User's manual for Mentor

-Guardians –

(updated Mars 2022)

Welcome to Mentor

This manual is for guardians that use the Mentor system to be follow what is happening in school. Users can either login to the system through the web or download the app and access with the that.

If you have any problems with using the system you should always contact the school. It is the school that has the right to change information related to the pupil and guardians. If the school cannot solve the problem, they need to contact Mentor for assistance.

1. Minn Mentor

Guardians have their own site in Mentor called *Minn Mentor.* There you have access to all information that the school registers in the system and has to do with the pupils. To login to the system through InfoMentor' s homepage www.infomentor.is or through the Mentor app.

a. Login via browser www.infomentor.is

Click on the **Innskráning** and your username is always your Icelandic social security number (kennitala). If you are logging in for the first time or have forgotten your password, you need to click on **Gleymt/Nýtt lykilorð** below the password box and put in your social security number (kennitala). By doing so you the system will send you a link to reset your password by email. Make sure that it is sent to the email that you have registered at school if you don't have an email registered at school you need to contact the school to change that.

If you do not get any email, then you should check if the email has gone to trash or have been filtered out by your email service. If you still don't find the email you need to contact the school and make sure that you are registered correctly as a pupils' guardian, that there is a mark in the box that you have access to the Mentor system and that your email is correct. (Note: Information about how to create a password for the pupil can be found in chapter 4).

b. Login through the app

The Mentor app is a quick access to the *Minn Mentor* site, and it is available both through Google Play store (Android) and App Store (iOS) by writing **Infomentor home** in the search.

When the app has been downloaded it is time to log in with username and password.

When the app is ready to use you need to go to settings and control yours. There is more information about settings in chapter 2.

If you don't have password, go to our homepage www.mentor.is and open the login page (Innskráning). Here you click on Gleymt/nýtt lykilorð (to get new password) and register your ID – kennitala and staðfesta (submit). Then you´ll get an E -mail that help you to go further. This E mail address have to been registered in the school.

It is important that guardians keep their password to *Minn Mentor* private and that pupils use their own access to the system. It is important to keep in mind that parents have a slightly different access to the system e.g. they can register absence which the pupils cannot do by themselves. Therefore, it is important that guardians and pupils do not use the same access.

2. Settings

When signing into the system for the first time it is important to check the settings. If you login via browser using a computer, you access settings by clicking on your name in the upper right corner and choose settings (stillingar) but if you are using the app you click on the 3 little dots in the upper right corner. User's can change their settings whenever they like.

Language settings:

You should start by changing the systems' language by selecting Preferences and then Account settings. You can select between Icelandic, English, German and Swedish.
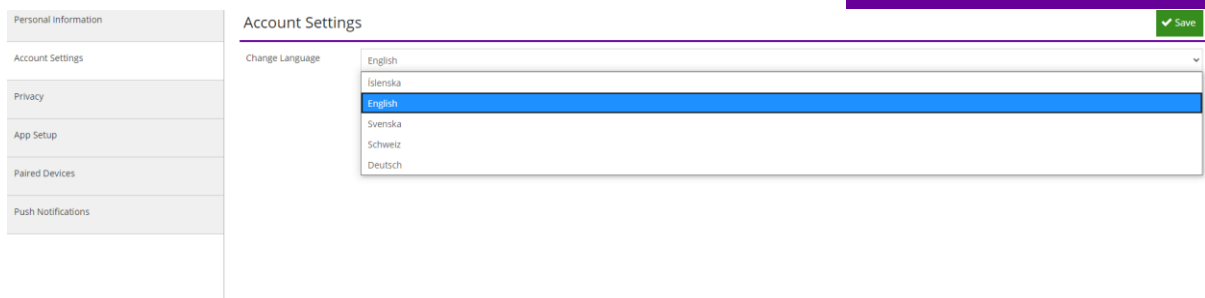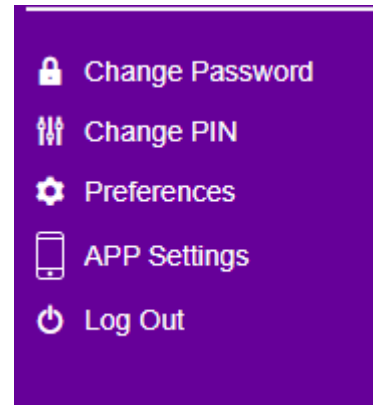
Privacy

