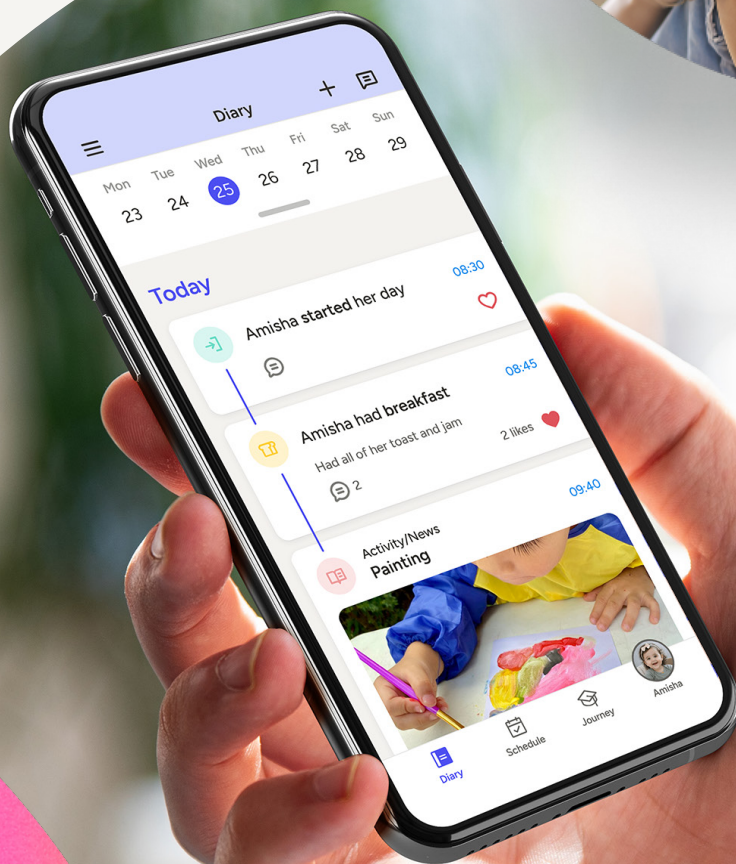




Parent Guide

Helping you stay connected to your child's journey, every step of the way



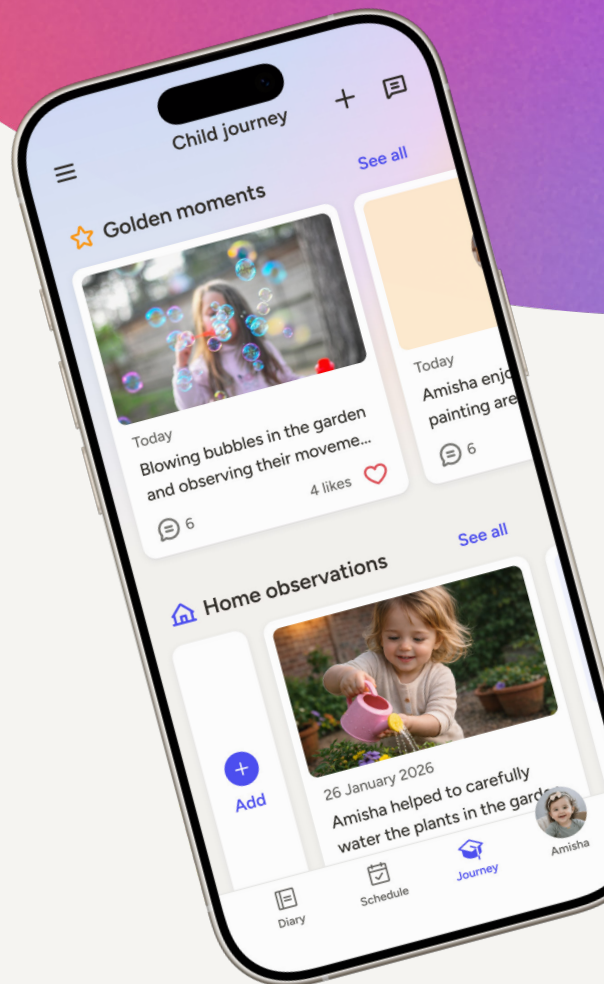
The **ovivio** story

Strengthening the relationship between our nursery and parents

Whilst you're apart from your child, you want to know that your child is safe, happy and receiving a solid foundation for their education. We use a secure online platform called Ovivio to record the development of your child. Through Ovivio we track and understand your child's learning more effectively and build strong, trusting parent partnerships by sharing their development, as well as invoices and billing information with you through the Parent App.

Ovivio is on a mission to **empower childcare for a smarter tomorrow**, while continuing to transform parental engagement in the Early Years Sector. As a group of Early Years experts, they understand the day-to-day challenges nurseries face when building strong, meaningful connections between the nursery and home.

Not only does Ovivio support us as nurseries throughout the implementation, they also recognise that this transition can be an adjustment for parents. That's why they've created this comprehensive parent guide to answer your questions and help you get started!



