

PÄIKKY GUARDIAN GUIDE

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SISÄLLYSLUETTELO

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1 PÄIKKY GUARDIAN

As a guardian, Päikky can be used both with a browser and a separate mobile application.

The mobile app can be installed from the Play Store (Android phones) and Apps Store (IOS phones).
The Päikky Guardian browser application also works on mobile devices in the most common browsers. Supported browsers are Google Chrome, Mozilla Firefox, and Safari.

The guardian's functions are the same when using the browser and application, except for logging in and activating the account.

You can download the user manual from your profile after logging in.

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2 Activation of the Account & Login – mobile app

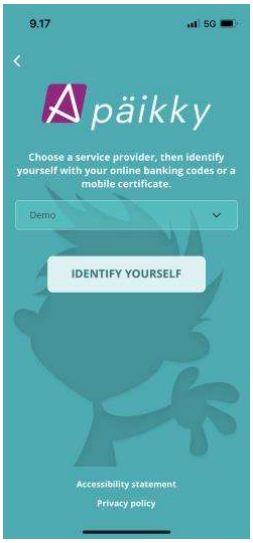
2.1 Activation of the Account

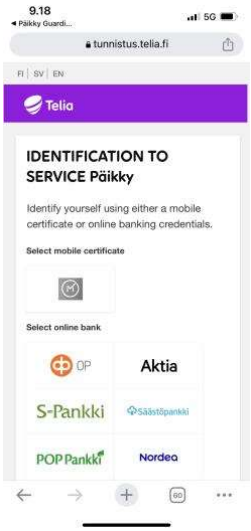
The guardian's user account is created in Päikky using the guardian's mobile phone number. The guardian activates the account themselves in the Päikky Guardian service. The guardian must activate their user account before the first login. Activation is done by strong authentication and setting a password for the user account. The password is usually valid for 180 days.
During strong authentication, the guardian's personal identification number is obtained from the population register centre, which is then compared to the personal identification number in the user's Päikky account. If the personal identification number matches a guardian's record in Päikky, the account is activated. Once the authentication is successful, the user is returned to the Päikky application.

Do as follows:

- Select Activate Account
- Select the Organization from the list and **authenticate.**
- Enter your password in the respective fields.
- Log in to the application.









If a guardian is not found in Päikky with the returned identification number, the account is not activated. In these situations, the Päikky Guardian application prompts the user to contact the kindergarten to verify their information.

Individuals without a Finnish personal identification number cannot authenticate electronically in Finland. Their identification is carried out by the kindergarten staff. In the Päikky Kindergarten application, the person's identification is marked. After this, the person can activate their user account via the email they receive.
The email-based method can also be used to reset a person's password if it is forgotten.

2.1.1 Errors encoutered by the Guardian in Authentication

” Authentication interrupted or failed. Please try again.”

The error is caused by the user interrupting the authentication process or a temporary technical error. The user should attempt authentication again.

” No account was found in Päikky for the authenticated person. Please contact the kindergarten.”

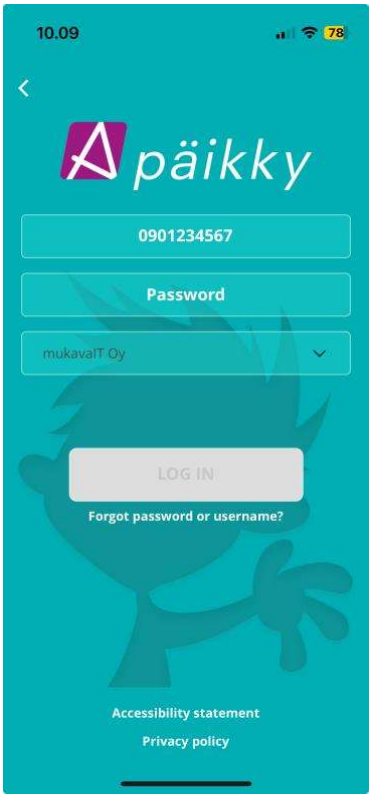
The user's personal identification number does not match any guardian in Päikky, or no user account has been created for that guardian. The user cannot resolve this themselves; the kindergarten's account management should check and correct the guardian's information.

” The authenticated person's user account does not match the logged-in user's personal identification number.”

Authentication was initiated while the application was logged in with user account X, but the personal identification number received during authentication matches user account Y in Päikky. Most likely, Päikky is being used on a family-shared device, and the previous user was not logged out before the next user began authentication.

2.2 Log in

1. Launch the Päikky Guardian mobile app
2. Enter username
3. Enter password
4. Log in



2.3 Changing password

During login, Päikky will begin to notify about password expiration by default 2 weeks prior to the password expiry. The two-week default is provider specific.

When logging into Päikky with an expiring password, users are recommended to change the password.

If the password has already expired at the time of login, the user will be forced to change the password.

Changing Password:

1. Enter the current password.
2. Enter the new password and confirm the new password.
3. Select 'Change Password'.

2.4 Recovering forgotten password.

1. Choose ’Forgot password?’ on login screen.
2. Authenticate with strong authentication and you will continue to setup a new password. (Individuals without Finnish identification number must contact kindergarten to recover their password)

3 Activation of the Account & Login – browser

3.1 Activation of the Account

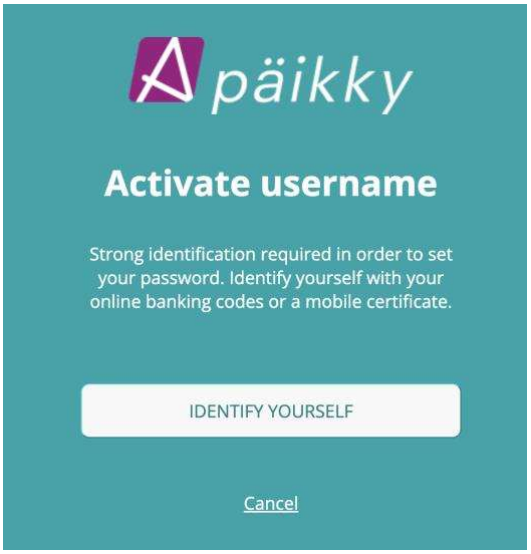
The guardian's username is created in Päikky from the guardian's mobile phone number. The guardian activates their username in the Päikky Guardian service. Activation takes place by using strong authentication and setting a password for the user account.