You can manage your privacy by selecting Preference – Privacy (Persónuvernd*)* there you can control which information other guardians in the pupil's class can see about you in the Contact List (name, address, mobile number, home phone number). To control this, you click on the boxes with 0 and then the box becomes purple with the number 1 showing. It is important to Save all changes.

NB! If the guardians' name is not appearing on the Contact list other guardians **CAN NOT** send them email through the Contact List in the system e.g., classmates Birthday's invitation. Guardians email address is never visible for others it is only the option to send the email.

Notifications for Minn Mentor – settings

Guardians get various notifications about new registration in the system e.g., new assessment, homework, absence and more. Users need to click on the bell to read the notifications.

Guardians can control which notification they want to get by selecting Push Notification and select which notification you need. If you do not want any notification you need to deselect all by deleting the check mark for the options, you do not want.

NB! If you have selected to get notifications but still don't get any, please check your mobile device internal settings. You might have selected to turn off notifications for this specific app.
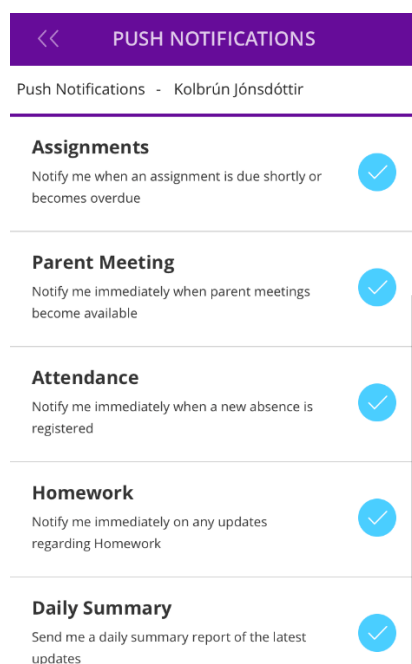
By opening Push notification the user can control which notification he/she wants to get e.g. assessment, parents interview, absence and more.
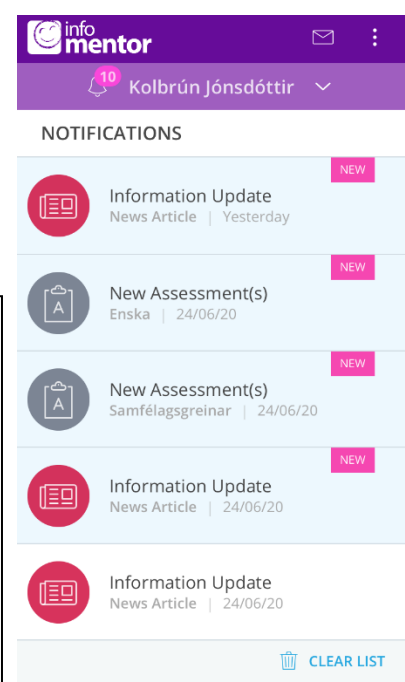
NB! If you have more than one child using the InfoMentor system you need to control the settings for each child.

3. The tiles in Minn Mentor

When opening *Minn Mentor* there are different colours of tiles where guardians can access different options to look up all kinds of information registered to the system by the school. This look can be slightly different between schools since they can choose which tile are being used.

If you have more than one child in a school that uses the InfoMentor system, then you can switch between the children by clicking on your name and select which child you want to look up and you access the information about that child.

