INSTRUCTIONS FOR THE GUARDIAN USER INTERFACE
Contents

1 LOGGING IN PÄIKKY .................................................................................................................. 3
  1.1 Activating the username ........................................................................................................ 3
  1.2 Logging in .......................................................................................................................... 4
  1.3 Changing your password ................................................................................................... 4
    1.3.1 An expiring password ................................................................................................. 4
    1.3.2 Forced changing of a password ................................................................................... 5
2 GENERAL INFORMATION ................................................................................................. 5
  2.1 Acquiring a new password ............................................................................................... 5
  2.2 Supported browsers ......................................................................................................... 6
  2.3 Päikky user instructions ................................................................................................... 6
3 PLANNING THE CHILD’S CARE ..................................................................................... 6
  3.1 Reserving care times in Päikky ....................................................................................... 6
    3.1.1 Planning secondary care for children attending family day care ............................... 7
  3.2 Deleting a care plan ........................................................................................................ 7
  3.3 Editing a care plan .......................................................................................................... 8
  3.4 Reserving several day care periods for one day ............................................................. 8
  3.5 Reserving overnight care ............................................................................................... 9
  3.6 Default plan .................................................................................................................... 9
    3.6.1 Creating a default plan ............................................................................................... 9
    3.6.2 Deleting a default plan .............................................................................................10
  3.7 Copying a care plan for other children ............................................................................10
  3.8 Realised hours ............................................................................................................... 10
  3.10 Enquiry forms .............................................................................................................. 10
4 MESSAGES TO DAY CARE .......................................................................................... 11
  4.1 Sending a new message ................................................................................................. 11
  4.2 Reading and deleting a new message .............................................................................. 11
  4.3 Replying to a message ................................................................................................... 11
5. CHANGING THE GUARDIAN’S PASSWORD .............................................................. 11
6 LOGGING OUT ............................................................................................................. 12
7 TROUBLESHOOTING .................................................................................................... 12
  7.1 Failure to log in ............................................................................................................... 12
  7.2 Failure to save a plan ....................................................................................................... 12
  7.3 New features are missing, or other anomalies ............................................................... 12
1 LOGGING IN PÄIKKY

The first time you use Päikky, you must activate your username.

1.1 Activating the username
1. Go to your service provider’s Päikky address.
2. Click ‘Activate username’.
3. Enter the username you received (usually your telephone number) without spaces or other characters.
4. Click ‘Send’.
5. Enter the code you received in an SMS in the ‘Code’ field. Please note! The code is only valid for 15 minutes, and you must activate your username within this time.
6. Enter a password in the fields ‘New password’ and ‘Confirm new password’. Please note! The criteria for a password may vary between service providers, but as a general rule, a good password has at least 8 characters, including at least two letters, one number, and one special character (, : ; > - + = ! ? @ $ & ( ) /).
7. Click ‘Change password’.

Picture 1. Activating the username
1.2 Logging in

1. Go to your service provider's Päikky address.
2. Enter your username.
3. Enter your password.
4. Click 'Log in'.

1.3 Changing your password

By default, Päikky will inform you of the expiration of your password when you log in two weeks before the expiration. This may vary depending on the service provider.

1.3.1 An expiring password
When you log in using a password which will soon expire, the system will recommend changing your password.
1. Remove the selection from 'Prevent this page from creating other messages.' and click 'Ok'.
2. Change your password as instructed in the following step, or dismiss the message by clicking 'Close'.

Picture 2. Logging in

Picture 3. Password expiration notification 3
1.3.2 Forced changing of a password

If you log in using an expired password, the system will force you to change it.
1. Enter your current password.
2. Enter and re-enter a new password.
3. Click ‘Change password’.

Picture 4. Changing your password

2 GENERAL INFORMATION

2.1 Acquiring a new password

1. On the front page, click 'Forgot password?'
2. Enter your phone number.
3. Click ‘Send’.

Picture 5. New password
2.2 Supported browsers
The following browsers are supported: Google Chrome, Mozilla Firefox, and Safari.

2.3 Päikky user instructions
You can download the Päikky user instructions after you log in at 'Download the Quick Guide to Päikky (PDF)'.

3 PLANNING THE CHILD’S CARE
The care plan must always be made for an entire calendar week, as the system will not accept partial plans when saving. Care times can be reserved within the limitations of the group’s opening hours. Several presence periods can be stored for one day. The plan can be copied for other children in your family, and you can save the plan as a continuous default plan.

