photo Gallery, Saving Photos & Safeguarding

Safeguarding Children

Head to the gallery in your main menu, here you can see all of the photos you and your Key Person have shared with each other.

You will notice that children play in close proximity to their friends and are encouraged in a number of group activities which not only build self-esteem and confidence but help develop communication and social interaction skills.

As a result, some photographs taken in the nursery will occasionally feature small groups of children which will be added to more than one learning journey.

In order to safeguard children, most nurseries will have a photo policy in place and will request that you do not screenshot any photos from the app. This is to prevent images from being shared on social media.

Please make sure you check if your nursery has a photo policy in place and make sure you adhere to it. If any of the photos on ParentZone include a child which isn't your own, we would advise that you do not save or share outside of the app.

Saving Photos

If your nursery has given you the option to save photos, you will see a download icon on your images. Click this icon and it will download the image to your device's photo library.

Learning Journal Report

Learning Journal

The Learning Journal showcases your child's learning journey over a period of time (usually 12 months). It is a collection of Practitioners observations, which celebrate the milestones and track development.

This will be shared with you by your Provider at their discretion.

Once you receive the email/notification (depending on your Settings), simply navigate to the Reports screen. Here, you can view and download the Learning Journal.

Please note that the Report will remain within ParentZone for 30 days.
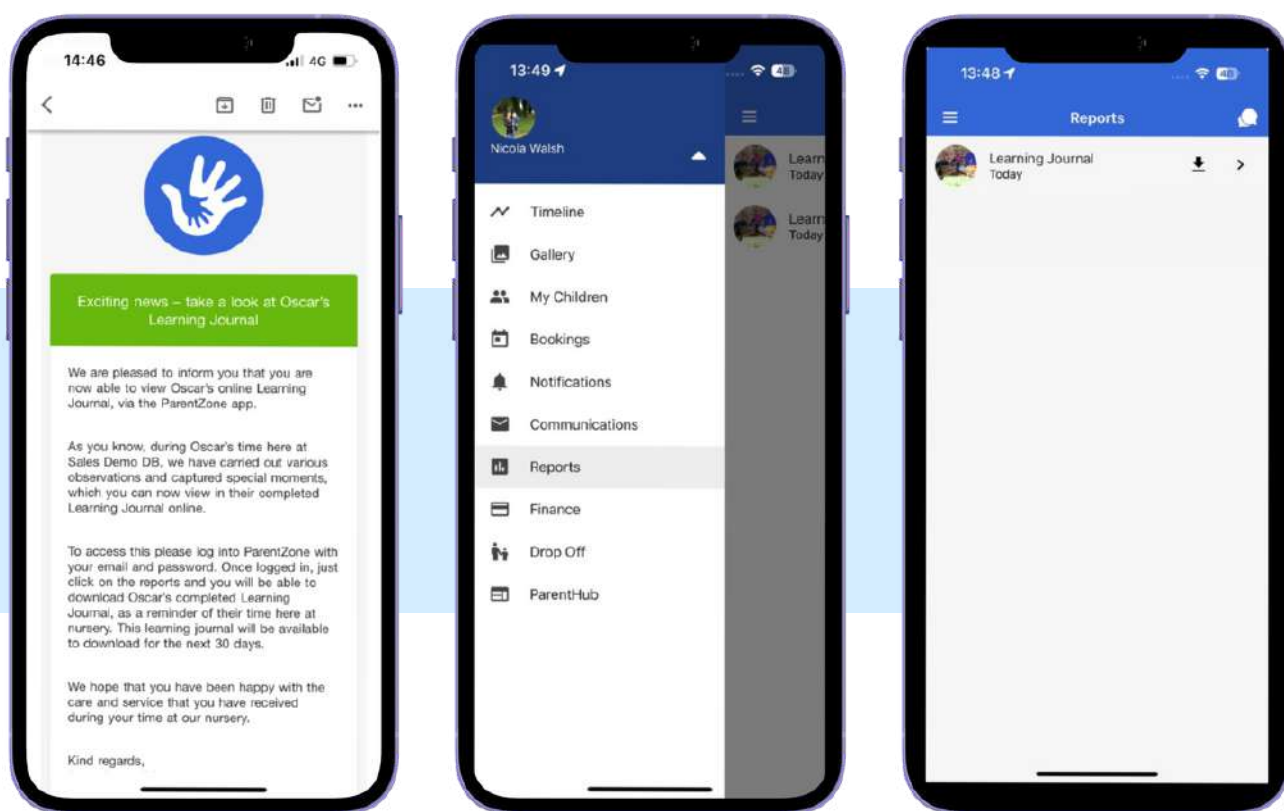
Accessing Child Information