NB! The tile called Family Web is only accessible through a web browser not the App. This is the older version of the system, soon to be closed.

Screenshots of slightly different look for *Minn Mentor* in the *App and through a web browser.*
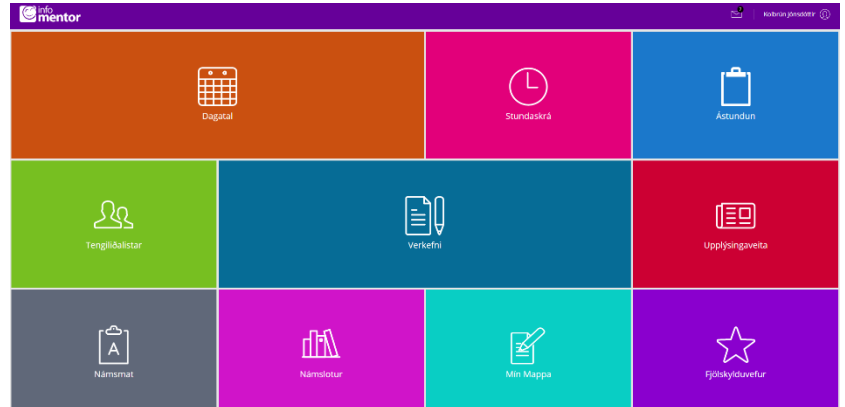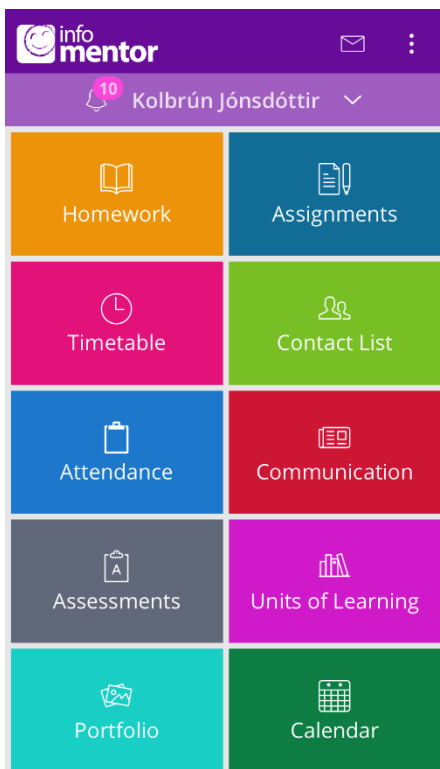
The Notification Bell:

The Bell icon in *Minn Mentor* shows how many unread notifications there are. NB! Notifications will have sound unless the user change the settings in his/her device.

Note that notifications are only visible on the web and in the App and are not sent as an email.

Assignments:

Here you can see all the assignments that are registered to the pupil. They are categorized as Overdue, Due and Done. Pupils can move assignments from Due to Done by themselves. The teacher can also register assignment as done and then it appears done at the pupils/guardian side as well.

Timetable:

Here you can access the timetable for the schoolyear.

### Contact List:

   a. Class list:

If you open the class list, you will see the names of all pupils in this class. (Some schools have both class list as well as the list for the schoolyear that the pupil part of). Guardians can send emails through this list to other guardians by marking the selected recipients. Guardians never see the email addresses only the names of recipients. When guardians sends an email, the recipients see the email address of the sender. Note that if a guardian has selected to be inactive on contact list, he will not get emails from other guardians.

   b. Staff list:

School administrators can decide if their staff members appear on this list or not and by doing so, they are deciding if guardians can send staff members email through the system or not.