3.1 Reserving care times in Päikky
1. Go to the ‘CALENDAR’ tab.
2. Select the child as active in the menu on the top of the page.
3. Click ‘Add plan’ on any day, or double-click the grey area. Select either ‘Absent’ or ‘In day care’. ‘Absent’ means that the child will not be attending day care on that day. When you select ‘In day care’, please also select the care times. The time on the left indicates the start time of the care, and the time on the right is the end time of the care.

For children attending preschool education, please include both the preschool education and day care in the times. When necessary, Päikky will automatically separate the preschool education from the rest of the day.
4. Once you have entered the plan for the entire week, click ‘Save’.

5. You can make changes to the plans until the plan is locked (the locking date is shown next to the lock symbol). The heading of the calendar will show you if the plan for the week is locked and sent to the day care unit. You can always ask for the exact time when the plan will be locked at the day care unit.
6. For children covered by care time based invoicing, the summary will show the realised hours and planned hours, as well as the maximum number of hours covered by the agreement. In addition, if the service provider has activated the feature, the page may show a real-time estimate of the day care fee for the month. Preschool education hours are shown separately.
7. Definition of the colour symbols: Default plans are shown as striped bars. The plans are shown as green (in day care) or grey bars (absent). The realised care times are shown in purple.
3.1.1 Planning secondary care for children attending family day care

The ‘Report a secondary care reservation’ feature is only available regarding children who attend family day care. Secondary care in a secondary care group can be reserved for children attending family day care only for days with an existing care time reservation, not for days when the child is listed as absent. If secondary care is not needed on a day with an existing care reservation, the day can be changed into ‘Absent’ using the ‘Report a secondary care reservation’ function.

1. Click ‘Report a secondary care reservation’ on the day in question.
2. Edit the ‘Absent’ or ‘In day care’ fields or the times as necessary, and select the secondary care group. Enter any additional information.
3. Click ‘Report changes’ and ‘OK’.

3.2 Deleting a care plan

1. Select the bar of the plan you wish to remove.
2. Click on ‘Remove plan’ above the selected plan.
3. Click ‘Add plan’.
4. Save the plans.
3.3 Editing a care plan
1. Select the bar of the plan you wish to edit.
2. Edit the times for the plan or the ‘In day care’ or ‘Absent’ sections.
3. Save the plans.

3.4 Reserving several day care periods for one day
- A maximum of three day care periods can be reserved for one day.
- Reserve the earliest period first. When reserving the following period, the calendar will suggest times after the first period.
- The actual reservation process for the second and third period is similar to the first one; start by clicking ‘Add plan’, and continue as usual.
- The times can only overlap if the later period starts at the same time as the previous one ends.
3.5 Reserving overnight care
When reserving overnight care, end the plan at midnight, and start the plan for the following day from midnight. For example, Monday 20:00–24:00, Tuesday 00:00–06:30.

3.6 Default plan
If the care weeks for a child are often similar, and the week you have planned fits the usual week, you may want to consider saving a default plan. As the calendar for a given week is locked, Päikky will automatically form a care plan based on the default plan. You can make new plans to replace a default plan for a certain week.

3.6.1 Creating a default plan
1. Prepare the care plan for the week as usual.
2. Select ‘Save also as default plan’.
3. Click ‘Save’.

- As the care needs change, default plans can be edited. Just make a new care plan for the week, select ‘Save also as default plan’, and click ‘Save’.
- The care plan can be set as the default for all children in your family. Make the care plan for the week for one child, then select ‘Save also as default plan’, and select the children under ‘Copy the plan to other children’. Finally, click ‘Save’.
3.6.2 Deleting a default plan
1. Default plans can be deleted by clicking 'Clear all...' and then 'OK'.

Picture 12. Deleting a default plan

3.7 Copying a care plan for other children
A completed care plan can be copied to other children in the family, but only if the opening hours of the caregroups are all the same. The 'Copy the plan to other children' option is only available for guardians with more than one child attending day care.
1. Prepare the care plan for one child as usual.
2. Select 'Copy the plan to other children'.
3. Select the names of the children for whom you wish to copy the plan.
4. Click 'Save'.

Picture 13. Copying a care plan for the family's other children

3.8 Realised hours
The actual hours when the child has attended day care within previous weeks can be monitored on the calendar by browsing through weeks using the 'Previous week' and 'Next week' buttons. The actual care times are shown in purple bars on the right side of each day, and sickness absences are shown in grey bars. If the day was marked as an absence in the plan, no bar is shown.

