

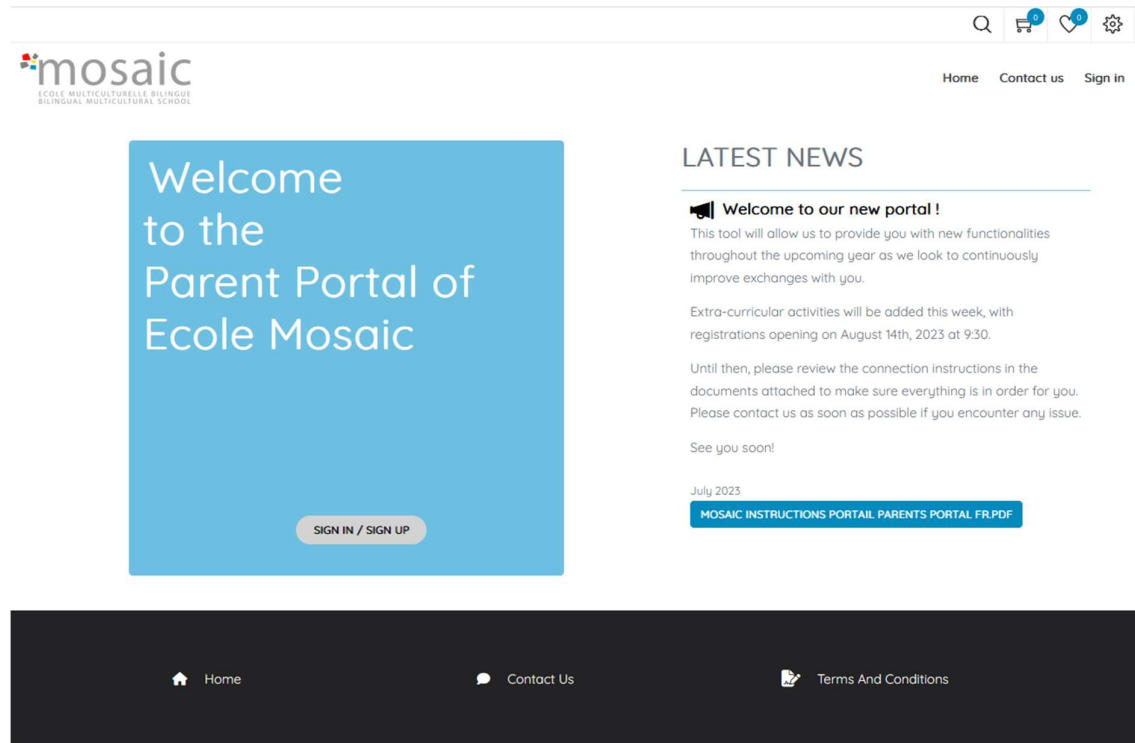
# Parent Portal Instructions

## 1. Access to the parent portal

The parent portal is available at the following address:

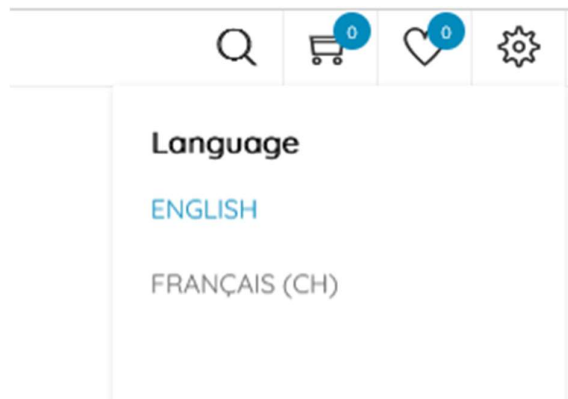
[my.ecolemosaic.ch](https://my.ecolemosaic.ch)

The landing page is as below:



## 2. Choosing the language

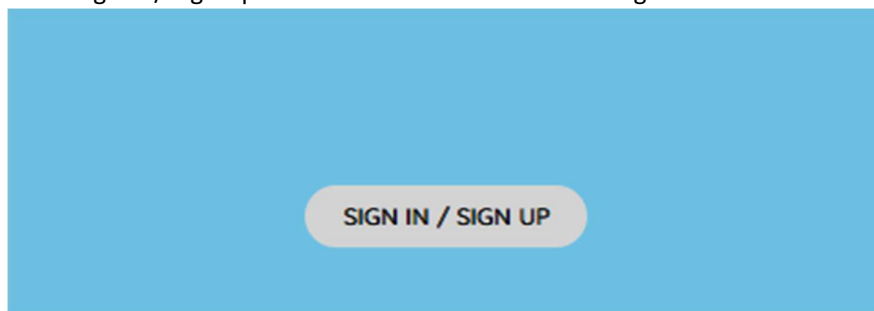
The parent portal is available in French and in English. To switch to your preferred language, click on the cogged wheel in the top right corner and make your selection.



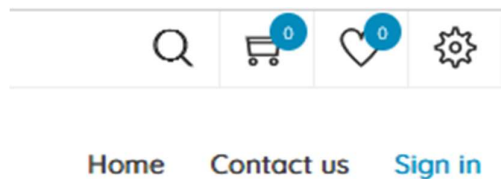
### 3. Log in

To display the login page, you can alternatively:

- Click on the “Sign In / Sign Up” button in the middle of the orange block:



- Click on the “Sign In” menu in the menu bar:



Please note that any connection to the parent portal assumes the knowledge and unreserved acceptance of our Terms and Conditions in force that you can also find on the same portal at the bottom right.