 OVIVIO PARENT APP

now

Diary Update

Check out the latest entries for Tommy.

Amelia Smith

I'll be 20 mins early for pick up today

14:26

Alana Lewis

Thanks for letting us know 🙌

14:42

Full Day Session
08:00 - 16:00 £80.00

[Request](#)



What does this mean for me?

Learning journeys and golden moments

Our staff love using Ovivio as it reduces paperwork, giving them more time to spend with the children. By creating high quality observations linked to the EYFS framework, we can track and monitor progress enabling a greater understanding of your child's learning and development. You can also view, 'like' and comment on your child's special moments directly in the app.

Stay connected to your child's day

Receive updates on meals, naps, activities and more, helping you feel reassured and making conversations at home more meaningful.

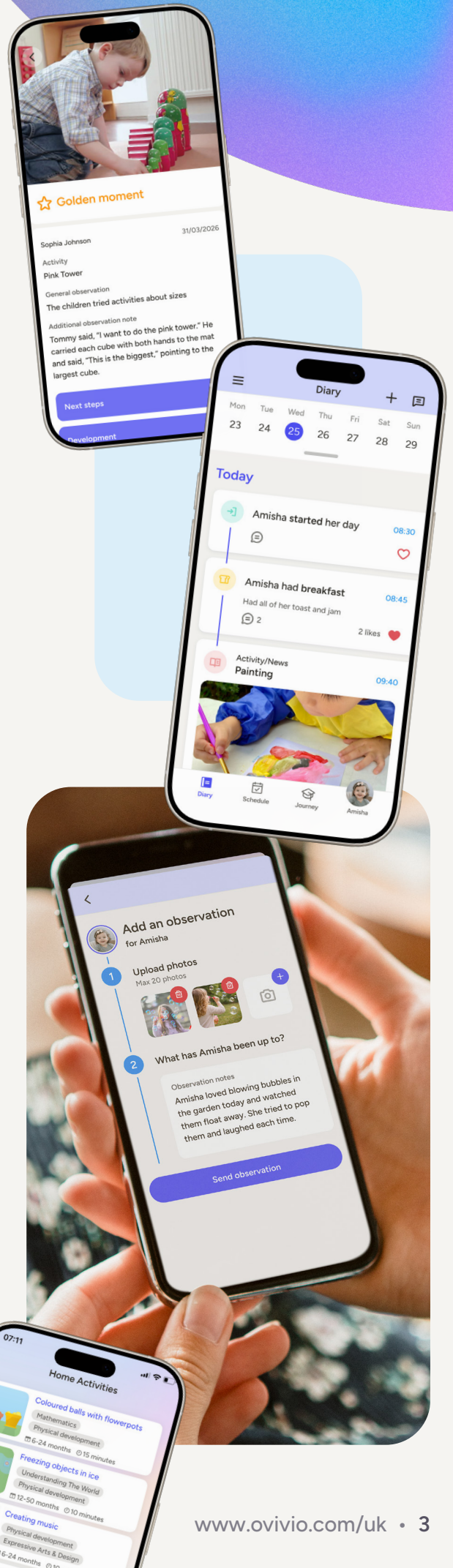
As parents, you can update your child's information, including details such as their likes and dislikes, so we can be kept updated on how your child is doing at home.