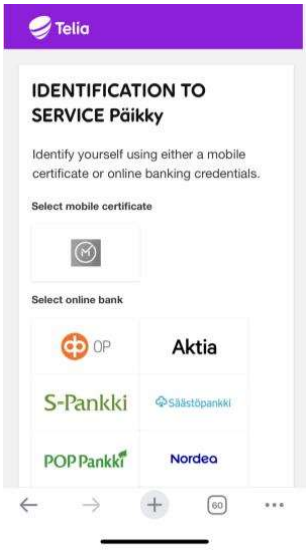
In connection with strong identification, the Finnish Digital Agency (DVV) provides the guardian's personal identity code against the identification transaction, which is compared with the personal identity code in the user's Päikky. If a guardian is found in Päikky with a personal identity code, the account will be activated. Once the authentication has been successful, the user returns to the Päikky application.

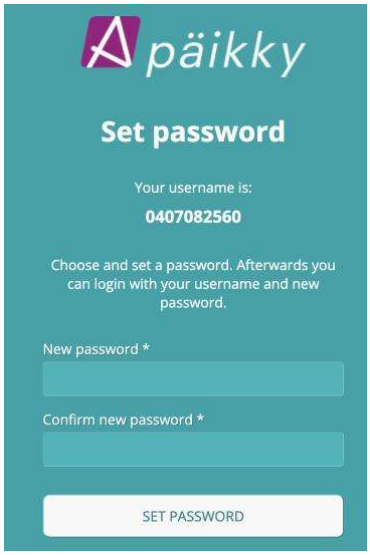
The password must meet certain requirements. Password requirements may vary by service provider. The password should be at least 8 characters long and contain at least two letters, one number and one special character (. , : ; > * - + = ! ? @ $ & ( ) /). The password is usually valid for 180 days.

Here's how:

1. Go to the Päikky address that the service provider has given you.
2. Select 'Activate account'.
3. Select **Authenticate.**
4. Enter your password.
5. Select 'Set Password'.







If a guardian is not found in Päikky with the returned identification number, the account is not activated. In these situations, the Päikky Guardian application prompts the user to contact the kindergarten to verify their information.
Individuals without a Finnish personal identification number cannot authenticate electronically in Finland. Their identification is carried out by the kindergarten staff. In the Päikky Kindergarten application, the person's identification is marked. After this, the person can activate their user

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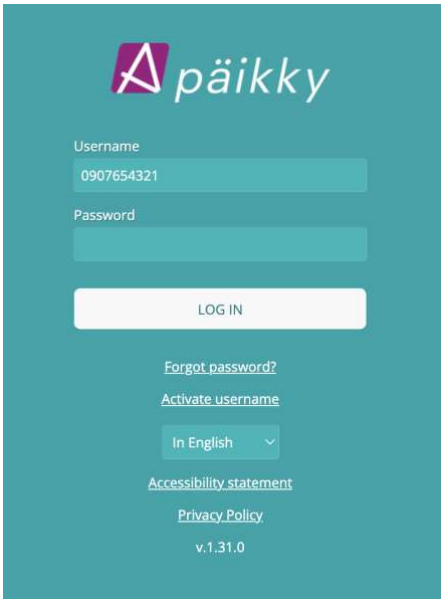
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” The authenticated person's user account does not match the logged-in user's personal identification number.”

Authentication was initiated while the application was logged in with user account X, but the personal identification number received during authentication matches user account Y in Päikky. Most likely, Päikky is being used on a family-shared device, and the previous user was not logged out before the next user began authentication.

3.2 Log in

1. Go to your service provider’s Päikky address in browser
2. Enter username (phone number).
3. Enter password.
4. Log in.



3.3 Changing password

During login, Päikky will begin to notify about password expiration by default 2 weeks prior to the password expiry. The two-week default is provider specific.

When logging into Päikky with an expiring password, users are recommended to change the password.

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Changing Password:

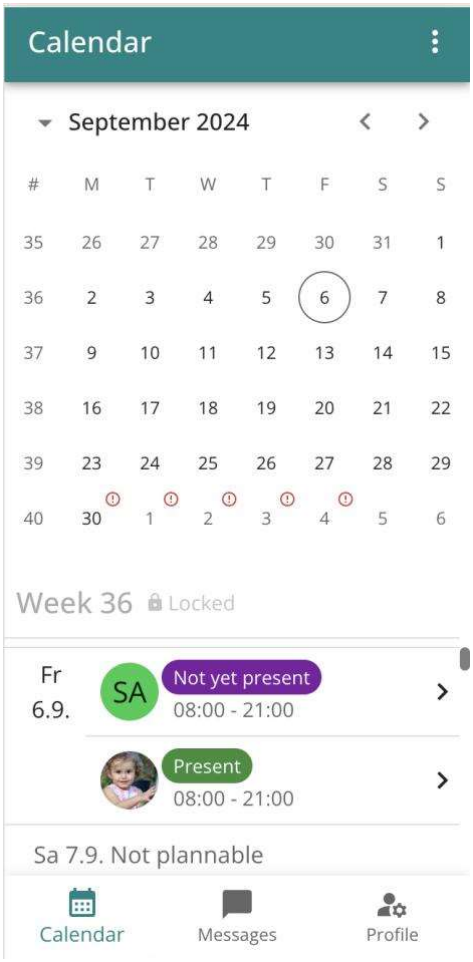
4. Enter the current password.
5. Enter the new password and confirm the new password.
6. Select 'Change Password'.

