

MANUEL PARENT APP

bitcare

Inhoudsopgave

1. General information	3
2. Using the Bitcare Parental App	3
2.1 Privacy.....	3
2.2 What can I do as a parent with the Bitcare website and the Bitcare App?	3
2.3 Creating an account.....	4
3. Child and parent data	5
3.1 Transparency	5
3.2 Enabling notification.....	5
3.3 Passing on changes in data.....	7
4. Communicatie.....	9
4.1 Sending a chat message	9
4.2 Sending a note	10
5. Planning.....	11
5.1 Requesting credit hours, replacement days or extra days	11
5.2 Overview of the meaning of the coloured boxes.....	11
5.3 How do you request credit hours, replacement days or extra days	12
5.4 Reporting absence (leave)	13
5.5 Reporting sick and getting well.....	13
5.5.1 Reporting sick	13
5.5.2 Get well report	13
5.6 Annual review	14



1. General information

Mirakel has chosen to work with the software system Bitcare. An account has been created for each parent. This personal Bitcare account can be viewed at the web version of Bitcare. You can also use the Bitcare parent app.

In this manual you will find a short explanation on how to log in on the Bitcare website to access the account, but will also explain the possibilities of the Bitcare parent app. By using the Bitcare parent app, we are more connected and you can follow your child's activities and developments throughout the day.

You will receive photos, and messages about the activities are shared. You can also view the schedule, request various scheduling and view the annual overview. Everything is in one central location and the Bitcare app is free to use. Super convenient!

Explanation: [Bitcare kinderopvang software: uitleg Ouder app - YouTube](#)

2. Using the Bitcare Parental App

In the App Store and Google Play Store you can search for 'Bitcare voor ouders'. The app can be downloaded for iOS and Android devices. Once you have downloaded the app, you can activate your account by using the link you received by e-mail. Do not forget to answer "yes" to receiving notifications.

Didn't receive a link to activate the account? Please let the manager of the location know.

2.1 Privacy

Bitcare uses existing 'identity providers' such as Google+, Microsoft and Facebook. Bitcare applies strict privacy rules for you and will never misuse these data. Bitcare does not have access to your Google, Microsoft or Facebook account, nor do the above parties have access to the Bitcare data. It is not possible to log in to Bitcare without giving Bitcare access to Google, Microsoft or Facebook. If, despite this explanation, you do not want to use your existing accounts, then Mirakel recommends creating a new Google, Microsoft or Facebook account without any personal data. You can read the complete Bitcare privacy statement at:

<http://www.bitcare.com/images/downloads/privacy-statement-nl.pdf>

2.2 What can I do as a parent with the Bitcare website and the Bitcare App?

You can log in via the website <https://app.bitcare.com>. You can also find the mobile app in the App Store and Google Play Store by searching for 'Bitcare for parents'. The web version is more extensive than the app version. In the table below, you can see the differences.

BITCARE WEBSITE	BITCARE APP
Profile (child and parents) and logbook	Brief profile of child and parents
Activities	Activities
Viewing and downloading photos	Viewing and downloading photos
View planning	View planning



Planning changes, such as leave of absence or sick report	Planning changes, such as leave of absence or sick report
Scheduling requests, such as replacement days or extra days	Scheduling requests, such as replacement days or extra days
Notes/messages	Chat function / notes
Viewing documents	Viewing documents
Annual review of hours	Annual review of hours
View contract	
Digital diary	
Invoice overview	

2.3 Creating an account

Step 1:

You will receive one personal invitation by e-mail from Mirakel to access Bitcare.

Step 2:

Signing up to Bitcare is only possible with a Google+, Microsoft or Facebook account. You can choose to use an existing account or create a new account. See 2.1 Privacy.



Step 3:

You can log in with the created account on the Bitcare app for parents or via the website <https://app.bitcare.com/>.