Get involved in your child's development

A strong partnership with parents is crucial to give your child a solid foundation for development in their early years. As a parent, you can contribute by sending in your own observations and photos from home so that we can build on this learning at nursery. You can also see formative reports of your child for a detailed view of their overall development.

Explore home activities

Feel supported and inspired to get involved in your child's journey with a bundle of activities to explore from home. The home activities cover a range of age groups and durations with easy to follow steps.



What does this mean for me?

View schedule and report absences

From the child schedule section you can view your child's booking pattern of sessions. You can also log absences and log holidays which fully integrates on the nursery side making sure we are always kept up to date.

Request extra sessions

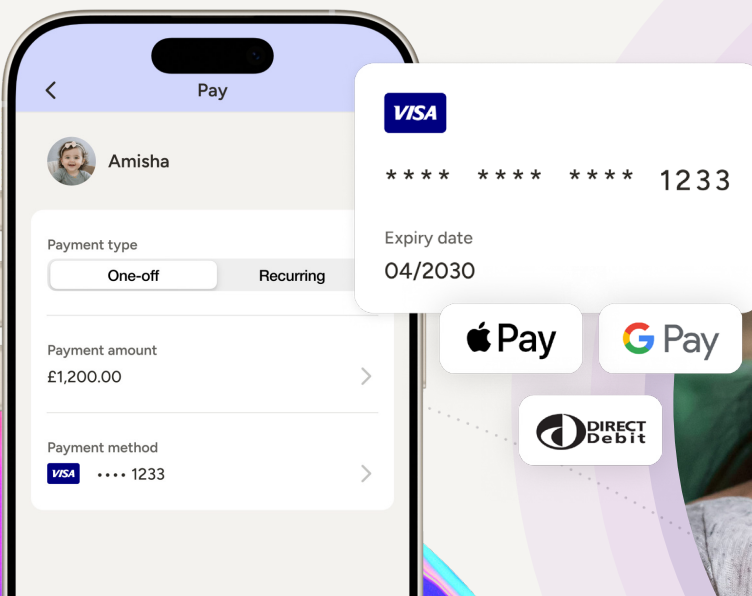
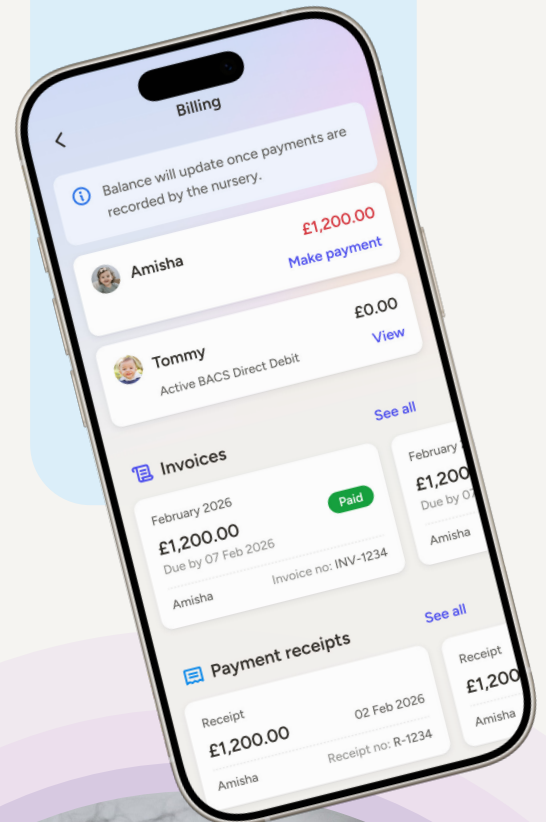
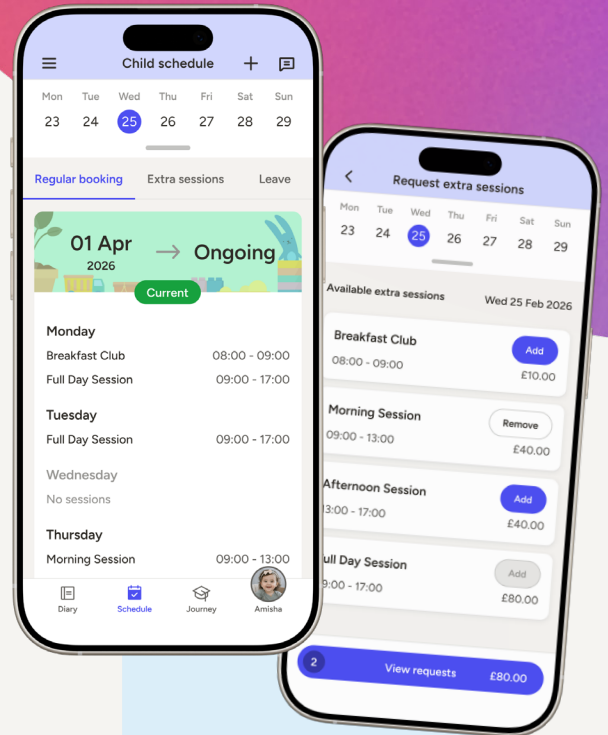
You can request any available extra sessions outside of your child's usual booking pattern along with a note for us to see. Once approved by the nursery, the status will update from 'Pending' to 'Approved'.