3.4 Recovering forgotten password

1. Choose ’Forgot password’ on login screen
2. Authenticate with strong authentication and you will continue to setup a new password. (Individuals without Finnish identification number must contact kindergarten to recover their password)

4 Calendar

The application includes functionalities for making children's plans (care time reservations), changing them, browsing actual entries and monitoring hourly balances.



When opened, the calendar shows the calendar view focused on today. The calendar view provides an overview of planned times in the coming week and highlights days that need planning.

4.1 Calendar view

In the monthly calendar at the top of the view, you can select the day you want to view and switch from month to month.

The monthly calendar shows days that are missing plans and that are about to lock in the near future.

The calendar also tells you by when plans for the day need to be made.
The monthly calendar can be reduced to smaller space from the arrow.

The weekly listing shows the children's plans or actual attendance for each day. For children whose entries are congruent, the information is combined into a single line.



For preschool children, the breakdown of free preschool education is shown only in the balance views. The calendar shows the child's total time, for example, between 8:00 and 16:00. In balance view 8:00-9:00,9:00 – 13:00 (fs), 13:00 – 16:00.

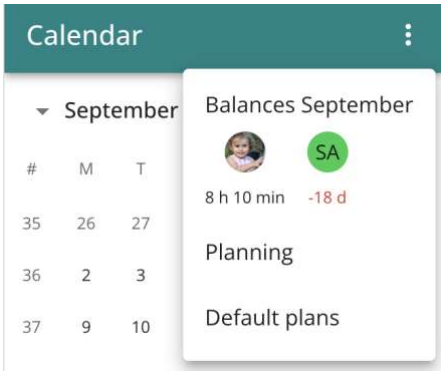
Rows with an arrow can switch to a more detailed view for that day.

From the past day, detailed view is the summary of the day's attendance.

In the case of a locked day, the detailed view reporting a change in plan.

From the day that can be planned , you move to the planning view, where you pre-select the day and children.

From a week that is still being planned , we move on to the week's planning view, where the days of the week and children are pre-selected.

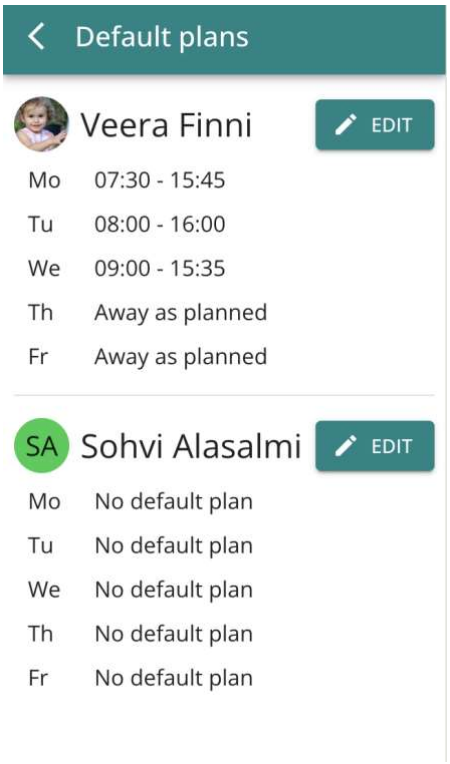


The menu in the upper right corner of the view displays the balances for the month in question (pc. 2.6 Hourly breakdown and balance calculation).
In addition, it is possible to switch to the planning view or edit the default plans for children.

4.2 Default plans

From the top menu of the calendar, you can edit the children's default plans. The default plan is used unless a separate plan has been saved for the child.

If the child's care weeks are similar or individual days are repeated, it is advisable to use the default plans to help with weekly planning.



4.2.1 Limits of the default plans

The default plan can only be set for weekdays, any weekend plans must always be made separately from the calendar.

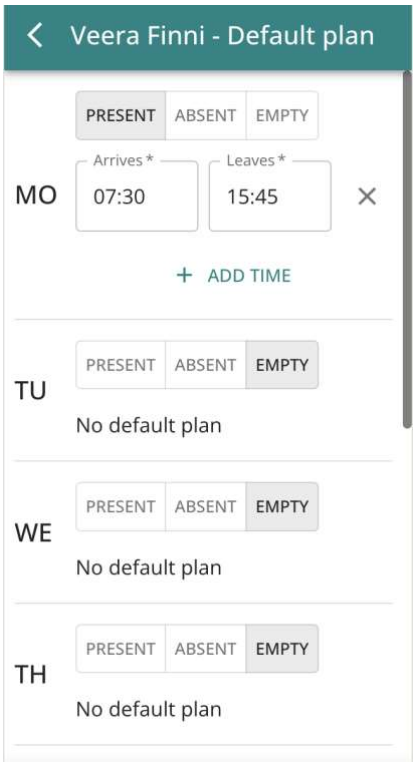
During holidays, the kindergartenmay prevent the use of default plans, in which case the days in question must be planned separately in the calendar.

4.2.2 Creating default plans

The default plan for the child is set by selecting the desired days present or absent.

