QUESTIONS AND ANSWERS ABOUT

InfoMentor Hub

At your school, teachers and school administrators work with InfoMentor. For students and guardians there is InfoMentor Hub which has functions that help your everyday school life. In this document we have put together some common questions and answers. Do you have any further questions? Contact your school first or visit www.infomentor.se.

1. How do I log in to InfoMentor Hub?

There are many ways to log in to InfoMentor, for example with your username and password, PIN code, BankID and SMS-code. It's up to each school/commune to choose which solution they wish to use. In some cases, you can log in via your commune's portal. Alternatively, you go to *www.infomentor.se* and click on "logga in" (log in) in the right-hand menu or go directly to *hub.infomentor.se*. Type in your username and password. If your school has chosen to enable login via PIN code, you can choose a four-digit code to log in. For other login methods, follow the instructions given to you by your school. *Tip! Add InfoMentor as an icon on your screen. Read more about how to do this on the next page.*

2. I don't have any login information; how do I get this?

You get your login information directly from the school.

3. I forgot my login details, how do I get new ones?

You can easily create a new password by clicking on the link "glömt lösenord" (forgotten password) on the login page. An email with instructions on how to reset your password will be sent to your registered email address. If you have forgotten your username you must contact your school for help.

4. I have a very complicated username; can i change it?

Of course you can! You do this by clicking on your name in the top right corner and then clicking on "Change Username."

5. I have more than one child; how does it work then?

On the top right corner of InfoMentor Hub you see the name of the child whose information you are currently viewing. Click on the name to easily switch to another child.

6. How do the boxes work?

The functions on your homepage are divided into separate boxes that give you a quick overview of all information. Please observe that the number of boxes may vary depending on what functions your school has chosen to use. Click on a box to open it and look at the information inside. To return to the home page, click on the square icon in the top left corner.

7. There's nothing inside the box(es)?
If a box is empty, it's because the school hasn't added any information there yet.

8. What do the different boxes mean?
Assessments – here all the student's assessments are shown. The following symbols are used:

⚠ Risks not meeting the knowledge requirement.

◯ Currently has the expected knowledge for the knowledge requirement.

✔ Has met the knowledge requirement.

The red symbol means the student needs extra support to meet the knowledge requirement. It's the school's responsibility to evaluate what support is needed to help the student.

The yellow symbol means the student has met the requirements the teachers have set for the current semester in their teaching plan, but that the student hasn't yet met the requirements for years 3, 6, or 9.

The green symbol means the student has met the knowledge requirements for years 3, 6, or 9 and continues to work towards the next level.

If a knowledge requirement isn't assessed with a symbol it means that the knowledge requirement hasn't yet been processed in the teaching.

Blog – here both guardians and students can read the teachers' posts and as a student you can also comment on the posts.

eTest – this box is only visible to students and gives access to digital tests that the teachers have posted. Not all schools have this function.

Family Web – this box is a shortcut to the old family web where you for example can take part in Written Evaluations, Special Education Plans and Student Journals. Not all schools have this function.

Attendance – in this box all absences registered for a student are shown. As a guardian you can also register absences in this box.

Calendar – here you find the school's calendar with information about things like study days, term dates or national tests.

Class list – in this box you´ll find the class list with contact information which you can use to easily send emails to guardians and mentors.

Units of Learning – here you see information about the units of learning the student has access to.

News – all news the school has published will be shown here.

Portfolio – here you find all files the school has saved about a student.

Schedule – here you see the schedule, and you can easily choose what day, week etc. you want to look at.

Assignments – this box contains student assignments and can be used by students to communicate with their teacher regarding the assignments.

Student Conference – this box is only available for guardians and is only visible when there are available appointments for a guardian-teacher meeting regarding your child. You can easily click on the box to see, change, book, or cancel an appointment.

Weekly Plan – an overview of what is going on during the week with information and homework.

9. How do I register an absence?
If you're a guardian you can register an absence for your child via InfoMentor Hub. Click on the box for "Attendance" and then on the button "Report Sickness." You can report absences for today and tomorrow. When you've reported an absence, the box changes colour from green to red. When the school has confirmed the absence, the box turns grey.

10. When do I need to go to the Family Web?
(Only valid for those who have the purple box)
InfoMentor Hub contains most things you need, but not all functionalities are there. In InfoMentor Hub there's a purple box to go straight to the family web where you can take part in Written Evaluations, Special Education Plans and Student Journals.

11. Does InfoMentor Hub work in all browsers?
InfoMentor Hub is based on the latest technology, which means that you must have an updated version of your browser installed. If you don't, we encourage you to update your browser to fully take part in all functionalities of InfoMentor Hub.

12. Does InfoMentor Hub work on mobile devices?
Yes, InfoMentor Hub is compatible with all computers, tablets, and smartphones – as long as your browser is updated.

13. How do I create a shortcut on my screen?
1. Open your browser (Safari for iPhone and Google Chrome for Android). Type in the address *hub.infomentor.se*

2. Log in.

3a. If you have an iPhone or iPad
Press on the little square with an arrow in the middle bottom of your screen. Choose "Add to Home Screen."

3b. If you have an Android
Press on the three dots in the top right hand corner of your browser's menu. Choose "Add to Home Screen."