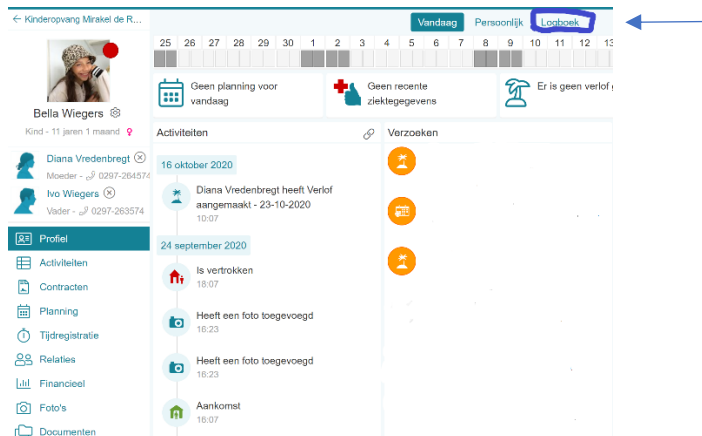
Please note! You can only register once with one invitation. For this reason, we ask you to remember your login and password. Also, the link of the invitation is personal and cannot be forwarded.

3. Child and parent data

3.1 Transparency

Changes to the following data are registered within Bitcare: date of birth, BSN number, address and name of the child and the parents.

When you go to your profile by logging in to the Bitcare **web version**, you can go to the tab 'Logbook'. If you click on this tab, you can see on the right side who has looked at your personal data and when.



It may happen that you see the name of a Bitcare employee here. They have helped you with a (technical) question. For questions about this, please contact the manager of the location.

Please note! The logbook can only be viewed via the **web version of** Bitcare.

3.2 Enabling notification

You can receive e-mails from Bitcare about the requests you have submitted, such as leave, sick leave or alternative days. These mails will be sent to your own e-mail, so that you are immediately aware of the status of your request.

Attention! You need to set this up from the **web version** of Bitcare.

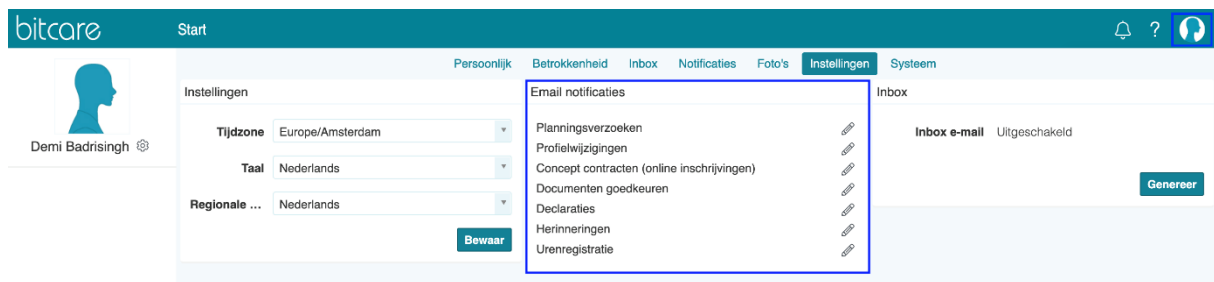
Step 1: Log on to app.bitcare.com or if you are already logged on, click on 'Start'.



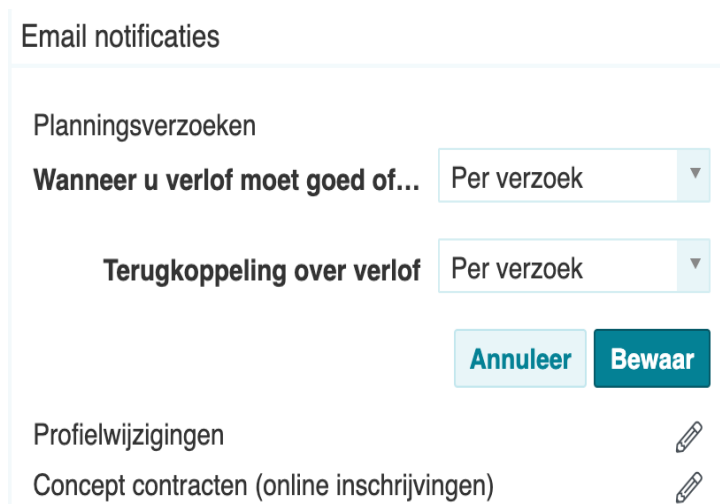
Step 2: Click on the icon or set profile picture at the top right. Then click on your name to enter your personal area.