For attendance days, the default plan sets the start and end times.
You can set several time slots for the day if you wish, but this is rarely necessary. Päikky separates preschool hours automatically, so there is no need to make a default plan in several parts.

You don't have to set a default plan for every day, you can leave some days blank. Empty days should be planned weekly in planning views.

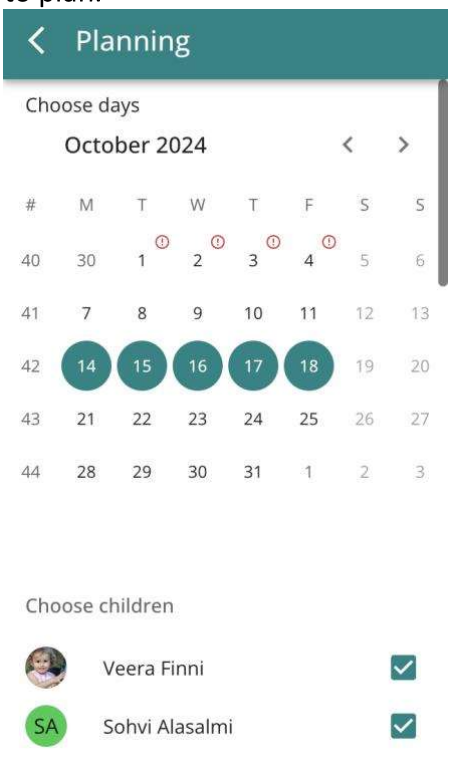


The default plans should be updated as the service needs change.

4.3 Planning

The resourcing of early childhood education and care is strongly based on plans made in advance by the guardians. Based on these, the daycare centre staff organises activities, meals and shifts.

At its simplest, plans are made by moving from the calendar screen to the week or day you want to plan.



The design view consists of **four** parts

From the selection of days to plan in the form of a monthly calendar, from which the days to be planned are selected. You can choose days according to your needs and also from several months.

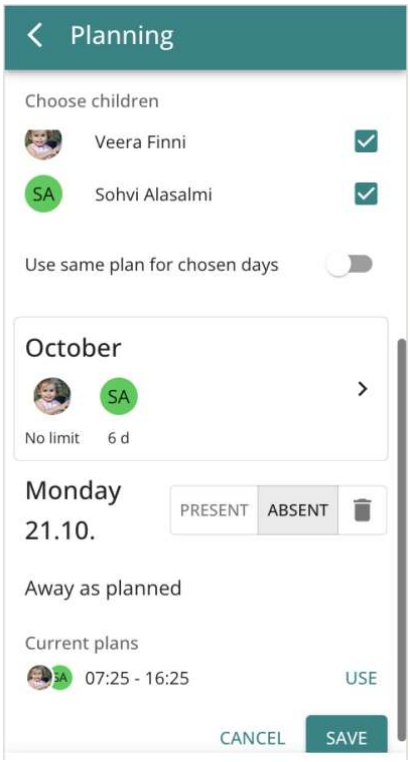
The first image pre-selected the weekdays of the week, because we moved from the calendar to planning through the week heading. You can also select a single day (Figure 2) or several desired days (Figure 3) from the calendar. More examples in a later paragraph.



Selection of the children, in which the children who are the subject of the plans are selected. The same plans are saved for all selected children.

Month headers showing the balance for the month per child.

A list of days for which planning is being done.



For each selected day, either attendance (Present) or planned absence (Away) is selected.

In the case of an attendance day, the Arrival and *Departure* fields are entered with the times between which the selected children are in early childhood education.

Arrival and *Departure* times can be set in five-minute increments and a day can consist of several attendance periods. The hours of the day are limited so that it is not possible to save time outside the opening hours allowed by the daycare centre for a child.

The Arrival and Departure fields are pre-populated if children have an existing plan.

Current plans will be shown separately if the selected children have different plans for the day. One of these plans can be set as a plan for the day or you can enter a completely new plan.

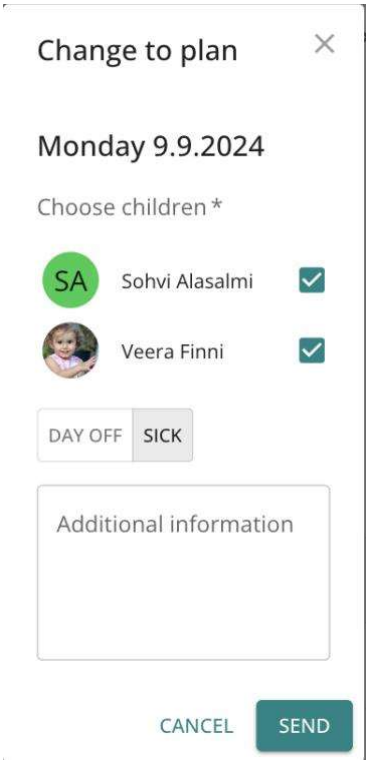
If you are saving the same plan for each day of the planned period, you should select the option **"Use the same plan for selected days".** In this case, the same plan will be saved for all selected days.

Remember to save the plans made by clicking *the "Save"* button.

Possible errors and exceptional situations in planning

The application reports errors in the plan in red text. Mistakes could be, for example, that a day can be planned or for some children (e.g. weekend or holiday time when children are placed in different groups). In this case, the plan must be made for these days separately for the children.

