

# How to get started with Päikky

Your early childhood education provider is using the Päikky system, which lets you mark your child's care needs and handle communication with your kindergarten electronically.

This is a guide to help you get started with the service. Welcome to the Päikky family!

## Username registration - first time logging in to Päikky

Your early childhood education provider has created for you, as guardian of your child, a username based on your mobile phone number. You must activate this username by identifying yourself using "strong" methods (online banking credentials or mobile certificate) and setting a password. Each guardian should have their own username. Guardians cannot see each other's contact details, but all information about a child is visible to all his/her guardians.

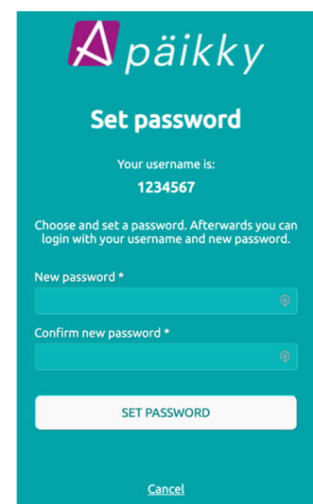
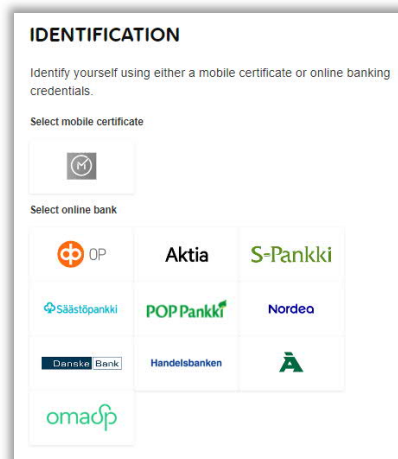
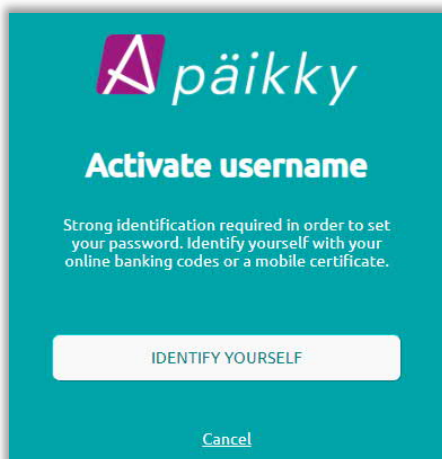
You can use Päikky Guardian on a computer, smart phone or tablet. The Päikky Guardian web app works with the most common browsers. Fully supported browsers are: Google Chrome, Mozilla Firefox and Safari. The Päikky Guardian mobile app works with Android and iOS phones. It can be downloaded from the Play Store (Android) and the App Store (iOS).

During strong identification your personal ID number from the national information registry is compared to your ID in the Päikky system. If the system has a guardian with that ID, the username is activated. After identification is completed, you are returned to Päikky Guardian to set a password.

Your password must meet your provider's requirements, which may vary depending on your provider. A good password typically has at least 8 characters and contains at least two letters, one number and one special character ( . , ; > \* - + = ! ? @ \$ & ( ) / ). Your password will usually be valid for 180 days, but this may also vary by provider.

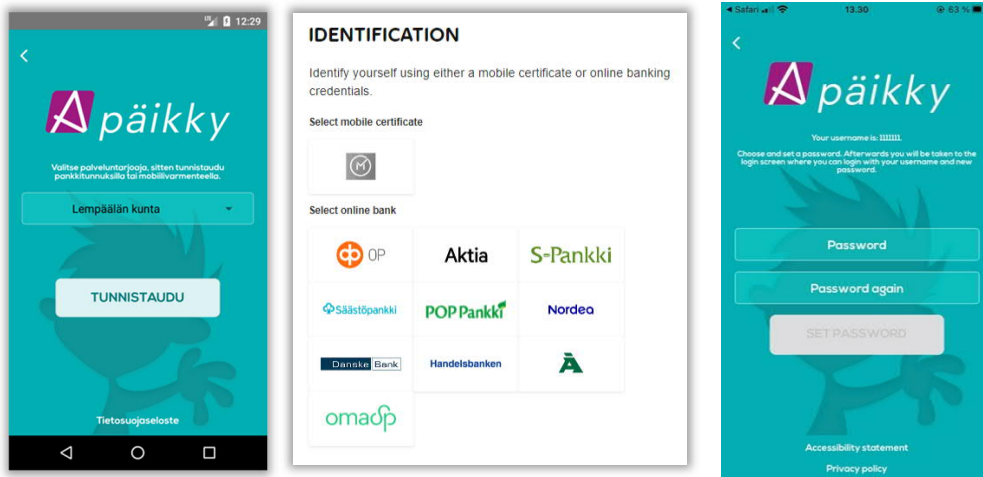
## Activating your username with the Päikky Guardian web app

