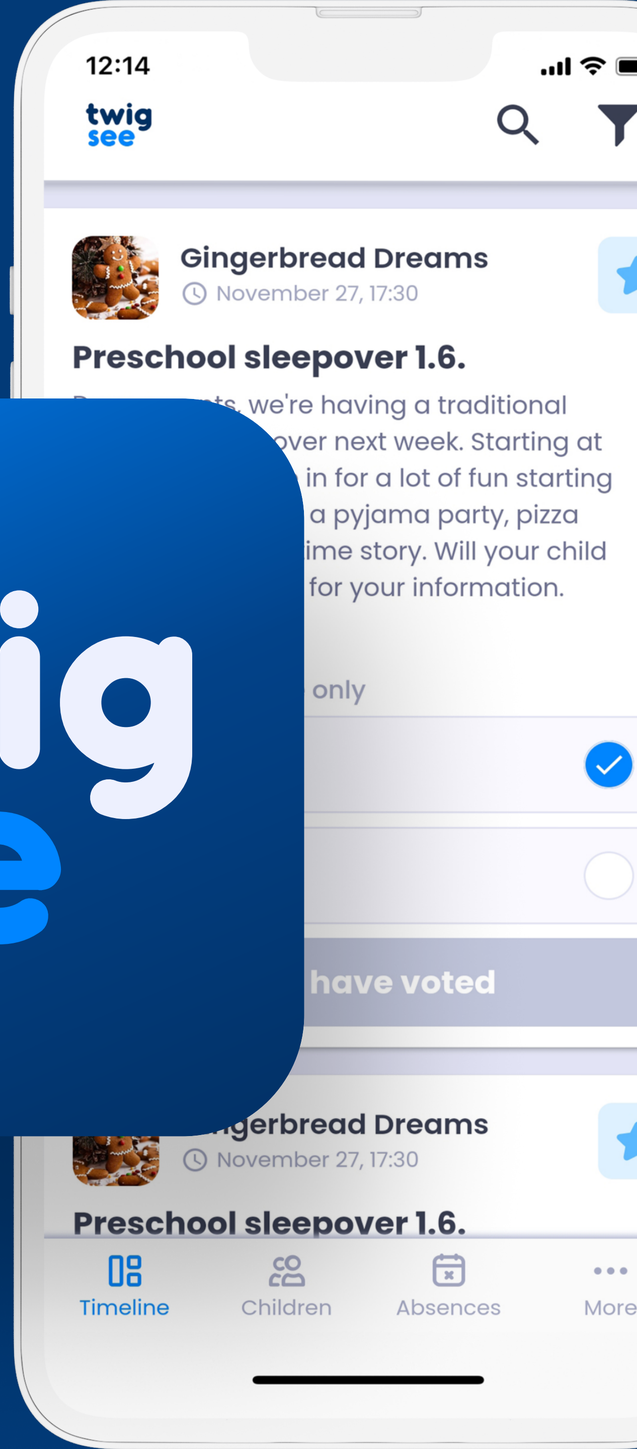
For parents

Mobile applications

twig see



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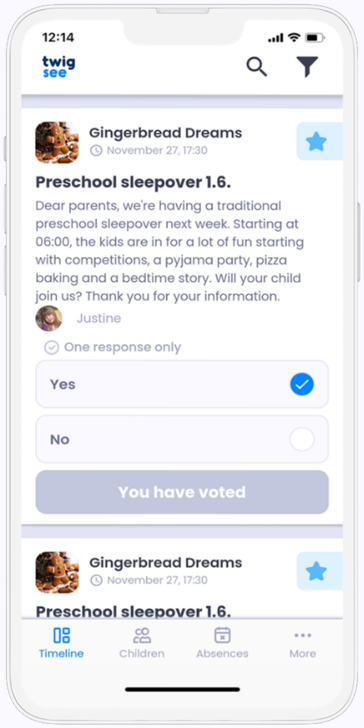
*This is a brief guide, for a detailed explanation click here.