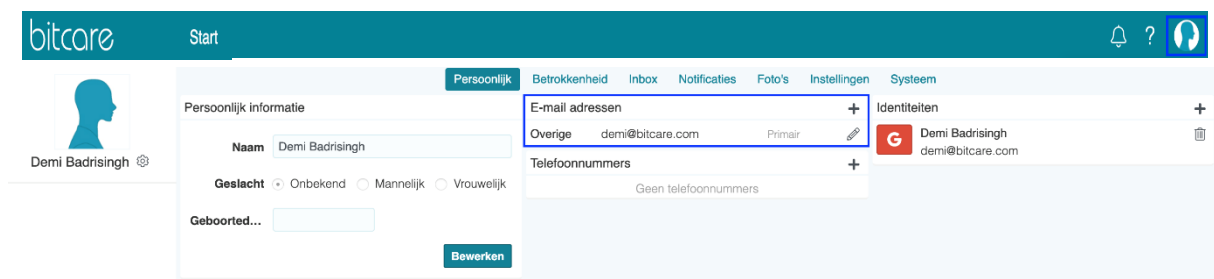
Step 3: Then click on the 'Settings' heading.



Step 4: Under the heading 'Email notifications', click on one of the pencils. You can set the mail per event, per day or per week. We recommend that you turn on mail per event. If you receive too many mails, you can set them to be sent weekly.

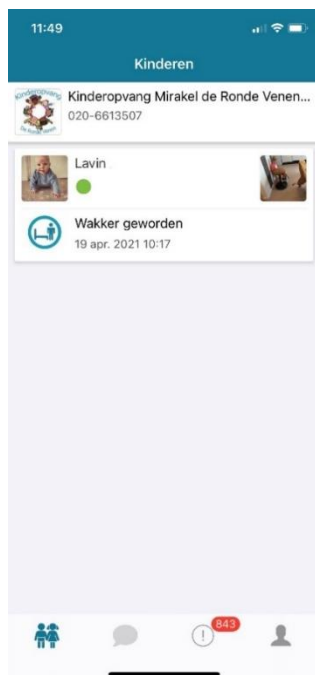


Step 5: After this you have to check the e-mail address. Click on the heading 'Personal' and go to the heading 'Email addresses'. The email address that is set as primary here will be used for sending email notifications.



3.3 Passing on changes in data

Step 1: Open the Bitcare app for parents and log in if you are not yet logged in.



Step 2: Click on the photo of your child. A new screen will open and here you can click on your child's name in the white bar at the top to get to your child's personal profile.



Step 3: All information that you can change yourself can be recognised by the 'pencil' on the right-hand side of your screen. You can change the following name and address details yourself:

Persoonlijke informatie Bijwerken

Naam	Fleur Bronson
Geslacht	Vrouw
Geboortedatum	11 juli 2016
Nationaliteit	Nederland
Labels	

Relaties

	Sean Bronson koen@bitcare.com	Vader
	Sara Axelsson - Bronson inna@bitcare.com 0678456345	Moeder

Adres Bijwerken

Adres Elektronicaweg 35
2826 XG Delft

Medische informatie (Huisarts)

Allergieën

Zorgverzekeraar

Polisnummer

Voedsel type Gewoon

Step 4: You can make a change for each topic. Once you have entered the change, click on 'Next'. This tab shows all the changes you have entered. In case of an address change, you also need to enter the effective date. If the changes are correct, click on 'Confirm' to send them to Mirakel for approval.

Please note: The changes are never implemented immediately as they must first be approved by a manager at the location. In the event of a future address change, the new address will only become visible on the day of the effective date.

Persoonlijke informatie Bijwerken

Naam	Fleur Bronson
Geslacht	Vrouw
Geboortedatum	11 juli 2016
Nationaliteit	Nederland
Labels	

Relaties

	Sean Bronson koen@bitcare.com	Vader
	Sara Axelsson - Bronson inna@bitcare.com 0678456345	Moeder

Adres Bijwerken

Adres Elektronicaweg 35
2826 XG Delft

Medisch (Huisarts)

Allergieën

Zorgverzekeraar

Polisnummer

Voedsel type Gewoon

Tenag Bevestig

Let op dat de wijzigingen moeten worden goedgekeurd door een medewerker

Geboortedatum

11 juli 2016

→ 12 juli 2016

Step 5: Once the change has been approved, you will see in the child's profile that the data has been modified.

Please note!

As a parent, you will receive a notification of this.