4.4 Change of plan



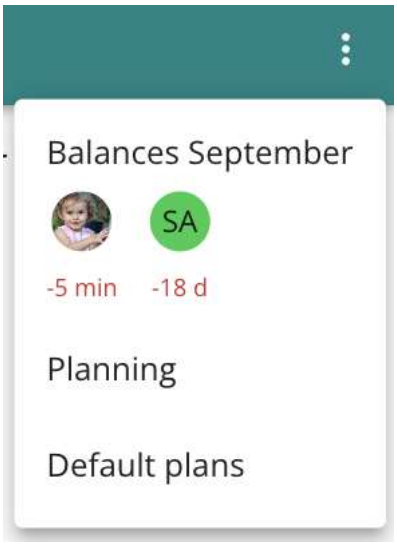
For a day that has already been locked, a change can be made to the plan if the planned attendance is suddenly cancelled, for example due to illness. The change can only be made to report a sudden absence.

The change is made by selecting a future but already locked day in the calendar view. You can change the current day until the employee has made attendance notes for the child.

The change can be made to one or more children at once, depending on their plans.

The reason for the change can be absence or illness. Additional information can be provided for the change, which will be sent as a message from the child in Päiky for information.

4.5 Contract details and balance views



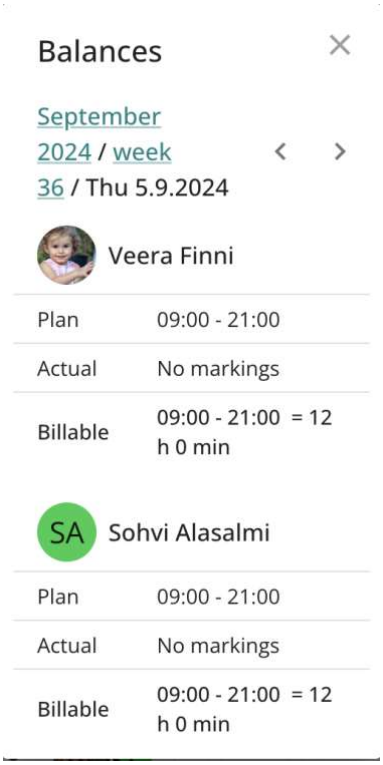
For children whose need for early childhood education is limited to a certain number of hours or days per month, the app tracks the remaining hourly balance. A typical service requirement could be, for example, 140 hours per month or 10 days.

Balance refers to the remaining hour or day balance in Päiky. The balance for the month is displayed in the calendar and planning views. In the example, the first child still has 3 hours and 20 minutes available. On the second child another five days.

If the balance is negative, the child has used the service more than the need for the service and used the service more than the service need would have allowed.

Children with no defined service need will see "No limit".

4.6 Balance calculation and balance view



The balance is calculated for the month by taking into account all days and their planned and actual treatment times in accordance with the provider's rules. From the monthly balance information in the calendar and planning view, you can open a detailed breakdown of hours, which opens the balance calculation.

In the hourly breakdown, you can view the care times of all children and their composition by month, week and day. The example shows Veera's and Sohvi's hourly breakdown for the day 6.8.2024. The number of hours billed for that day is calculated on the child's balance.

For actual days, planned and actual hours are taken into account in the billable value of the day. For future days, saved plans and default plans are taken into account. In other words, the number of hours per month is specified daily when the actual treatment time of the past day is taken into account in addition to the planned time.

Billable hours take into account possible free services, such as pre-primary education.

An hourly value is calculated for absences according to the provider's rules. Typically, the value of planned absence is zero hours, and the value of sudden absence is the value of plans recorded for the day.

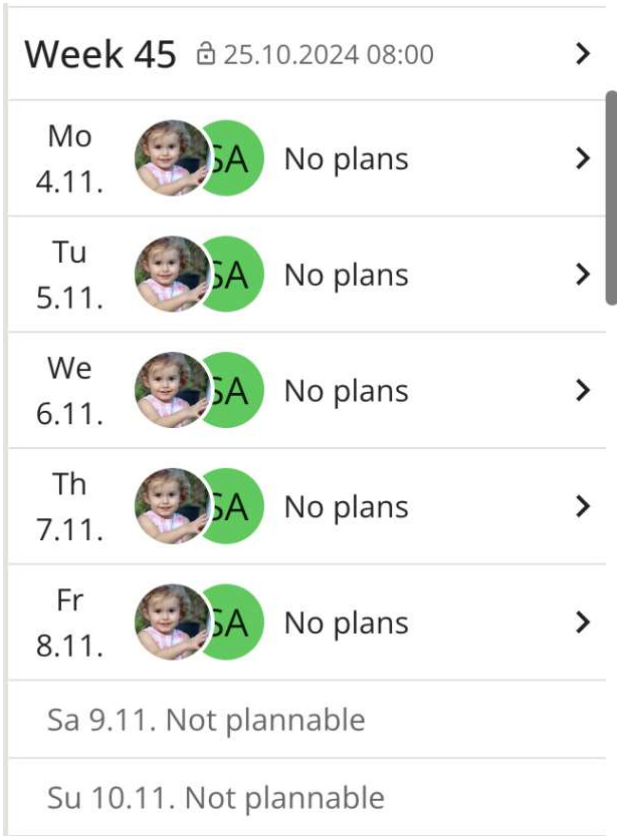
4.7 Planning examples

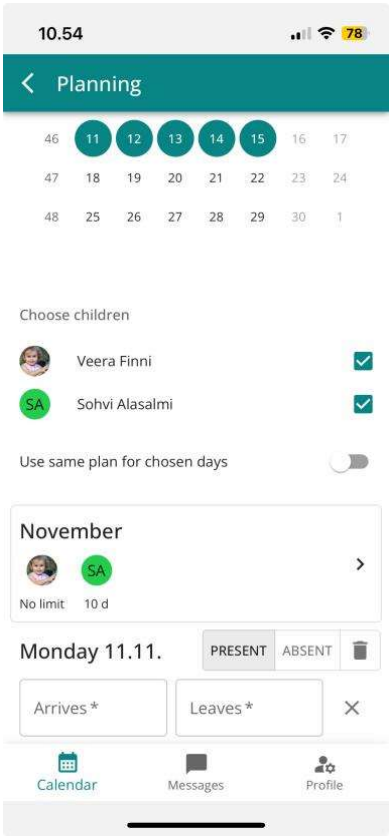
With the help of examples, the chapter presents typical situations that arise and the plans to be made for them.