03

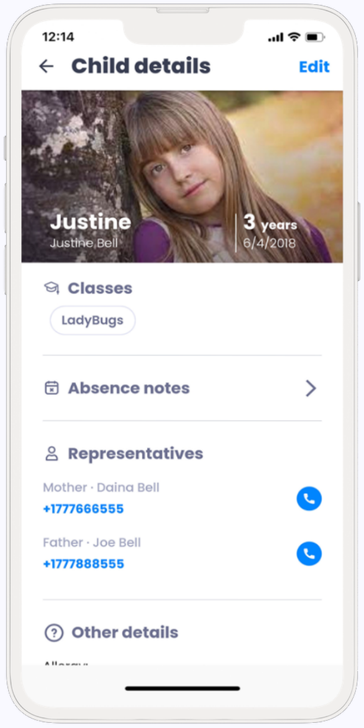
What can be found in the mobile application?

The Twigsee application is divided into 4 main sections.



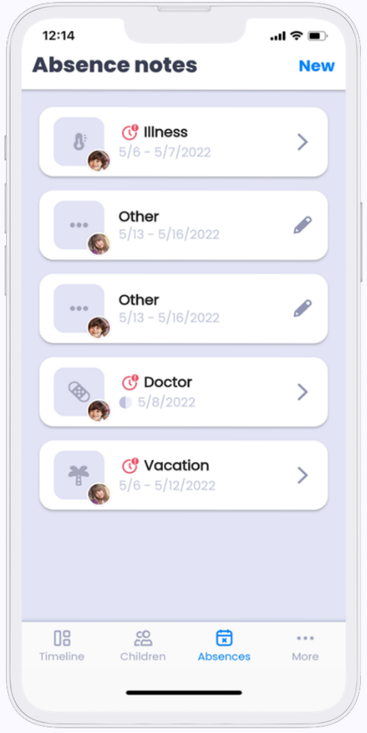
Noticeboard

Here you will see all posts and polls related to your child.



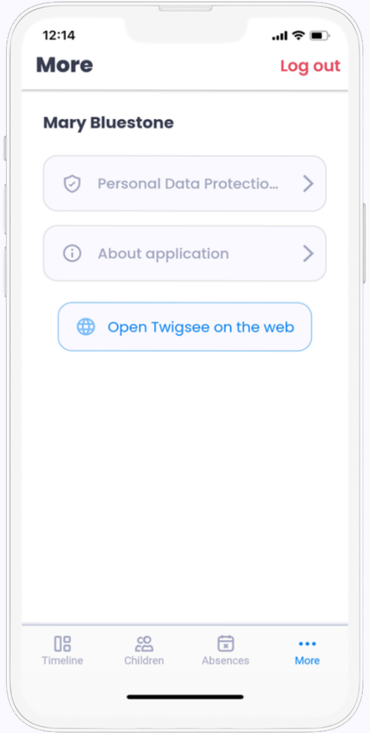
Children

In the second section you can see all the information about the children and the preschool. You can also edit your child's information here.



Excuse notes

You can excuse children through the "Excuse notes" section.



More

A section with information about GDPR, our contact details and the option to opt out.

Noticeboard

The noticeboard serves as a communication channel between the teacher and the parents.
Thanks to this feature, you can read the information from the preschool instantly.

What can you do on the noticeboard?

Vote in the polls. Get information from the nursery and download photos and videos.

How does the noticeboard help preschools?

Thanks to effective one-way communication through the noticeboard, teachers can spend more time with the children.

How does the noticeboard help parents?

You can react more easily to information passed on by the preschool.
You are better informed and can engage in conversation with your children thanks to the photos and videos from the preschool.