Attendance:

By opening this tile guardians can register absence for pupils. If absence for the whole day is selected it is registered as sickness but if you register absence for single lesson it is registered as a leave. The schools manage the settings and if they offer both these options to guardians. Guardians always need to contact the school for leave for a whole day or for a longer time.
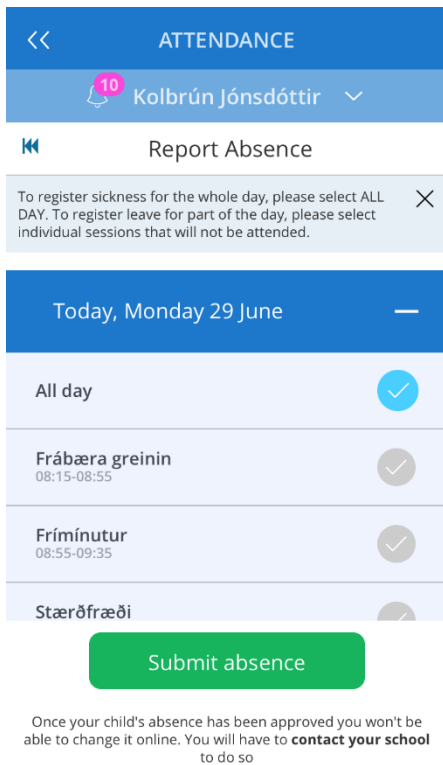
When guardians register sickenss they click on the blue box and all the lessons become grey and inactive.

When guardians register leave for single lesson the mark the selected lesson then the selected lesson turns blue.
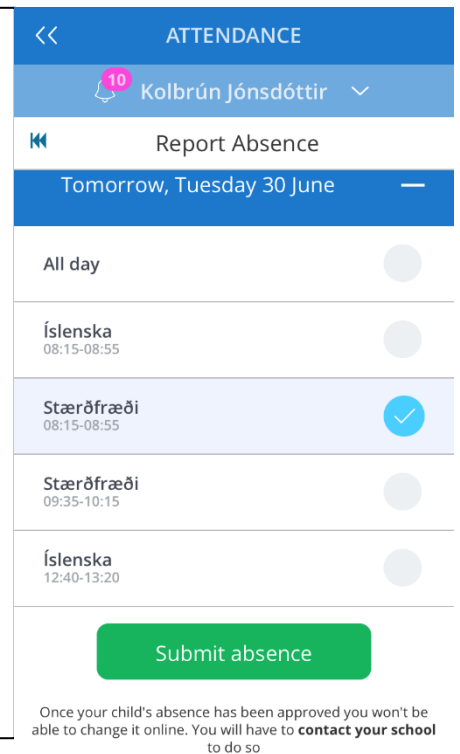
If guardians need to apply for leave for one day or more, they need to contact the school to have the leave accepted. There are rules regarding leaves during the school year that the schools need to follow and every school has their policy on how to handle leave admission.

In the filter in the upper left corner you can retrieve all absence registrations for the pupil.

If you are unable to register absence through this tile, please make sure that you are not logged into the system as the pupil. Pupils don't have access to register absence.

Digital leave request through Minn Mentor:

**(NB –This feature is optional for schools)**

Now guardians haven the opportunity to request a leave for their children through Minn Mentor if the schools are offering this feature. This features allows guardians to apply for a leave in advance and keep track of all leave applications that they have sent to the school. The school can accept or reject requests. All requests are stored digitally and are accessible between school years.

a) Guardans have to be logged into Minn Mentor in the app or web application to apply for a leave.

b) Open the Attendance tile
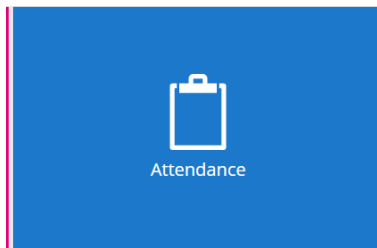
c) Choose ,,Leave Requests" and choose ,,Request Leave"
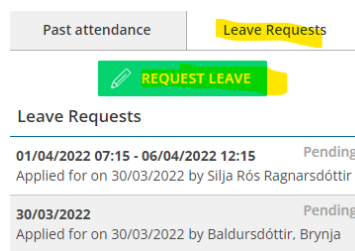
d) Fill in the form

Request Leave

*Fields marked with * are required*

Date from *	Time from
	HH:mm

Date to *	Time to
	HH:mm

Reason: *

SUBMIT REQUEST

e) Remember to ,,Submit Request"

f) On the hand left side you can see the result of your application. The status can be pending, accepted or rejected.

g) Guardians can open applications to get detailed information on how the school have processed them, i.e. a reason given for rejection.