View your child's details

Head to 'My Child' on the menu, here you can see your child's details which include permission questions and health and dietary information.

If there's something not quite right, please contact your nursery to update the information.

View and Request Bookings

Bookings

*Please note that your nursery may decide not to use this feature of the software so this feature may be restricted or switched off.

You will be able to see your child's bookings for the month on the Bookings Tab.

Request Bookings

To add an extra session:
- Select the 'Request' icon at the bottom of the bookings screen.
- Select the date and the session you would like to request. You have an option to add any notes if required.
- Once you are happy click on request booking.
- The request will be sent to the nursery manager for approval. The nursery will then need to approve or decline your booking. Once approved/declined you will receive a notification and it will show in your bookings.
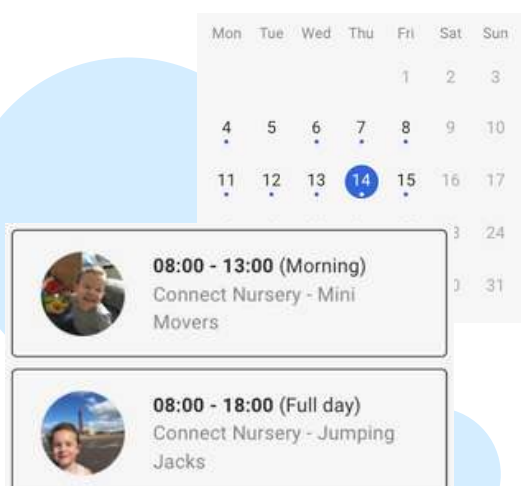
# Enable in app, email and push notifications
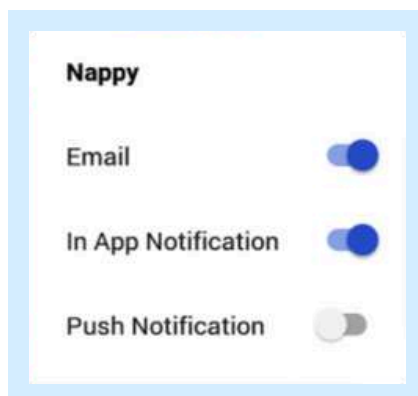
Notifications

You will receive notifications for new messages and published events.

You will be notified by email, in app or via push notifications on your device.

When ParentZone is first installed, you can allow the app to send push notifications and then customise your notification settings from within the app.

To customise these settings:
- Click the left hand menu and the drop down button next to your name
- Click>Settings>Notifications
- Here you can toggle the on/off button for each event and each notification preference.
- Choose between email, in-app or push notifications so you never miss a moment again.
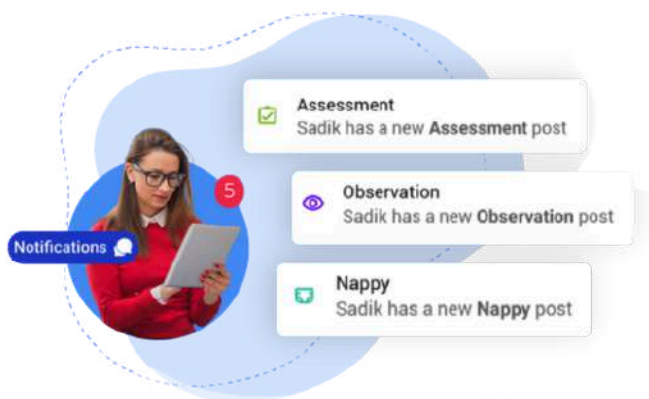
Communications

Staying in the know...

