

# Access to Learning Journeys

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ParentZone provides instant access to your child's learning and development via a computer, tablet or phone. This is a guide on how to make the most out of ParentZone.



# Access to ParentZone

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## Access and logging in

Access to ParentZone is by invitation only and your account is set up at nursery.

We will use the primary email address provided within your registration documents to set up your account. If you have not provided an email, or you would prefer to use an alternative email, please let us know immediately so that we can begin the process.

You will receive a secure email to activate your account which will contain your unique log in details.

**Please ensure the following email address is saved to your contact list [commsout@theconnectgroup.net](mailto:commsout@theconnectgroup.net) to ensure it is not sent to your junk mail folder.**

When you receive this email please follow the enclosed link and enter your child's DOB when requested. You will also be asked to create a password and a secret question and answer.

If you have more than one child in nursery the same log in details will provide access to all of your children's learning journeys.

You can also give extended, or overseas, family access to view your child's learning journey by submitting, in advance, a written request to nursery.

## Website and App

You can access ParentZone on any web browser by visiting [www.parentzone.me](http://www.parentzone.me).

iPhone/iPad and Android phone/tablet users can download the ParentZone App in the Apple or Google Play store. Please look for this icon



## Security

ParentZone will automatically log you out after 10 minutes of inactivity. This means that if your phone/tablet was to fall into the wrong hands, your child's information would be protected. You can control the length of time before you are automatically logged out by clicking session timeout. You will have to log in again after each timeout.

Once you have selected your preferred timeout this will automatically save and display 'saved' at the bottom.

Session timeout is found in your profile settings by clicking on your name on the menu bar.

# How to use the App

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## Accessing the timeline

Your Home Page shows you the Timeline with your child's activity and achievements in nursery such as observations and termly assessments.

Your child will be observed throughout the month by their Key Person. This will be a mixture of spontaneous 'moments' during play and more detailed 'observations' which will concentrate on specific learning intentions known as 'next steps'.

The amount of observations recorded will vary from week to week and there is no 'set target' for how many observations. The Key Person's focus is on observations which are relevant to your child and which capture those exciting and significant developments whilst at nursery.

In some nurseries we also publish information on nappies, meals and sleeps which are also viewable on the Timeline. For nurseries who do not use ParentZone to publish this information it is provided in a daily written sheet.

You can filter the information on the timeline to see different types of information by clicking on 'type'. You can then select which information you are looking for e.g. meals, assessments or observations.

You can also click on 'today' and 'day in the life' report to receive an email copy of your child's daily record of meals, nappies and sleeps in nurseries offering this functionality.

## Gallery

In the gallery you can scroll through all of the photos which have been added for your child. You can view any photos in full screen here.

## Adding information from home

As your child's primary educator we would like to encourage you to upload photographs, videos and notes of activities and interests from home which the practitioners can extend at nursery. 'The 'Add' tab enables parents to upload photos or videos and write a short commentary on activity and interests outside nursery.

Although our staff have the knowledge and experience needed to make sure your child is getting the best early education, you are the expert on your child and we need your help to truly optimise their experience with us.

## What information does your child's Key Person really want from you?

Valued parent information includes:

- **'Milestone' events**  
Your child's first steps, words or, for example, throwing and catching a ball.
- **'Proud moments'**  
We want to celebrate all their achievements, in and outside nursery, to boost self-esteem and confidence.
- **'New interests'**  
Knowing what currently excites or interests your child will enable staff to plan engaging activities to support learning and development.
- **'Experiences'**  
Has your child been excited by an outing, holiday or a visit with a family member or friend?

Once you have input your information, click 'Send to Nursery' and this will send the material to your Key Person who will then upload it to your child's timeline.

# Notifications

## Notification Settings

Parentzone is set up to send you push notifications and emails for new messages and published events such as observations and assessments, and in some nurseries, meals, sleeps and nappy changes. You can amend these settings by accessing your profile and notification settings. From here you can select your preferred settings by clicking the drop down and unticking/ticking the different options e.g. you may only want alerts when an observation or assessment has been made and not for every nappy change during the day.

## Photos

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 nursery will occasionally feature small groups of children which will be added to more than one learning journey.

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 this is not suitable for a nursery learning journey.

**Screenshots or copying learning journey photographs produced in nursery is not permitted. This is to prevent images being shared on social media.**



# App security

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## Data Storage

Your data is hosted on secure UK based, highly resilient servers. The secure data centres are certified to international ISO27001 standards, meaning they are tested against a strict security standard.

## What happens when your child leaves nursery?

The online learning journey will remain available to you for 6 weeks after your child has left the nursery. This time period allows you time to save or print your child's learning journey.

## Contact details

Changes in contact details must be made by email or letter directly to the nursery as these are stored separately for use in the event of an emergency and not on the profile section of ParentZone.

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*Thank you for taking the time to read through this guide.*

**If you have any questions at all make sure you come and speak to your Nursery Manager or Key Person who will be happy to help you.**

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