4. Communicatie

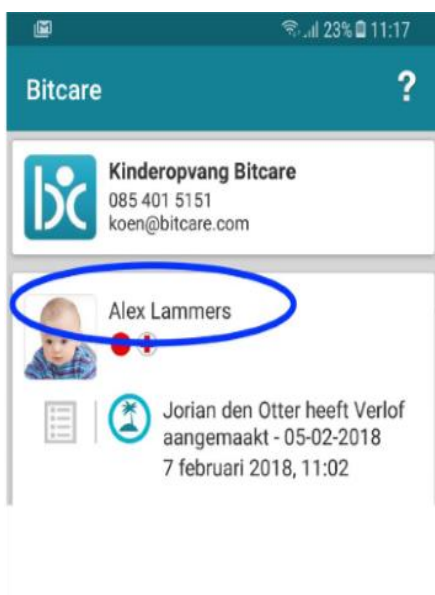
As a parent, you can send a message to the pedagogical staff members of the group in two ways. You can send a chat or a note.

Note: If you have an urgent message, it is better to use the chat. The group leaders do not receive a notification of a note on the iPad, but they do receive a notification of the chat.

4.1 Sending a chat message

When you send a chat message via the Bitcare app on your phone or tablet, this message arrives at the staff member of your child's group. To send a chat message, do as follows:

Step 1: Open the Bitcare app for parents and press the child's name.



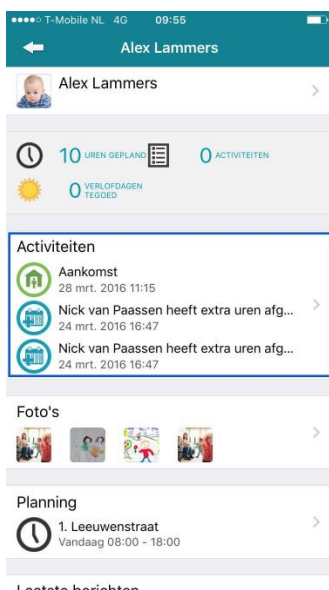
Step 2: Swipe/scroll down and press 'Chat'. You can now leave a chat message.



4.2 Sending a note

Step 1:

Press the arrow behind 'Activities'.



Step 2:

You are now in the activity overview. Click on the '+' in the top right corner to add a note.



Step 3:

Then write the note you want to leave. This note will be visible in your child's activity list.

5. Planning

In the app you can see your child's schedule. You can also see the days when the childcare centre is closed, such as during holidays. Through the planning overview you can request or pass various planning requests.

5.1 Requesting credit hours, replacement days or extra days















In Bitcare, the terms credit hours, replacement days and extra days are used in the planning.

Credit hours (catch-up hours) = Hours missed due to a holiday (outside your arrangement) or sick day are converted into credit hours if the absence is reported to the location or via the parent app. These hours can be used to catch up on a day if there is availability in the group. (Valid until 31 December and cannot be carried over to the next year).

Replacement day (ruildag) = A day in the future that you would like to exchange with a day on which your child normally comes to childcare.

Extra day = Hours you can request outside of your regular contract days. When requesting extra hours, only choose when you have no credit hours left. A charge will be made for an extra day.

5.2 Overview of the meaning of the coloured boxes

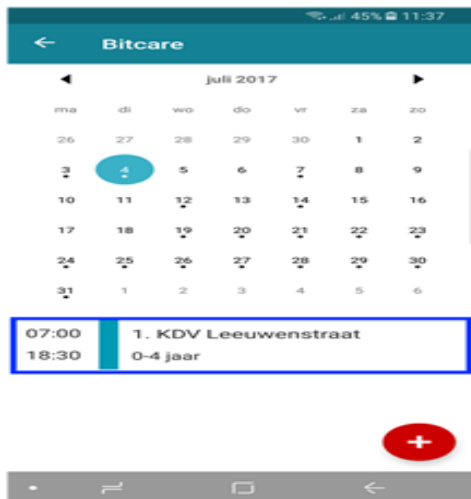
	= Vaste planning		
	= Flex planning		
	= Aangevraagde extra uren	→	 = Goedgekeurde extra uren
	= Aangevraagde ruildag	→	 = Goedgekeurde ruildag
	= Dag waarnaartoe geruild wordt	→	 = Goedgekeurde dag waarnaartoe geruild wordt
	= Aangevraagd verlof	→	 = Goedgekeurd verlof
	= Ziekmelding	→	 = Goedgekeurde ziekmelding
	= Geen planning mogelijk i.v.m. feestdag		
	= Vakantie		



5.3 How do you request credit hours, replacement days or extra days

Step 1: Go to Planning and select the day for which you want to request an extra day, replacement day or credit schedule by pressing the date.