Past attendance	Leave Requests

REQUEST LEAVE

Leave Requests

30/03/2022   Pending
Applied for on 30/03/2022 by Baldursdóttir, Brynja

Leave Request summary

Request details

Date from / to: 30/03/2022

Application submitted by: Baldursdóttir, Brynja on 30/03/2022

Reason: Vacation

Status information

Status: Pending

DELETE REQUEST

h) Past attendance and leave requests can be viewed by choosing ,,Past attendance".

Communication:

Here you find news published by the school given that the school uses that feature. Here you can also find files and links that the school gives pupils and guardians access to.

Assessment:

Under the tile Assessment you can find all the assessment connected to the pupil's studies. Here you have the possibility to download reports showing the academic status of the pupil. You can look at one subject at a time to get a clear picture of the academic status. Most schools use symbols to describe the status but other use the letters A-D. Every school has the right to choose their way in assessment, but it is important that guardians and pupils get good information about the assessment and the procedure each school works by.

If one subject is selected and the report is opened, you can see a blue circle down in the right corner. By clicking this button, you get two types of reports, one is for detailed assessment for each subject and the other is a compact overview with all subjects together.

Here you can also go back to former school years or from the time the pupil became active in this school and retrieve reports from former school years.

Units of Learning:

Teachers create Units of Learning where they organize the teaching, add assignments and more. Some Units of Learning go over longer period while others cover only a short period during the school year. It depends on teachers and schools how this is done.

Portfolio:

In the pupil's portfolio the school can save some documents that are for an individual pupil. In the portfolio parents can access Journal given that the school uses the new version of Journal registration. Grade reports are often saved in this area and maybe pictures of pupil's work

Calendar:

Schools that use Calendar to register homework as well as events, public holidays and more depending on the usage. Homework appears as events but are labelled by e.g, homework, exam. Later in 2021 parents and pupils can sync the calendar in InfoMentor to ICal and if schools have Google or O365 integration they can sync the calendars.

Homework:

Homework set by the school is now displayed in the calendar chip. Parents and students can set Mentor to be notified when homework has been registered.

Parents interview:

This tile only appears when the parents' interview is scheduled and is open for a short period for parents/guardians to book their interview.

If guardians do not see this tile when it should be visible it is most likely that they are logged in as the pupil. So, make sure you are logged in as a guardian with your social security number and password. Pupils don't have access to this tile, since they are not allowed to book interviews by themselves.

4. Family web:

NB! It is only possible to open this tile when you are logged into the system via web browser not the App.

Journal:

By opening the Family Web, you are transferred to the older version of the system. There you have access to journal registration given that the school uses the older version of the journal registration.

Creating a password for the pupil:

The guardian can create a password for the pupil for the Mentor system. If the pupil has an email registered on his pupil profile card you can follow the same instructions as in 1a. Click on **Gleymt/Nýtt lykilorð** and then the pupil gets a link sent by email. Most of the older pupils have school emails that they use.

If the pupil has no registered email, guardians can create password if they login via browser and select the tile Family Web. There you need to select the tab Pupil to open the pupil's information card. Right below the photo there is a possibility to change password which gives the guardian an opportunity to create password for the pupil.

Registering guardians:

If you need to add or delete a guardian, please contact the school.

5. Problems with the Mentor App?

Have you gotten a new phone since you downloaded the App?

i)   If so, it is possible that you need to install the app again and log in with user name and password?

Good luck!