View your invoices and payments

To make it easier to stay on top of your finances, the billing section of the Parent App holds all the details of your invoices, payment receipts and account balance.

Pay directly from the Parent App

Use the app to set up a BACS Direct Debit which will directly pay your nursery bill every month. This will save you time, effort and keep all the financial information you need in one convenient place.



What does this mean for me?

Accidents and incidents updates

We record any accidents or incidents at nursery and share them with you through the app, keeping you informed and reassured. You can view full details at any time, giving you clear visibility and confidence in how we care for your child. You can also view any home accidents ensuring a complete understanding of your child's wellbeing.

Medication tracking

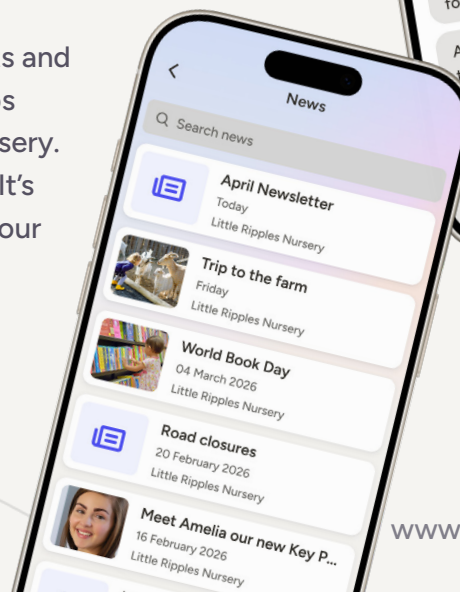
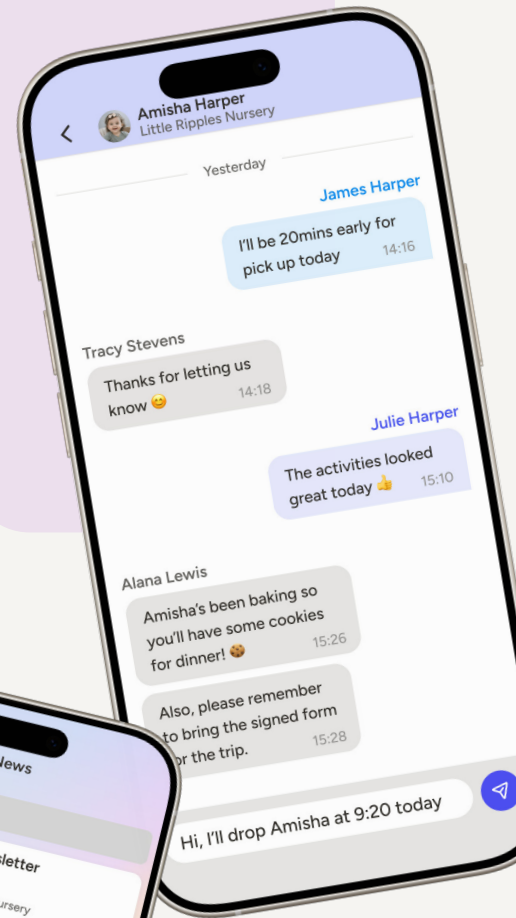
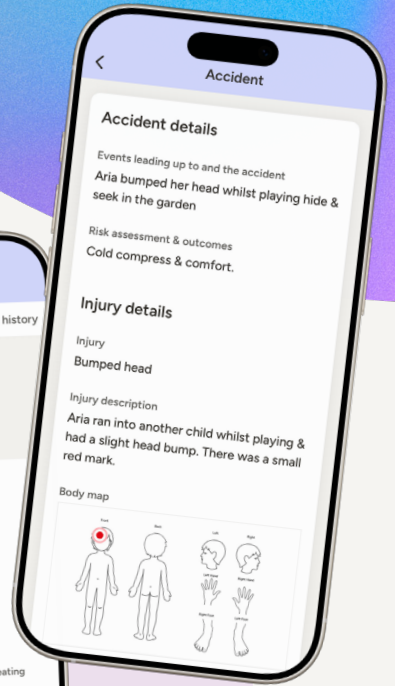
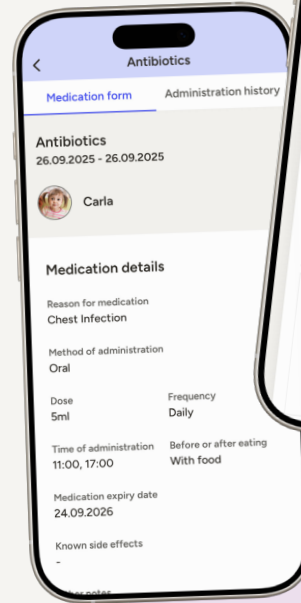
View your child's medication details, including status and administration history, all in one place. This helps you feel informed and confident about any medication given at nursery.

2 way messaging with the nursery

You can pop a message directly to us through the app whenever you need to, whether you're running late or your child is unwell. It's a quick and simple way to share updates or ask questions, with messages going straight to our team. With instant, two-way communication, we can keep you informed and respond promptly, giving you peace of mind when it matters most.

Receive news updates

From important announcements to upcoming events and reminders, the news section of the Parent App keeps you connected to everything happening at your nursery. Instant notifications mean you'll never miss a thing. It's an easy way to feel informed, involved and part of your child's nursery community.





Building *trust* by ensuring complete safeguarding

Security is of key concern to us and Ovivio takes its security measures very seriously. To ensure complete safeguarding, we work together with Ovivio who are compliant with OFSTED regulations and registered with the Data Protection Act.

Their servers are hosted by Amazon Web Services (AWS), which are in the EEA. AWS includes broad security certification and accreditation, data encryption at rest and in-transit, hardware security modules and strong physical security. AWS is used by many of the largest conglomerates in the world including banks.

Your data is stored and backed up frequently on cloud-based secured servers so it can never be lost. Only you, and those you authorise, will have access to your Ovivio accounts. You can restrict the people you authorise to only be able to view specific data. All passwords are encrypted so only you as parents and us as your child's nursery have access to it.