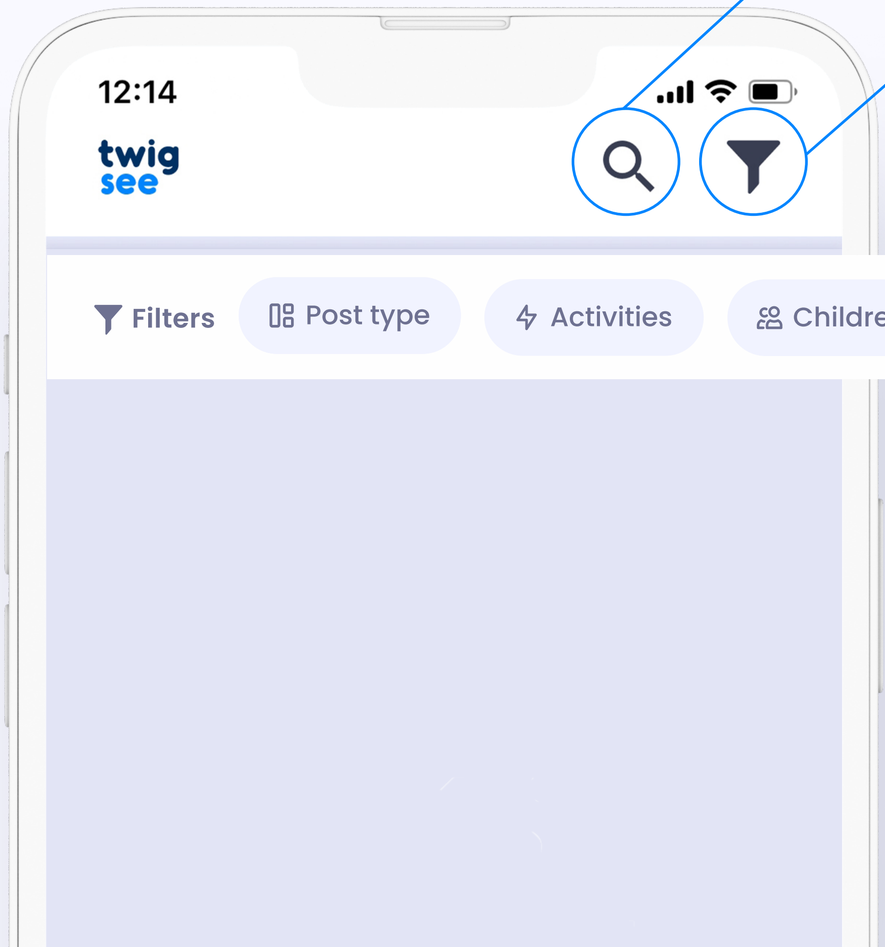
Search

With this feature, you can search for a post based on keywords in the search engine.

Filters

All posts can be filtered and sorted based on several criteria (date, post type, or author).

Upper Bar

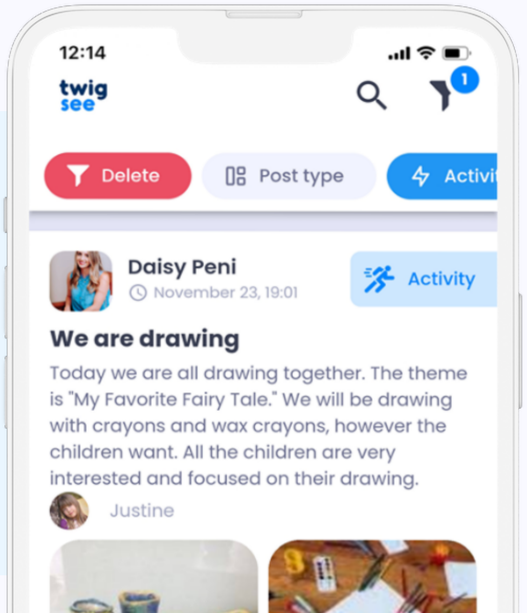


FILTERS - CATEGORIES

FILTERS ON

Active filters will be displayed in blue and the number next to the icon will show you how many filters are currently enabled.

You can return them to their original state by clicking the **"Clear"** button.



Polls

You can send responses (e.g. attendance at a playgroup) to the preschool via polls.