4.7.1 Weekly planning

The most typical thing is to make plans for the children one week at a time.

In this case, planning begins by selecting that week from the calendar and saving the plan for each day of the week.





The plan can easily be made for several children if their plans are similar. Possible free preschool education is taken into account automatically and does not need to be taken into account when making plans.

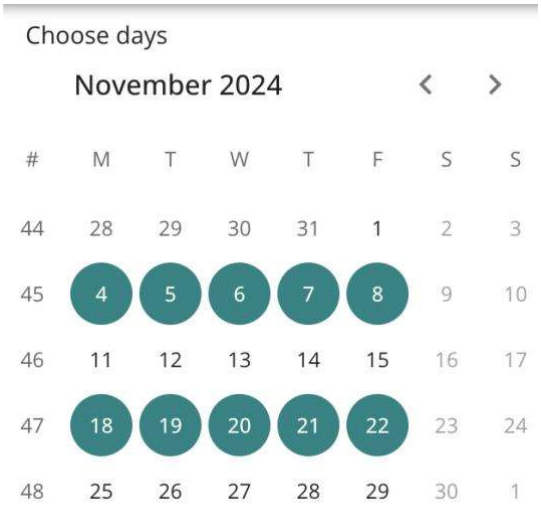
4.7.2 Regular weekly plans

When children have regular plans that repeat the same week after week, it's a recommended to use default plans. The default plans can also be used if some days of the week are always the same.

For example, a child always has Thursday and Friday off, so a "Planned absence" is made in the default plan for these days. Every week, Monday, Tuesday and Wednesday of the child are planned separately.

4.7.3 Planning on alternate weeks

If you want to plan several weeks for your child at once, you can select them from the planning view at once and plan them.

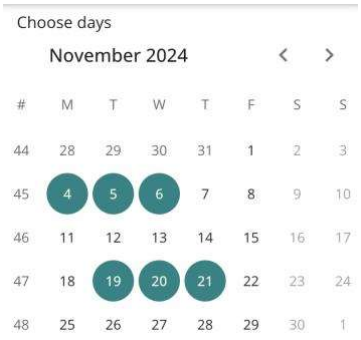


In this case, it is advisable to start planning by selecting "Planning" from the menu in the calendar view.

And choose the desired weeks to plan. Weeks 37 and 39 selected in the picture.

4.7.4 Planning for regular shifts

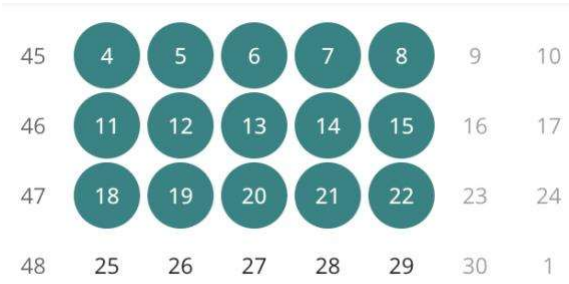
When planning is to correspond to three-week shifts, for example, morning shifts can be planned at once by selecting morning shifts from the calendar and making plans for them.

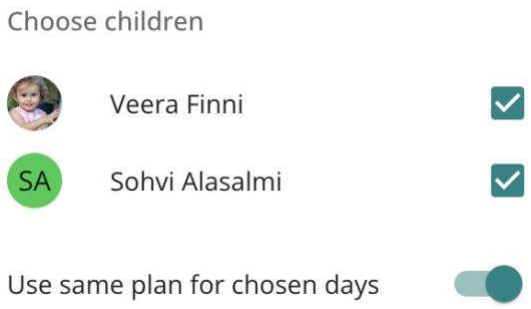


Next, evening shifts for the period etc. can also be planned.

4.7.5 Longer absences

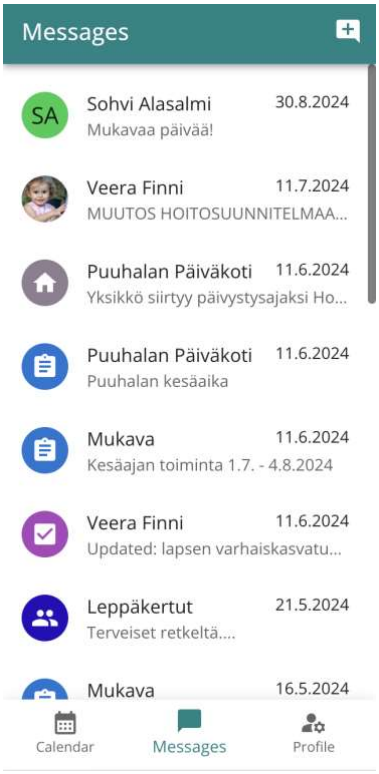
If the child is absent for a longer period, it can be easily reported from the calendar by selecting the time period, children and absence. In this case, the option *"Use the same plan for selected days" is also used*. You can choose days for several months, so you can report an absence that lasts the whole summer at once, for example.