1. Open a browser and go to the internet address <https://nurmijarvi.paikky.fi>
2. Choose **Activate username**.
3. Choose **Identify yourself**.
4. Follow instructions in identification screens.
5. Write the password of your choice in the proper spaces.
6. Choose **Set password**.



### Activating your username with the Päikky Guardian mobile app

1. Open Päikky Guardian mobile app.
2. Choose **ACTIVATE USERNAME**.
3. Choose provider from the list and then choose **IDENTIFY YOURSELF**.
4. Follow instructions in identification screens.
5. Write the password of your choice in the proper spaces.
6. Choose **SET PASSWORD**.



If the system does not find a guardian with the ID returned during identification, the username will not be activated. In this case Päikky Guardian will ask you to contact your provider to check that your information in the system is correct.

For more information, please contact 040 317 2660 or 040317 2208.

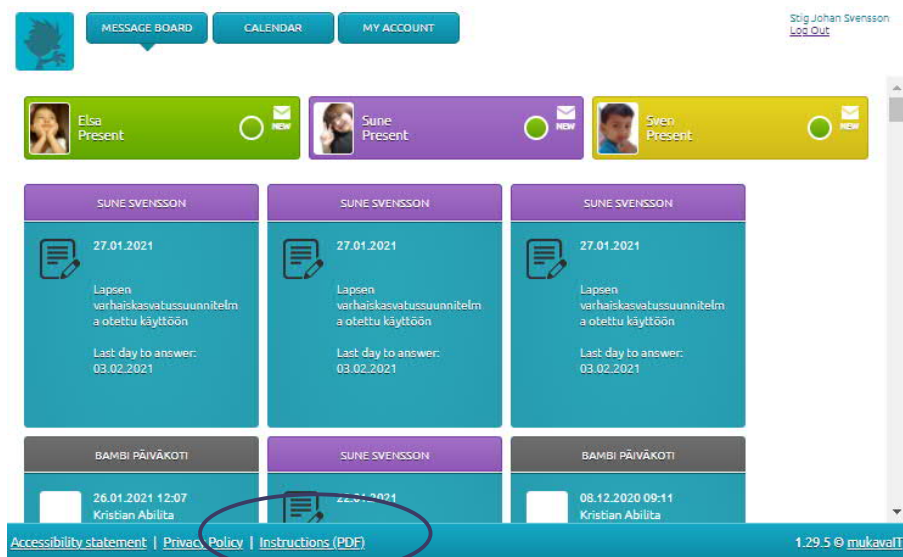
### If you don't have a Finnish ID number

Persons without a Finnish ID number cannot strongly identify themselves electronically in Finland.

In this case please contact 040 317 2660 or 040317 2208.

### How to use Päikky

After logging in to the Päikky Guardian web app, you can download a user's guide in PDF format. The link is in the lower left corner.



### Marking your care needs (more detailed instructions in user's guide)

You can mark your child's care needs and absences for the coming weeks electronically. Next week's calendar is open until Monday at 24:00. After this, reservations can no longer be made. You will get a reminder about missing care needs. A reminder will be sent via SMS on Monday at 8 p.m.

The web app lets you mark care needs in 15-minute increments. The mobile app for iOS also uses 15-minute increments, and the Android version uses one-minute increments.

It is not necessary to separate preschool time. Päikky will separate any care needs automatically into free-of-charge preschool and paid early childhood education. You cannot leave out the preschool time.

The calendar shows the deadline before which plans for each day should be registered. You can make changes at any point before the day is locked. After the deadline the day becomes locked.