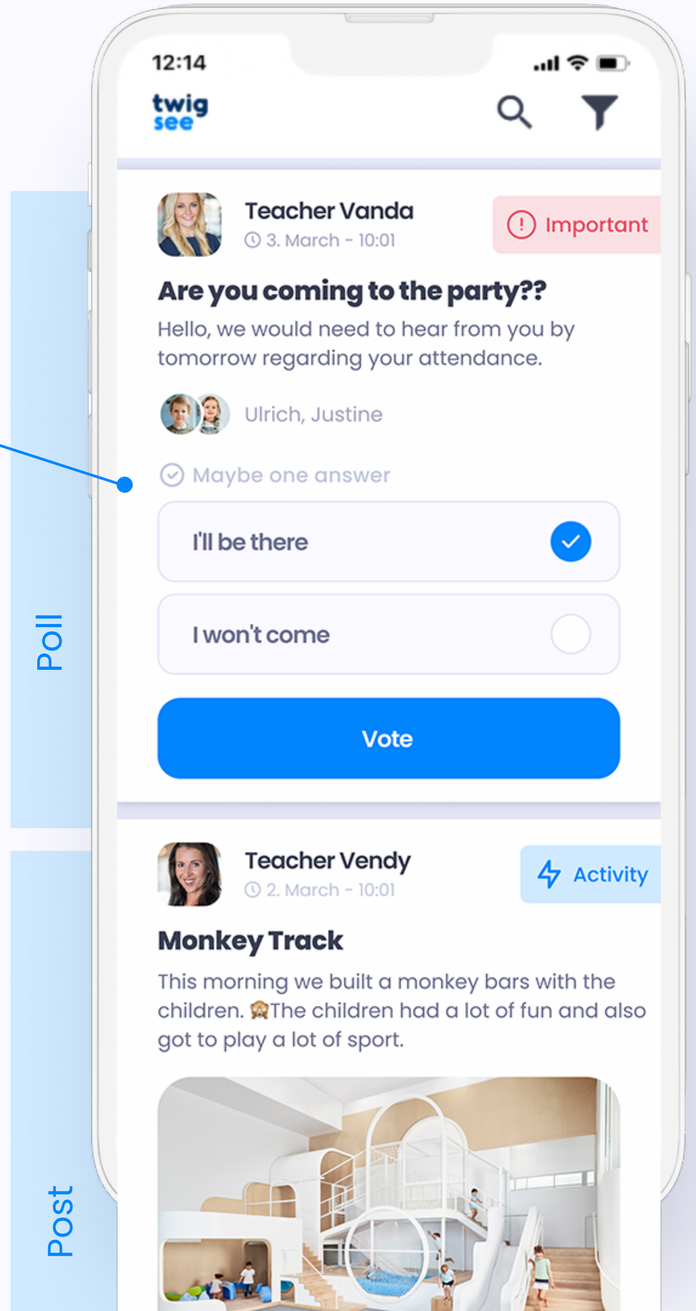
There is a separate poll for each child and you can only vote once.

If one parent has already responded, the other parent of that child will not be able to respond.

Posts

Used to communicate any information/ experience.

The preschool may send you photos, videos, or documents in addition to information.



Type of post / poll

It is easier to navigate through the submitted posts thanks to the icons indicating the type of posts.

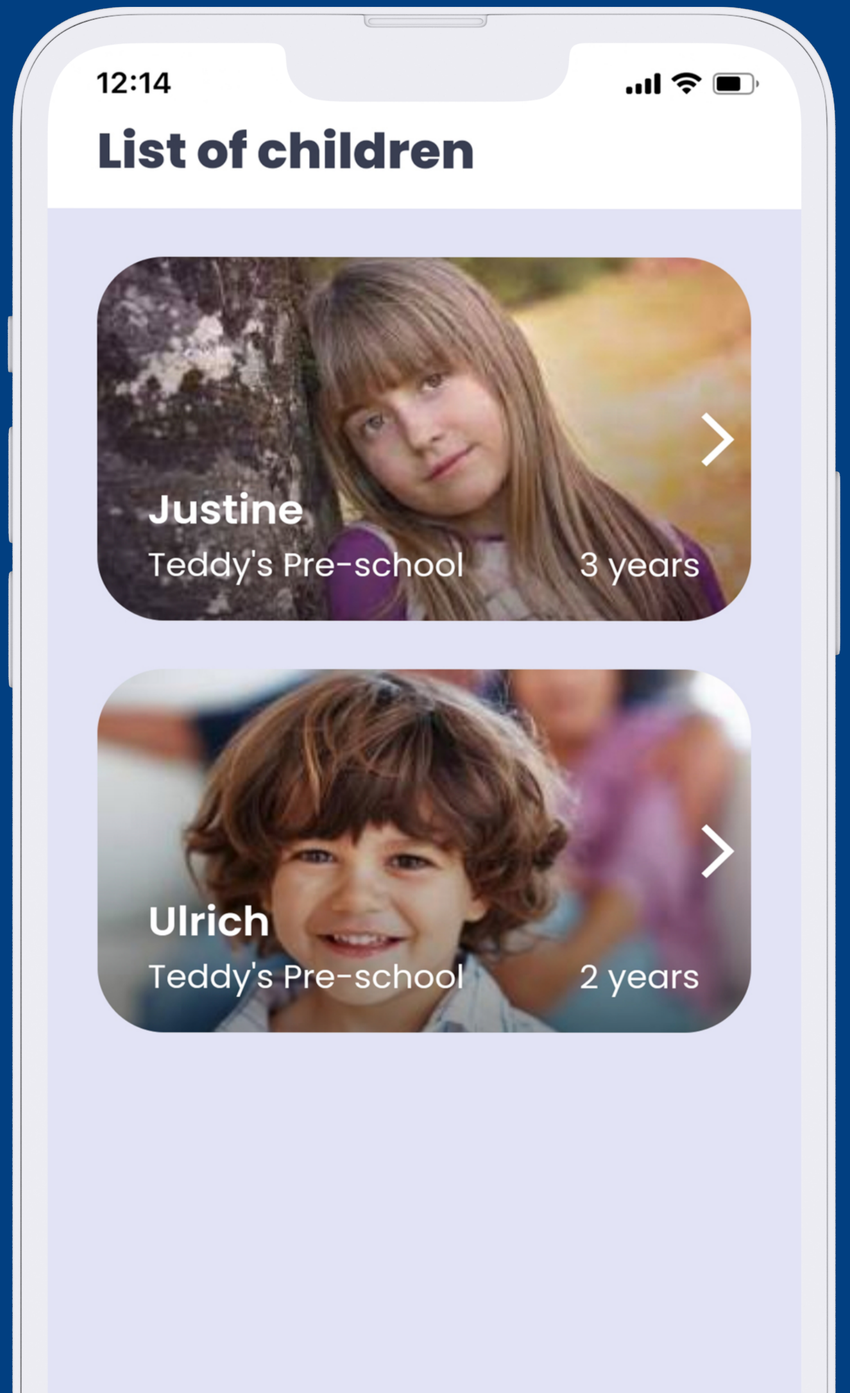
Activity | Relaxation | Finance | Special | Teaching