Here, you can see all of the latest messages and updates from your nursery.
- Click on 'Communications' to see which documents have been emailed out to you.
- If you haven't received one, click on the Communication and resend it to your email address by clicking the send button which appears at the bottom.

This is a feature that is enabled and used by the nursery and may not be available at all nurseries.

14 Jan 2021   Bill

4 Feb 2020   Bill

24 Jun 2019   Bill

24 Jun 2019   Bill

Finances

Pay your nursery via the app

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

Please note that your nursery may decide not to use this feature of the app so this feature may be restricted or switched off.
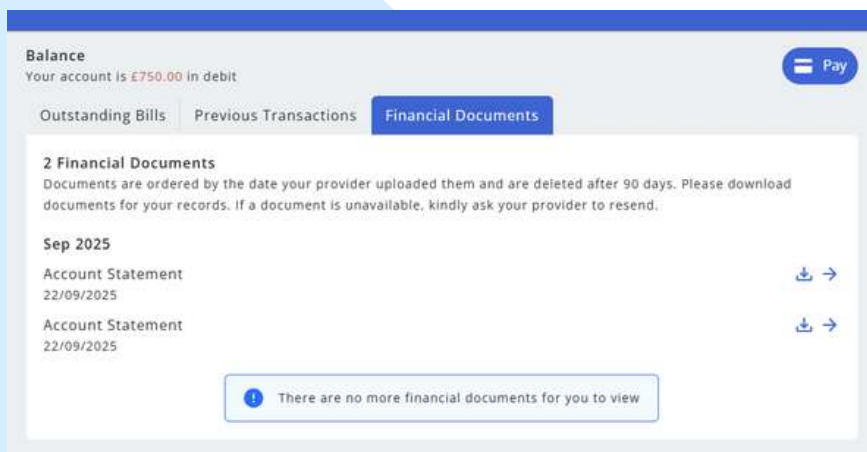
View your bills:
- Click on the 'Finance' tab in the menu to access your finance account. Here you can see any bills, payments and credit notes raised against your account.
- You will be able to click the 'download invoice' button and access a PDF of your invoices (for 90 days) for your records.
- If you have a query with your outstanding bill amount, please contact your nursery directly.

Pay your bills:
If your nursery has enabled this feature, you can pay outstanding balances directly in the app.
- Go to the Finance Tab on the menu and select the Pay button in the bottom right.
- Now you can enter the amount you wish to pay.
- Next, select the nursery site you wish to make a payment to (if more than 1 site).
- You will be shown the Confirm Payment screen with the Terms & Conditions and then you will need to select Make Payment.
- You will be asked to enter your card details and then select Pay Now.
- If the payment is successful, you will get a successful payment message.

Drop off and Pick up

Drop off

- Find "Drop Off" in the main menu. Where a child has bookings for the day, you will see the child's name and what time they are due in.
- Select the "Drop Off" button and add a signature and any notes. The staff member at your nursery will now need to confirm drop off on their system. The drop off-screen will now show as "Awaiting verification".

Pick up

- To pick up a child, the process is pretty much the same. Select the "pick up" button on the drop-off screen.
- Add signature and any notes required before sending the pick up for confirmation. The pick up will now show as "Awaiting verification" until confirmed by a staff member at the nursery.

Signing Accidents

*Please note that your nursery may decide not to use this feature of the software so this feature may be switched off.