Please note! The black dots indicate that your child already has a schedule for that day, this can also be a waiting list spot. In that case, you can simply request a day.



Stap 2:

- To add an extra day, press the '+' symbol (1) at the top right and then select additional planning.
- To request credit hours (catch-up day), click on the 'plus' symbol at the top right and then select credit planning. Please make sure that you select the right group for your request.
- To swap days, press the arrow symbol in the centre right of your screen (Apple) or press the day you want to swap. Then press the box indicated and then press the symbol to trade (Android).



Please note! Please select the correct group when making your request. This prevents the request from going to the wrong group. A request is not definitively approved until you have received a message about it.

5.4 Reporting absence (leave)

Step 1: Go to Planning, press the 'plus' in the top right corner and select leave.

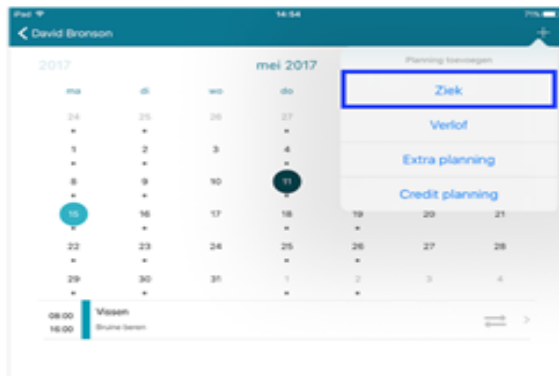
Step 2: Set the start and end dates and note any reasons for absence. The requested leave hours will be approved by the manager of the location.



5.5 Reporting sick and getting well

5.5.1 Reporting sick

Step 1: Go to Planning, press the 'plus' in the top right corner and select sick.



Step 2: Enter the start date and expected end date and note any reason for illness. Then press 'save'. The passed notification of sickness will be approved by the manager of the location.

5.5.2 Get well report

When your child is better, you can notify us by doing a get well report in the app. This notification is important, otherwise the pedagogical staff will assume that your child is not coming.

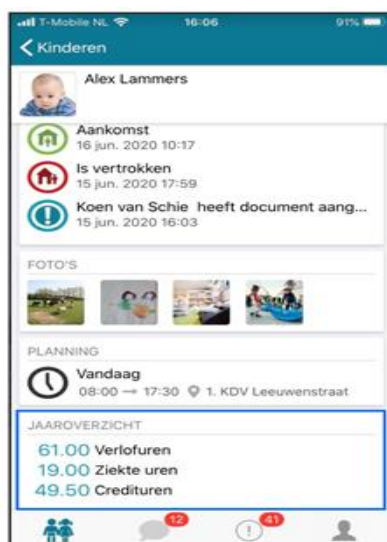
Step 1: Go to Planning en press the red cross sign



Step 2: Enter the repair date and press 'save'.

5.6 Annual review

In the child's 'Year overview' you can find the different registered hours during the year. The 'Year overview' can be found in the Parent app at the bottom of your home screen.



If you click on it, you will see the overview.



Explanation annual review

- Flexibel: Not used within Mirakel
- Extra planning: Number of extra hours purchased. These are paid extra hours
- Credit planning: Number of scheduled hours using the accrued credit hours
- Bonus planning: Not used within Mirakel
- Ruildag: Hours scheduled by means of an exchange with another
- Verlof: Hours a child has not been present due to leave
- Ziek: Hours that a child has not been present due to illness
- Credit uren: Hours accumulated due to a child's absence (hours due to a leaveday or sick day are added to the credit hours once the day is passed). These hours are valid until 31 December and cannot be carried over to the next year).
- Ongerechtvaardigde afwezigheid: If a child has not been signed out for absence, and is not coming, then a child is put on unjustified absence. These hours are NOT counted in the accumulation of credit hours.