Hygiene | Milestone | Important | Task | Note

Children

When you click on a child's profile, you can see the following information:

- First name
- Last name
- Nickname
- Age
- Date of birth
- Courses
- Additional information (e.g. allergies)
- Legal representatives
- Persons authorized to pick up



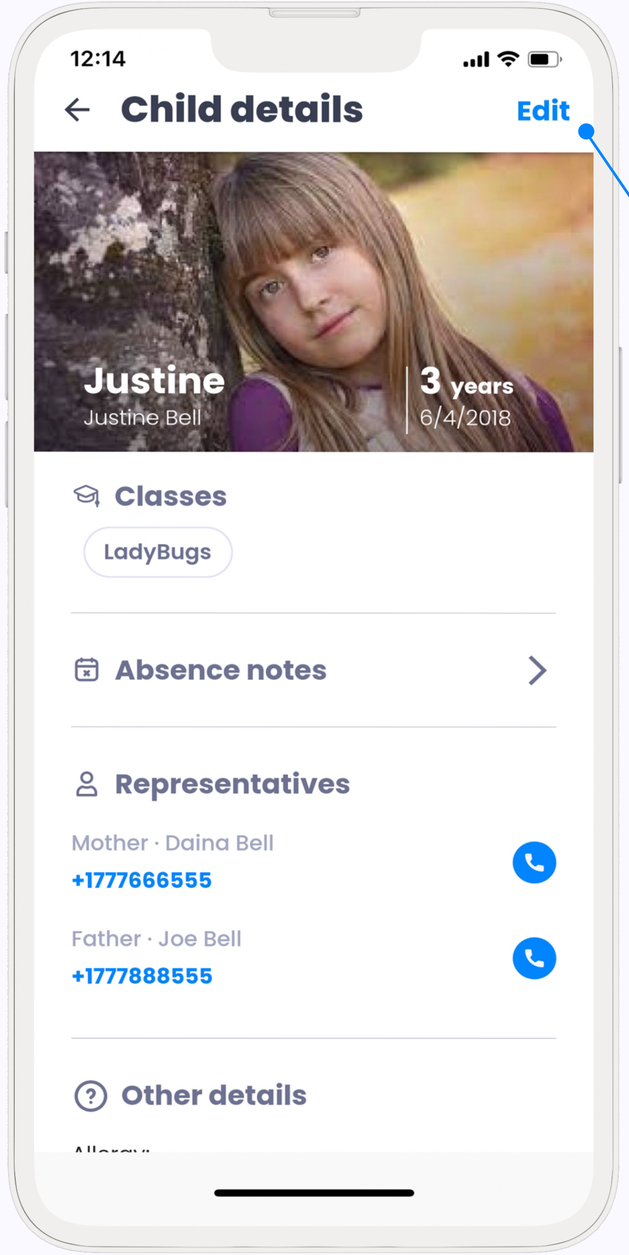
CHILD'S

DETAIL

In the child's detail you can see basic information about the child, e.g. legal guardians who you have given the right to pick up the child, allergies etc.