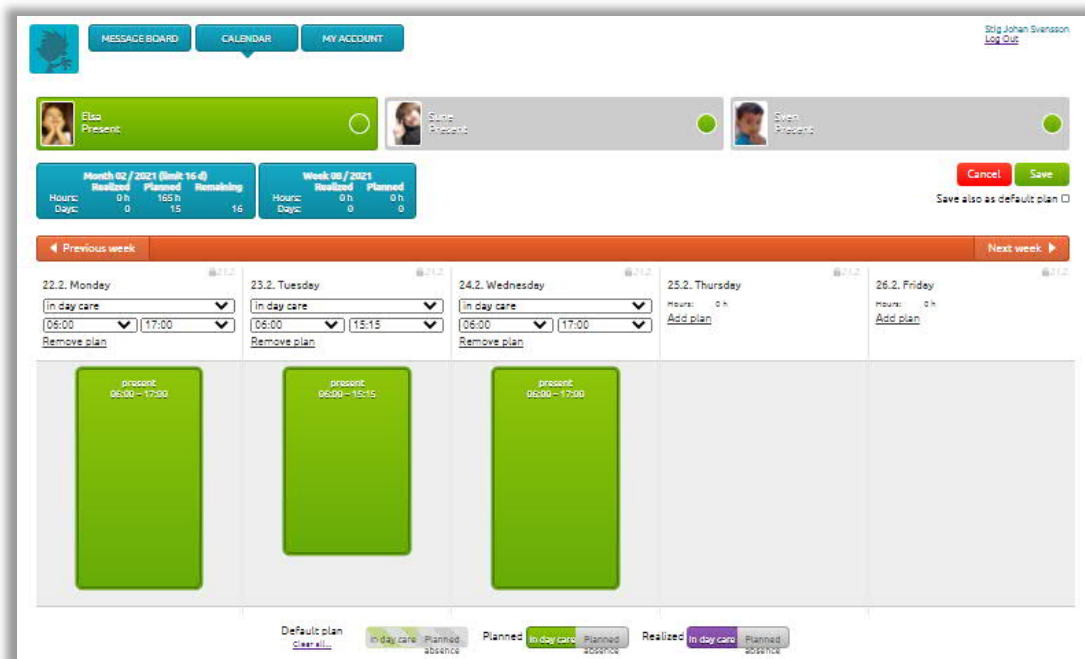
### Marking care needs with the web app

1. Login to Päikky Guardian. If you write your password wrong five times, it will lock for 15 minutes.
2. Choose **Calendar**.
3. Plans are made for each child for the open calendar. Choose **Add plan**.
4. Choose "In day care" or "Planned absence" and set the begin and end times. Make a plan for each day.
5. Choose **Save**.

You should save a plan for each child. You can also copy a plan to other siblings. Copying a plan is only possible if the siblings' groups have the same opening hours.

If your care needs are the same each week, save a default plan for the child. When a child has a default plan, your care needs will be registered automatically according to the default plan. Possible changes to the default plan must be made before the calendar becomes locked.

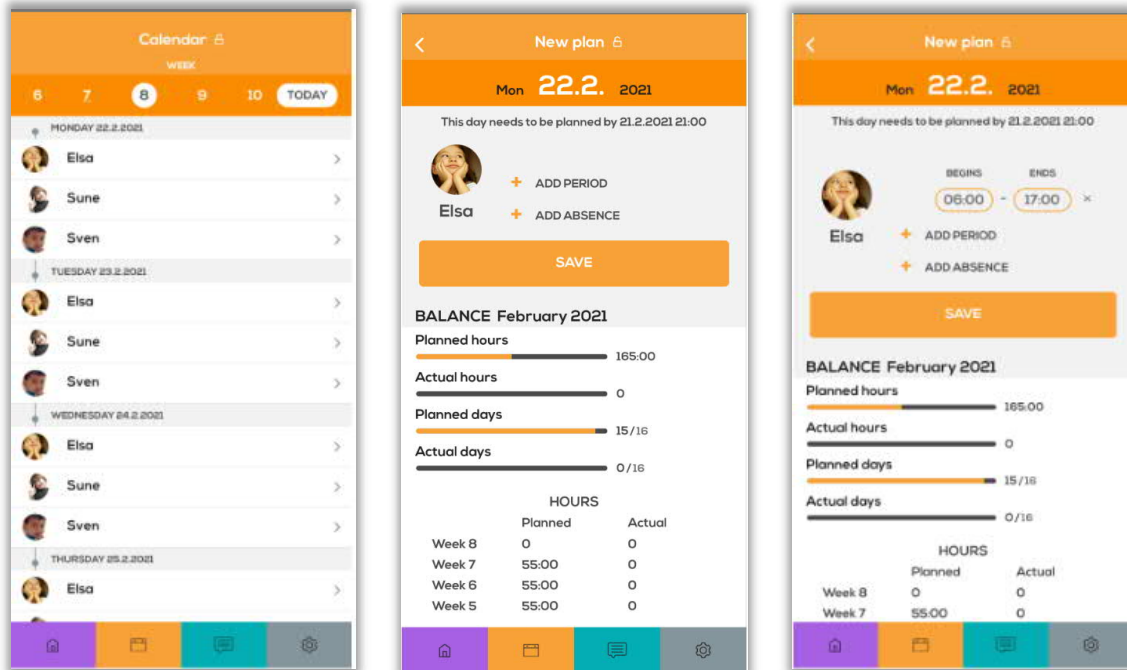
Copying a plan to a sibling and saving a default plan are currently only possible using the web app.