Picture 14. Realised hours view

3.10 Enquiry forms
The day care unit may send enquiry forms related to holiday times, for example, on the MESSAGES tab. You can open the form by clicking on the icon and send the completed form by clicking 'Submit form'. You must answer all questions on the form in order to be able to submit the answer.

Picture 16. Enquiry form and submitting button
4 MESSAGES TO DAY CARE

The guardians will be notified about any new messages in Päikky by an email notification in the address they have entered into the system. The day care unit may send messages on three levels: messages regarding the entire day care unit, the caregroup, or the individual child. Guardians can only send messages regarding the individual child.

- The messages regarding the entire day care unit are sent to the guardians of all children in the unit, and they cannot be replied to.
- The messages regarding the entire caregroup are sent to the guardians of all children in the group, and they cannot be replied to.
- The messages regarding the individual child are sent only to the guardians of that child, and they can be replied to. In this case, the messages are only shown to the guardians and the day care unit staff.

4.1 Sending a new message

1. Go to the ‘MESSAGE BOARD’ tab.
2. Click on the envelope.
3. Enter your message.
4. Click ‘Send’.

4.2 Reading and deleting a new message

- Click on a new message on the ‘MESSAGE BOARD’ tab to read it and view any attached pictures.
- Messages regarding an individual child can be deleted on the ‘MESSAGE BOARD’ tab by clicking on the cross in the upper left corner of the message and selecting ‘OK’.

4.3 Replying to a message

- Open the received message on the ‘MESSAGE BOARD’ tab.
- Enter your message.
- Click ‘Reply’.

5. CHANGING THE GUARDIAN’S PASSWORD

You will be prompted to change your Päikky password the first time you log in. A good password has at least 8 characters, including at least two letters, one number, and one special character (., : ; > * - + = ! ? @ $ & ( ) /).

1. Go to the ‘MY ACCOUNT’ tab and select your name.
2. Enter your current password in the ‘Current password’ field, and the new password in the fields ‘New password’ and ‘Confirm new password’.
3. Click ‘Change password’.
6 LOGGING OUT
When closing Päikky, click ‘LOG OUT’.

7 TROUBLESHOOTING
7.1 Failure to log in
Failure to log in with a correct username and password may be due to maintenance work in the system. Please try again later.

7.2 Failure to save a plan
The Päikky site may have changed, and you may need to reload the site from the server. When you are logged in, click on the circular reload arrow next to the address field.

7.3 New features are missing, or other anomalies
It may be useful to clear your browser cache. The instructions depend on which browser you are using, Google Chrome, Mozilla Firefox, or Safari.

Google Chrome:
1. Click on the button with three horizontal bars in the upper right corner of the browser.
2. Select ‘More tools’ and ‘Delete browsing data’.
3. Select ‘the beginning of time’ in the drop-down menu next to ‘Clear the following items from’.
4. Select the following:
   - ‘Browsing history’
   - ‘Download history’
   - ‘Cookies and other site data’
   - ‘Cached images and files’
   - ‘Autofill form data’
   - ‘Hosted app data’
   - ‘Media licenses’
5. Click on ‘CLEAR BROWSING DATA’. Chrome’s browsing data has now been cleared.
6. Go back to the Päikky site and log in again.
Picture 23. Clearing the cache in Google Chrome, step 1

Picture 24. Clearing the cache in Google Chrome, step 2
Mozilla Firefox:
1. Click on the 'Firefox' button in the upper left corner of the browser.
2. Select ‘Options’ and again ‘Options’.
3. Go to ‘More settings’.
4. Go to the ‘Network’ tab.
5. Click on ‘Clear your recent history’, and ‘Clear now’.
6. Click ‘OK’. Mozilla Firefox’s browsing data has now been cleared.
7. Go back to the Päikky site and log in again.
Safari:
1. Click on 'Safari' and 'Preferences'.
2. Select ‘Advanced’.
3. Select ‘Show Develop menu in menu bar’.
4. Click on 'Develop' and 'Empty Caches'. Safari's browsing data has now been cleared.
5. Go back to the Päikky site and log in again.

Picture 27. Clearing the cache in Safari, step 1

Picture 28. Clearing the cache in Safari, step 2
Picture 29. Clearing the cache in Safari, step 3