You can also see information about the preschool your child attends.

*If you have one child in two preschools, the child will have a different profile for each preschool, so we recommend having a different photo for each profile.



Data update

Use this link to log in to the form where you have provided additional information about your child.

You can change all the information.

In the form, you can also add additional people who will use the application.

Click here for detailed instructions.

Excuse notes

A child can easily be excused at any time. The excuse is entered into the teacher app and the kindergarten database right away.

You can create an excuse note for one or more children at a time.You can also excuse a child who attends multiple classes that use Twigsee.

Click here for detailed instructions.

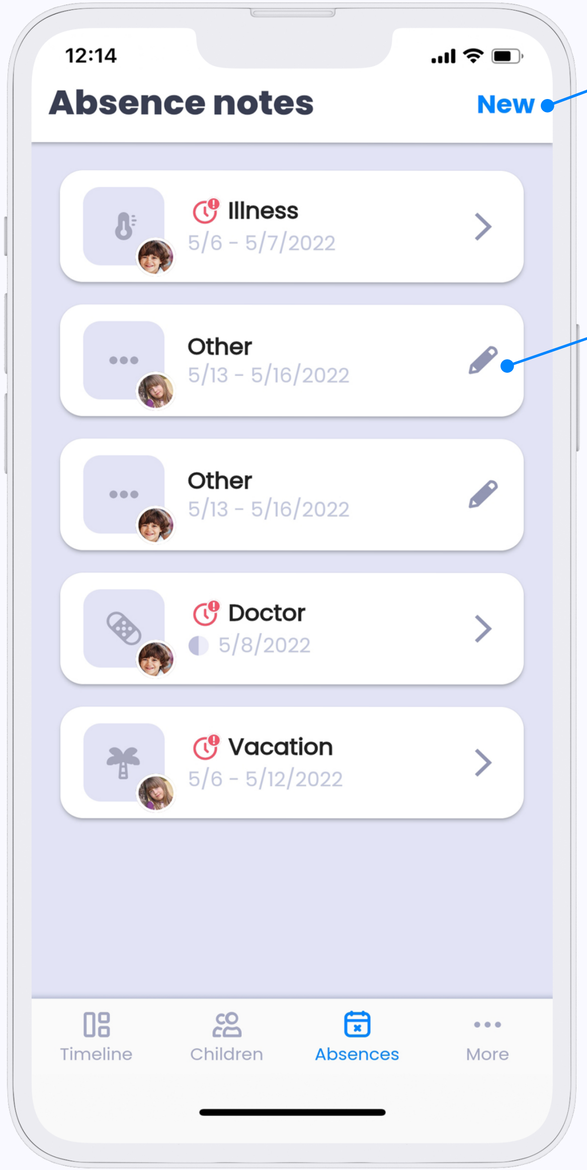
ADD & EDIT

EXCUSES

Excuse notes received after the lunch check-out deadline will be marked as late in the system.

Late excuse icon

A late excuse may affect the meal fee amount.



Create an excuse note

To create a new excuse note, click the blue **“New”** button.

Edit an excuse note

If an excuse note has a pencil icon, it can still be edited (it only appears on future excuse notes).