### Marking care needs with the mobile app

## Päikky Guardian - instructions for guardian

1. Open the calendar (**orange** button).
2. Choose the week to be planned.
3. Choose the proper child's row to bring up the "New plan" screen.
4. Choose "ADD PERIOD" or "ADD ABSENCE".
5. Set the begin and end times. Tap on the time to change it.
6. Choose **SAVE**
7. Save the care needs for the next day. The app automatically suggests the times from the previously planned day.
8. Make plans for each day of the week.



If your child has a default plan and you make a change to some day using the mobile app, the other days of that week will be saved according to the default plan.

### *Making changes to a locked plan*

If a child is sick or absent for some other reason, make changes to a locked plan by choosing **Send change report** in the web app or **CHANGE TO PLAN** in the mobile app. At the same time you can send the kindergarten some additional information.

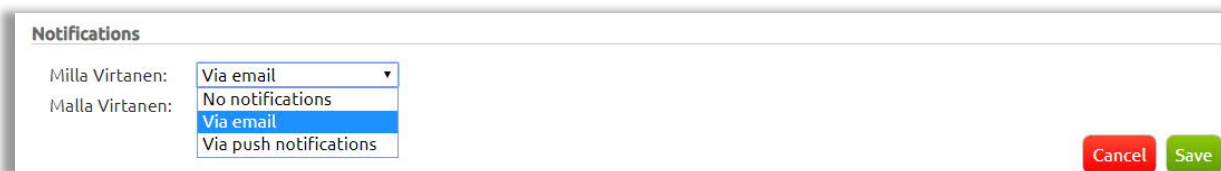
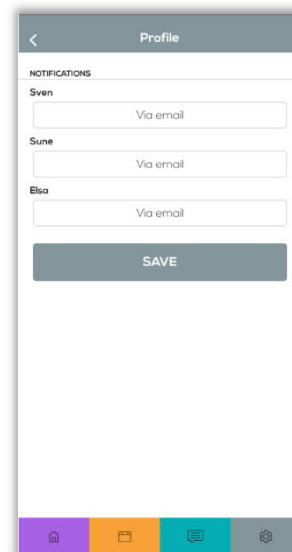
When a plan is locked you cannot use Päikky Guardian to change a planned absence into a day when you have care needs. Instead you must contact your kindergarten directly.

### Messaging with Päikky

Päikky gives you a handy way to communicate with your kindergarten. Choose **MESSAGE BOARD** in the web app, or Messages in the mobile app (**turquoise** button) to see all of your child's messages. A message may be specifically about your own child, may concern all the children in the same group or all the children in the same kindergarten. You can also send messages about your child to the kindergarten.

Choose a message to see the whole thing and see any attached pictures. You can also respond to messages, but only if they are for your child specifically. It is not possible to respond to messages concerning a whole group or whole kindergarten.

Specify how you would like to be notified of new messages. You can specify your preference from **MY ACCOUNT** in the web app or **Settings** (**grey** button) → **PROFILE** → **NOTIFICATIONS** in the mobile app.



### Forgotten password!

**If you have forgotten your password**, choose **Forgot password?** on the Päikky login screen. After identifying yourself using strong identification, you can then set a new password. If you don't have a Finnish ID number, you must contact your provider.

### More information

<https://www.nurmijarvi.fi/kuntalaisen-palvelut/lasten-nuorten-ja-perheiden-palvelut/varhaiskasvatuspalvelut/huoltajan-tietopankki/paikky/>