45 4 5 6 7 8 9 10
46 11 12 13 14 15 16 17
47 18 19 20 21 22 23 24
48 25 26 27 28 29 30 1


Choose children
Veera Finni
SA
Sohvi Alasalmi
Use same plan for chosen days

5 COMMUNICATION

The "Messages" tab in the application contains all communication related to early childhood education. Communication in Päikky consists of announcements, messages, and surveys with responses.



In the Communication view, you will find children's messages, kindergarten and group messages, announcements, and surveys with responses, all listed in chronological order.

Icons in the Communication view:

Bulletin Unanswered survey Answered survey Message from kindergarten

Message from caregroup SS Messaging for child (avatar by childs initials or picture)

5.1 Kindergarten and Group messages

Messages from the kindergarten and groups are organized into separate message threads. In these threads, both kindergarten and group parents' messages can be easily found. Messages remain visible to guardians even if the child's placement in a group or kindergarten has ended. Guardians cannot reply to messages from the kindergarten or groups.

Educators can also add multiple pictures and attachments to messages, which will be visible in the conversation.

5.2 Bulletins

Early childhood education can publish announcements for the entire organization, kindergartens, and groups. These announcements are visible to guardians based on their children's placements. Announcements can include links and attachments.

Announcements are visible to guardians if the child has an active placement in the specific kindergarten or group. Announcements are marked with a blue announcement icon.

5.3 Child's Messages

Child-specific messages are collected in a separate message view accessible by selecting the child's name from the list. In this view, you can see the child's entire message history. All child messages are visible to all guardians and educators. You can also send a new message to the child from this view.
Using the "Send Message" feature on the main page of the application allows you to quickly send a message related to your child. "Send Message" takes you to the child's message view, where you can compose your message.

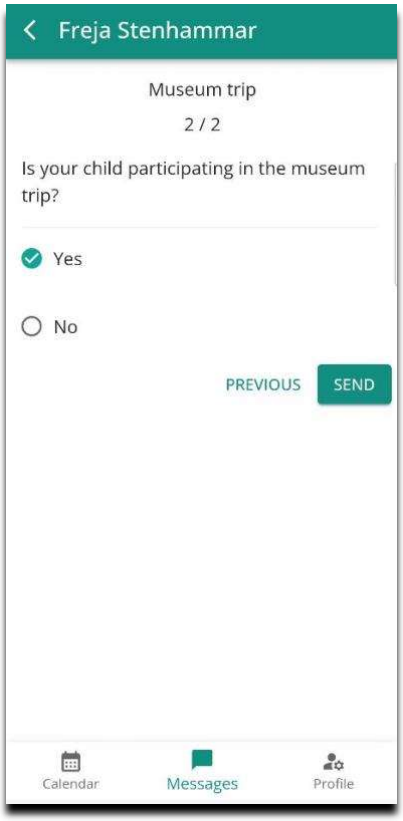


Guardians can delete messages they have sent themselves, but not messages sent by other users. Message deletion can be done by selecting the message and using the trash icon that appears.

5.4 Surveys

Unanswered surveys:

Surveys targeted at a guardian's children that have not yet been answered are visible in the communication view for the guardian to
respond to.
Each survey can have one child-specific response.



Unanswered surveys disappear once the survey response period has ended.

Survey answers:

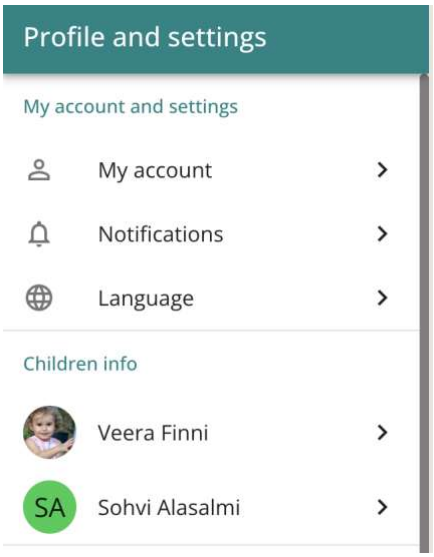
Guardians can see their previously given survey responses until the survey has been archived by staff members. If there is still time left to respond to the survey, guardians can change their previous responses.

Notification of pedagogical document:

A new pedagogical document or an update published by the kindergarten will appear as a survey with a link to the document in PDF format.

6 Profile

The third tab in the application is the user's profile, which contains the user's own information, as well as information about their children and application settings.

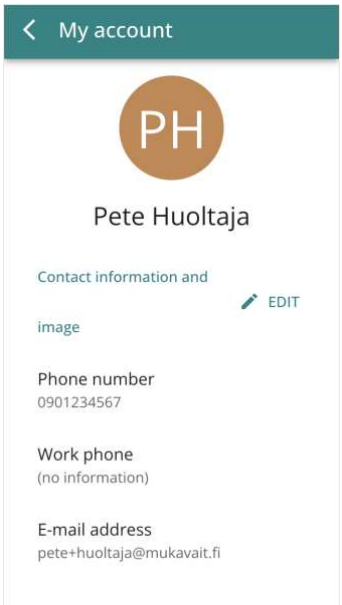


6.1 My account and settings

In My account and settings, you can check your contact information, choose the language of the application and how you want to receive notifications about things concerning your children in Päiky.