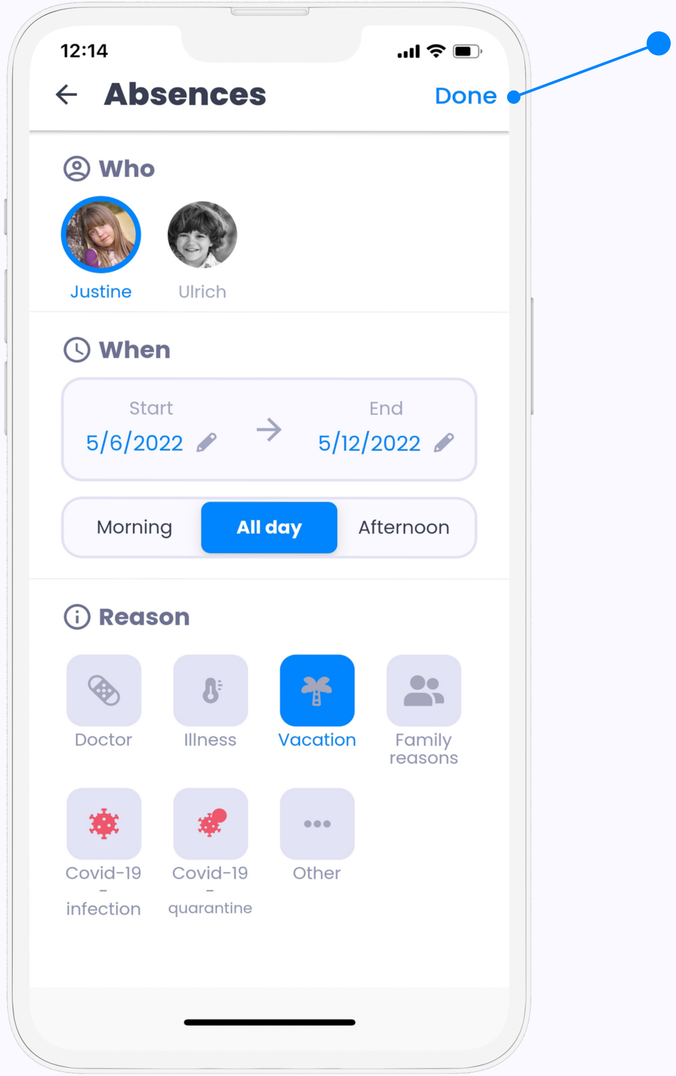
Attention!

If you create an excuse on time and later change it or resend it, **it may become a late excuse!**

In this case, you must contact the preschool to avoid being charged a meal fee.

CREATION

EXCUSES



Once you have everything filled out, click the **"Done"** button to submit the excuse note.

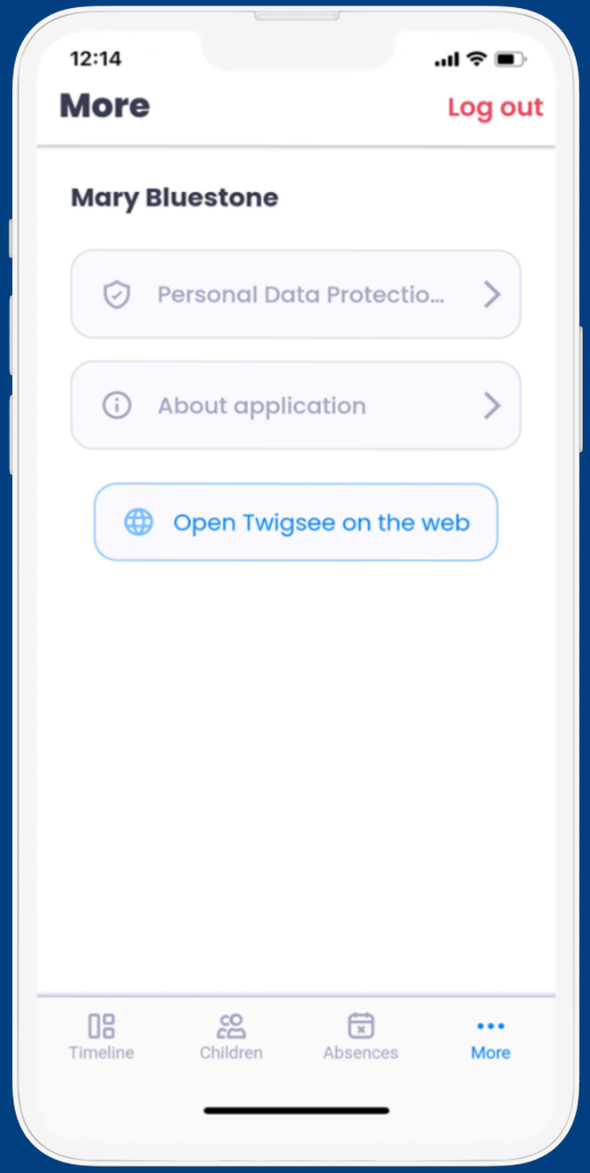
You are filling in:

- Who you are excusing (marked in blue)
- date
- part of the day
- reason

more about the excuses can be found here.

••• More

If you would like information about GDPR or would like to contact our support, please click on the last section "More".



[Click here for detailed instructions.]

Don't worry if you can't use the mobile app for some reason.

Everything is also available on our website. The web interface is a duplicate of the mobile app, and you log in with the same credentials.

app.twigsee.com

Click here for detailed instructions.

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