



### Download and install the Parent App

You can download the app for free from the Apple Store (Apple) or the Google Play Store (Android). Search 'OuderApp van Konnect' for the right app. If you haven't got a smartphone or tablet, then go to <https://morgen.ouderportaal.nl>

**Logging in for the first time:** Go to <https://morgen.ouderportaal.nl> to login for the first time. To login, you will need your customer number. You'll find this number in the emails you received from us or in your childcare contract. Your customer number is your username for the app (URL = **morgen.ouderportaal.nl**). When you're on the <https://morgen.ouderportaal.nl> website, click on Forgot password ('Wachtwoord vergeten') and follow the instructions. A new password will then be sent to the email address you have given us.

**Useful:** You can already use the app 4 weeks before your first childcare day!



### Parent App rules - Childcare

**Reporting absence:** Under 'My child' in the Parent App, you can unregister your child via 'Report absence' (top). If you unregister your child during school term before 8:00 via the app, you will receive a credit for this (Compensation for absence). After 8:00 you can no longer unregister your child via the app. You need to call the pedagogical team or send them a message.

Note: if you unregister after 8:00, you will no longer receive any credit for this day of absence.

**Requesting an extra day:** If you need an extra day of childcare, you can request this via 'Agenda' in the Parent App. You can request an extra day by clicking on the notepad icon at the top right of the screen. If you don't have enough credit to pay for the extra day, it will be invoiced to you separately. This is stated clearly in the request under Invoicing: billing.

Note: We cannot guarantee placement for any extra days requested. Availability and applicable laws and regulations will determine if your request is approved by the childcare centre.

**Cancelling extra care:** If you need to cancel an approved extra day that you requested for your child, go to the 'Agenda' and click on the day in question to cancel the request. You can cancel an extra day without incurring costs up to 7 days prior to the day in question. If you cancel the extra day after this time, the credit used will expire, or the day will still be invoiced. This is unfortunately necessary due to the planned deployment of staff and the reservations we make for activities.

**Credits:** You can see your credits under 'other' in the Parent App. Later in these instructions you can read more about the different credits you have. In general, the following applies: the credits expire automatically at the end of the calendar year and also in the event of premature termination of the childcare contract. There is no

entitlement to refunds. Credits can also not be transferred to any brothers or sisters. Our childcare centres are closed on Dutch national holidays. You will not receive any credit for these days. Credit is per half hour of care.

**Compensation credit as a result of absence:** If you unregister your child via the Parent App during school term before 8:00, you will receive a credit for this (compensation for absence). This credit has a maximum of 220 half hours per calendar year. Once you have used this credit for an extra day, the remaining maximum credit you can accrue will be adjusted accordingly i.e. it does not go back up to the annual limit. After you have unregistered your child, you can use the credit for 30 days before the cancelled day, up to the end of the calendar year. Unused credit expires immediately after the end of the calendar year and also in the event of premature termination of the care contract. There is no entitlement to a refund.

You can use this credit for extra childcare. You cannot transfer the credit accrued for child day care to out-of-school care.

**Tailor made contract:** If you have a Tailor made contract (less than 52 weeks per calendar year), you have a credit 'my contract days to write off'. You are free to decide which days your child is not going to True Colors, including outside of school holidays.

If you book a day off for your child and this day off falls within one month after you apply, you will receive a compensation credit for these absent hours. You can use this compensation credit to request an extra day. If you book a day off for your child for days more than a month in advance, these hours will be deducted from your credit 'my contract days to write off'.