Via the timeline

When on the timeline, you will see a "sign" button beside the injuries tags. If you select this you will see the signature capture screen. This screen will show the following information:

- Child's name
- Accident time
- Accident date
- Notes
- Event code selected e.g "Scratch"
- Existing injury (if selected)
- Signature box
- Done button - (this will be greyed out until a signature is added and then you can click it)

Via the "Drop Off" screen

- You will see an orange flag next to your child's name on the "Drop Off" screen if an accident has been logged.
- When you sign your child in, you will be shown the accident signature capture screen, this screen will show the same information as above.
- You can then choose to sign and click "Done" which will remove the orange flag. If you click "Skip", the signature capture will display next time you sign your child in/out of the setting via ParentZone and the "sign" button will remain on the accident on the Timeline.
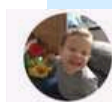
ParentHub Resources

Access ParentHub

As well as instant updates on your child's activities and achievements, ParentZone gives you access to the ParentHub.

Full of helpful resources, information and activity ideas, ParentHub helps further improve child development by encouraging a continuation of learning at home.

- Find it within the main menu of the ParentZone app today, or head to: https://www.parentzone.me/parenthub/
- On ParentHub, you will find Home Activities which are all linked to EYFS. You will also find Nutrition information, Recipes, Useful links and Apps.
- To view the hub articles, select the Hub at the top of the screen, each article will then display below.

Home Activities

EYFSHome

BCC Bitesize

Recipes & Nutrition

Useful Links & Apps

Safe Sleeping & Mental Health

Conversations

A staff member may start a conversation with you regarding an event. Please note: You cannot start a conversation.

- If a staff member starts a conversation with you, you will receive a notification in the top right corner of your app.
- To reply click on the message, type your message and press send.

We have started an activity today - Could you send us a video of Lily doing.......
11:15
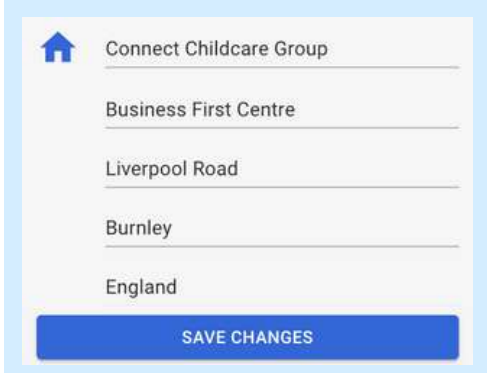
Ok, I'll try and do this at the weekend
15:31

Personal Profile

Update your personal details

- You can update any of your personal details on your account by clicking the drop down in the main menu and then clicking on 'Profile'.
- Click the edit icon at the bottom of the screen and make any necessary changes 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.

Your nursery may have policies in place which may require you to update your details elsewhere, please inform nursery staff if this is the case.

Additional Settings

To access settings click the drop down next to your name and click settings.

Changing your password

To change your password from within the app:
- Enter your current password
- Enter a new password
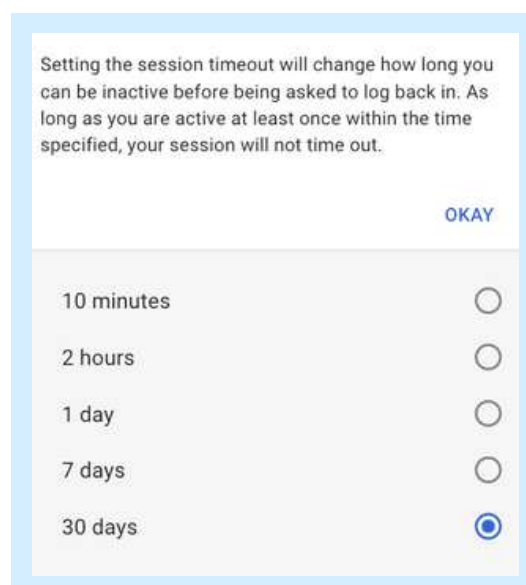- Confirm the new password
- Press change

To reset your ParentZone password from outside of the app (if you have forgot your current one):
- Select forgot password on the login screen
- Enter your email address and click reset password. This will send an email to your ParentZone email address.
- On the email click on 'reset your password'.
- This will open your web browser and you will need to enter (one of) your child's date of births and a new password. The password must be at least 8 characters long and contain 1 number.
- You will then be able to log into your ParentZone app with your new email and password.