6.2 My account

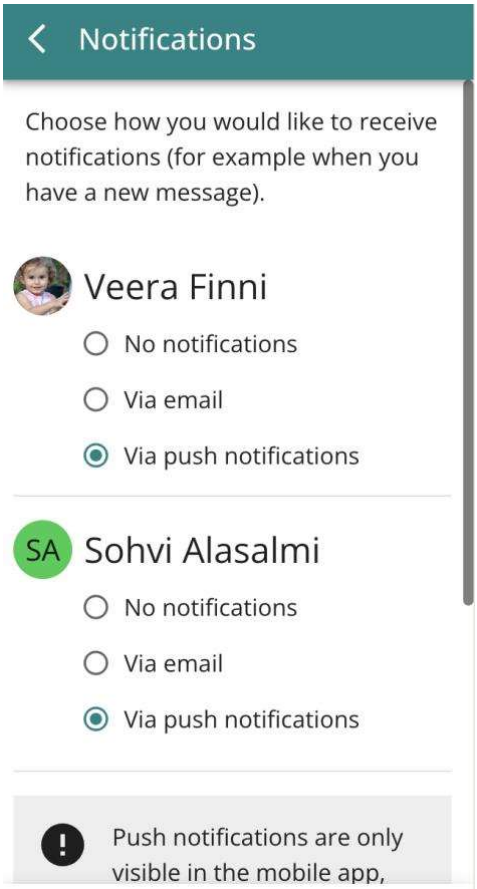
The guardian's contact information includes a phone number, work phone number and email address, as well as a possible guardian's photo.



The guardian's picture can be changed, but some service providers can also edit their contact information in the application.

6.2.1 Notifications

You can choose how you want to receive notifications about your children on the Service. Päikky sends notifications about e.g. new messages, reminds of answerable inquiries and missing appointments.



Notifications can be selected to be sent to email or mobile app (as push notifications). Notifications sent to the mobile application require that the user has the Päikky application installed on the phone.

When notifications in the mobile application are selected, new notifications will appear in the phone's "curtain", as in WhatsApp, for example.

6.3 Language

The guardian can also set the language of use of the application. The language of the application changes immediately without re-login.

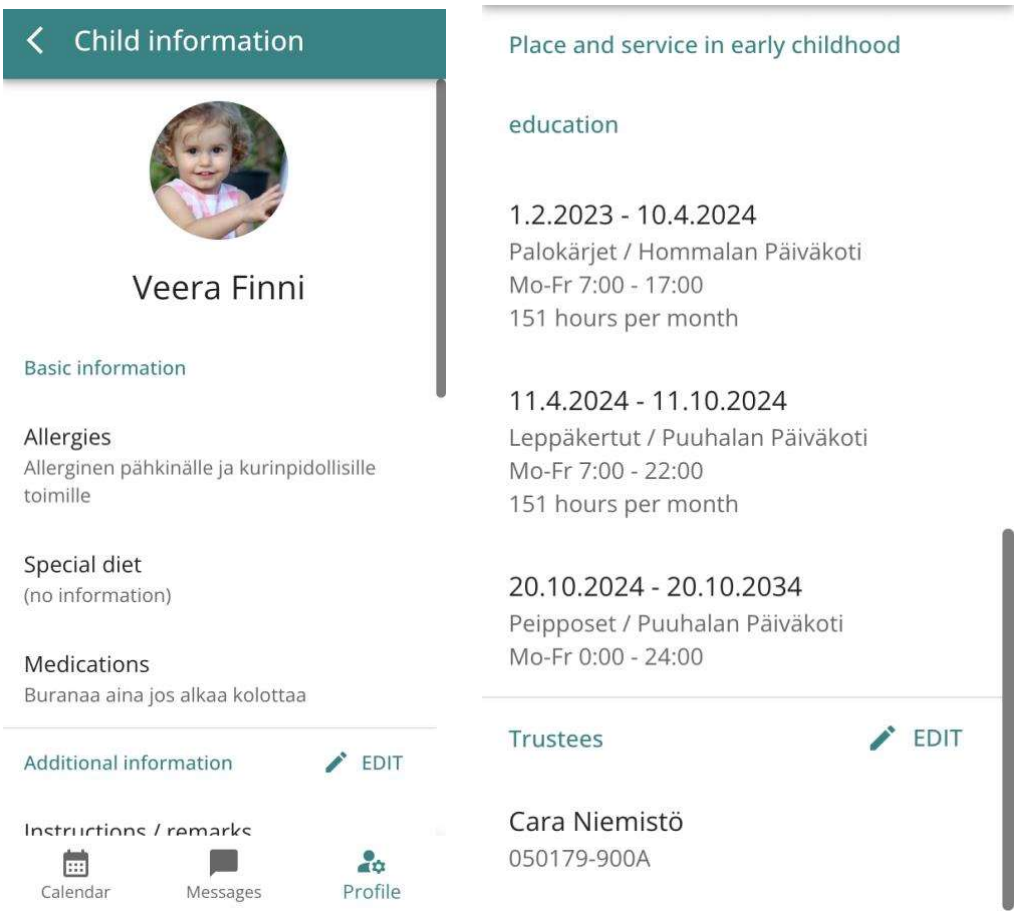
6.4 Childs' information

In the app, you can see and edit basic information about your children.

The service provider selects which information can be edited, but always at least the "Care instructions/observations" field can also be edited by the guardians.

The image of the child can only be set by the kindergarten.

Guardians can add and remove trustees for a child. The name and telephone number of trustee are recorded.



6.5 Others

Instructions contain this document.

Terms of use include the privacy policy and terms of use maintained by the application provider.

Privacy Policy is the early childhood education service provider's own privacy statement for the service.

Accessibility statement contains information on the accessibility of the application and the possibility to give feedback on accessibility.

Review and Feedback gives you the opportunity to send feedback on the Päikky application and its operation.

New in this version Includes information about changes in the latest version and new features.

6.6 Log out

You can log out of the service.

7 UPDATING THE APP

The Päikky Guardian application updates automatically if automatic updates are enabled in the phone settings, either always or only when using Wi-Fi.