Your privacy and your child's security are our top priorities. To give you full control over your information, we ensure all data handling on our platform aligns with GDPR standards. As the Data Controller, we remain responsible for managing your data and responding to any personal information requests you may have. Supporting us in this is Ovivio, the Data Processor, who provides the secure technology needed to keep your information safe and accessible.

In the case of your child leaving our setting, we can move them into an 'archived' area. Data can be permanently deleted on your request. If you explicitly ask us to then Ovivio will delete your data immediately. In some cases, some data may remain in backups until those backups are rotated. What is also important is that all backups are fully encrypted and it is not possible to read them anywhere apart from the AWS RDS server (RDS – database service on AWS).



How to get started

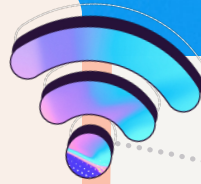
Set up your Parent App *with ease*

Once your nursery has activated access to your Parent App, follow these simple steps.

Step 1

Connect to the internet

Ovivio uses real time data which requires an internet connection.

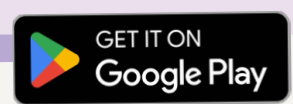


No access to a smartphone?
Do not fear, Ovivio facilitates updates to be sent via email.

Step 2

iPhone or Android?

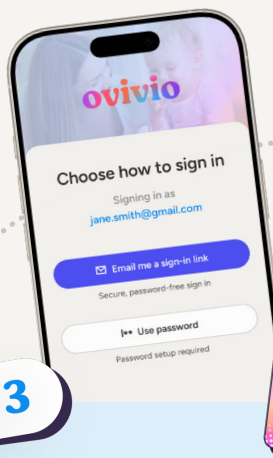
Simply visit the App Store on iPhone or Google Play Store on Android, search 'Ovivio Parent App' and click download!



Step 3

Sign in to your account

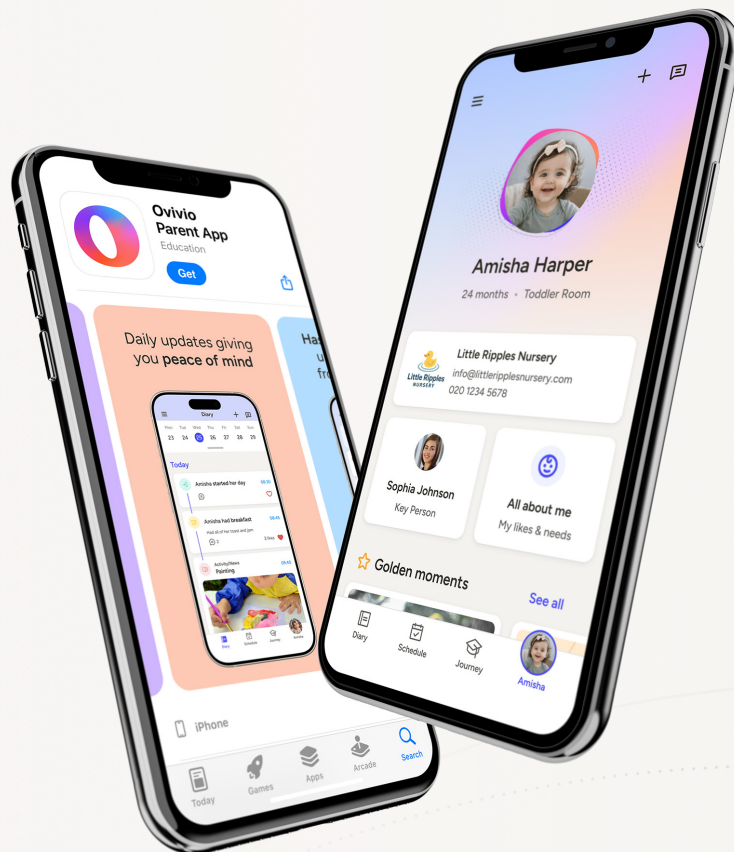
Once your email address is confirmed you can either create your password or receive a secure sign in link via email.



You're ready!



ovivio



Ovivio Parent App

Download the app and get started today.



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