If you get locked out, please contact your nursery who will be able to send you a new link.

Adjust your session timeout settings

You can set your preferred session timeout period within your settings (the maximum is 30 days). This means you will only have to log in once a month. If your device is compatible, you can also use a Biometric login such as Face ID or Fingerprint ID. 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.

Security

We are committed to safeguarding and promoting the welfare of children and recognise our responsibility for safeguarding children whilst providing good quality and effective management software for nurseries. With ParentZone all of your data is super safe.

Data Safety FAQs

Is all personal data encrypted?
iConnect and ParentZone are protected by industry-standard HTTPS connections using the same security certificate technology used by internet banking. When data is being transferred to or from ParentZone and iConnect, it is encrypted using TLS Certificates, so your child(s) photos/data are always safe.

Who has access to my child's data?
Only Connect Software Solutions and your nursery will have access to your child's data. Within Connect Software Solution, we will only access your personal data to maintain the application.

How often do you test your software for security issues?
Connect Childcare execute weekly industry standard vulnerability scans against all of our infrastructure and products. To validate these scans, external application penetration tests are run annually by qualified third parties. Rectification of all findings from external penetration tests are actioned immediately.

I have a question about the application. Who should I contact?
Speak to your nursery who may have an answer to your query.

Who is the Data Controller and where can I find the Privacy Policy?
Your registered nursery is the Data Controller and we are the Data Processor. We process your data on behalf of your nursery. Please contact your nursery for a Privacy Policy.

Do you have any industry recognised security qualifications?
Connect Software Solutions is certified in Cyber Essentials, Cyber Essentials Plus, and ISO 27001. All data centres which hold client data are ISO27001 certified.

Do you share your data with third parties?
As a Data Processor, we are not obligated to share your or your child's data with third parties without prior approval of the Data Controller i.e. your nursery. Please contact your nursery to check.

App Updates & Feedback

Enable automatic updates

We are always improving our systems and release regular updates to ParentZone.

Before you can get excited about all of the brilliant new features coming your way we need to make sure you can access them.

To get the latest version of ParentZone on your device, enable automatic updates.

On your iPhone, or iPad, go to **Settings** > [your name] > iTunes & App Store. Then **turn on** App Updates.

On your android phone or tablet, open the Google Play Store app .Tap **Menu** My apps & games. **Select the app** that you want to update.Tap More .Tap **Enable auto-update.**

Give us feedback!

- Click the drop down next to your name and click give feedback.
- Fill out the feedback form and it will be sent straight to our product development team.
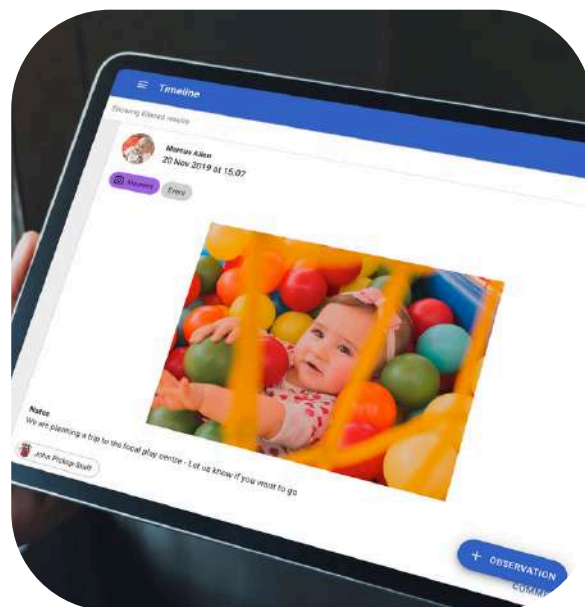
Don't forget to review us on the App Store! 🙂

ParentZone

www.ParentZone.me

GET IT ON
Google Play

Download on the
App Store

See more at www.connectchildcare.com/information-for-parentzone-users/