The login page gives you the opportunity to login, create an account or to ask for a password reset.

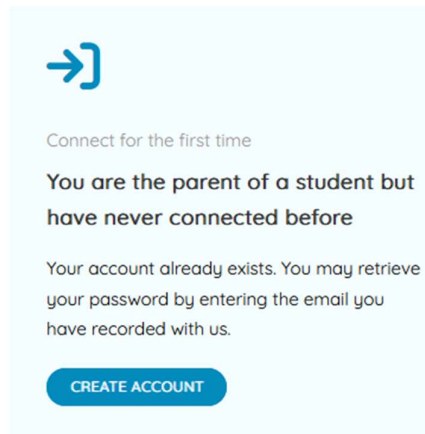
#### 3.1 Log into the portal

You log into the portal using the main email address you communicated to the school and the password you initially set up.

**If you already have an account for the previous portal, you can use the same identifiers.**

#### 3.2 Create an account

If you don't have an account, you can create one autonomously. To do so, start by clicking on the “Create an Account” button:



You will then be asked for an email, your name, your desired password and the confirmation of this password:

Once you have filled those fields, click on the Sign Up button. If the process is successful, you will be directed immediately to the portal home page.

#### *Potential error messages*

*« This email doesn't exist in the database. »*

For you to be able to create an account, the email you are using to create an account must be known to the school and linked to your profile in our school database. If your email is not recognized, you will get this error message. Please contact the school so that we can verify your email.

*« Another user is already registered using this email address. »*

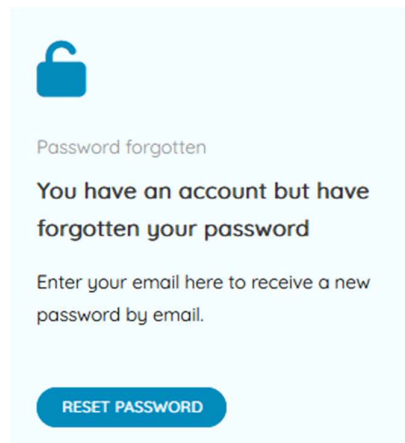
You already have an account. Please use the password reset procedure instead.

*« Cannot create account. »*

Something undetermined went wrong. Please contact the school so that we can have a look.

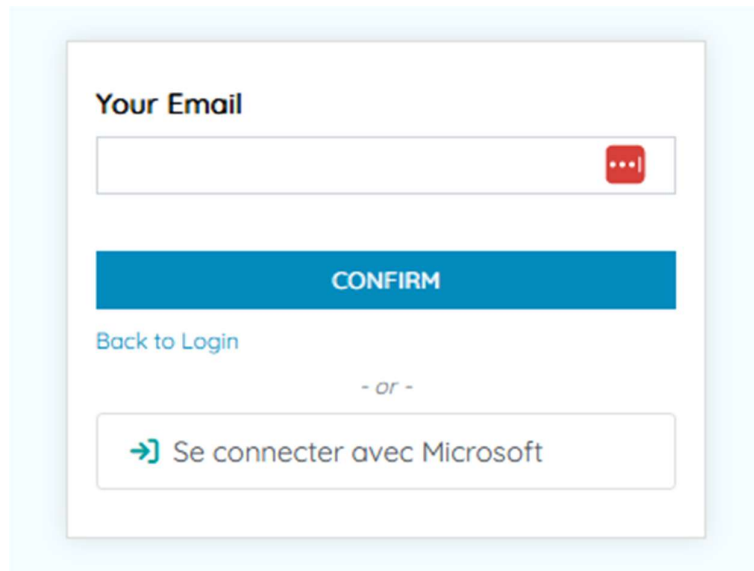
### 3.3 Reset password

You can start the password-reset procedure by clicking on the Reset Password button on the login page:



A light blue rectangular box containing a blue padlock icon at the top left. Below the icon, the text "Password forgotten" is displayed in a small, grey font. Underneath, a bold black message reads "You have an account but have forgotten your password". This is followed by a line of smaller text: "Enter your email here to receive a new password by email." At the bottom center, there is a blue rounded rectangular button with the text "RESET PASSWORD" in white capital letters.

Next, enter the email that is registered as your login, and click confirm:



A white rectangular box with a light blue border. At the top, the heading "Your Email" is in bold. Below it is a white input field with a red "X" icon on the right. Underneath the input field is a solid blue button with the word "CONFIRM" in white capital letters. Below the button, the text "Back to Login" is in a smaller blue font. In the center, there is a grey separator line with the text "- or -" below it. At the bottom, there is a white button with a blue Microsoft logo icon and the text "Se connecter avec Microsoft".

If the email you enter is not recognized, you will receive the error message "Reset password: Invalid username or email". Please verify your input or follow the Create Account procedure in such a case.

If your email is recognized, you will receive immediately a password-reset email. As usual, please check your spam folder if you have not added us to your email white list.

A password reset was requested for the parent portal account linked to this email. You may change your password by following this link which will remain valid during 24 hours:

[Change password](#)

If you do not expect this, you can safely ignore this email.

Please click on the Change my password button, which will bring you to the portal to enter a new password.

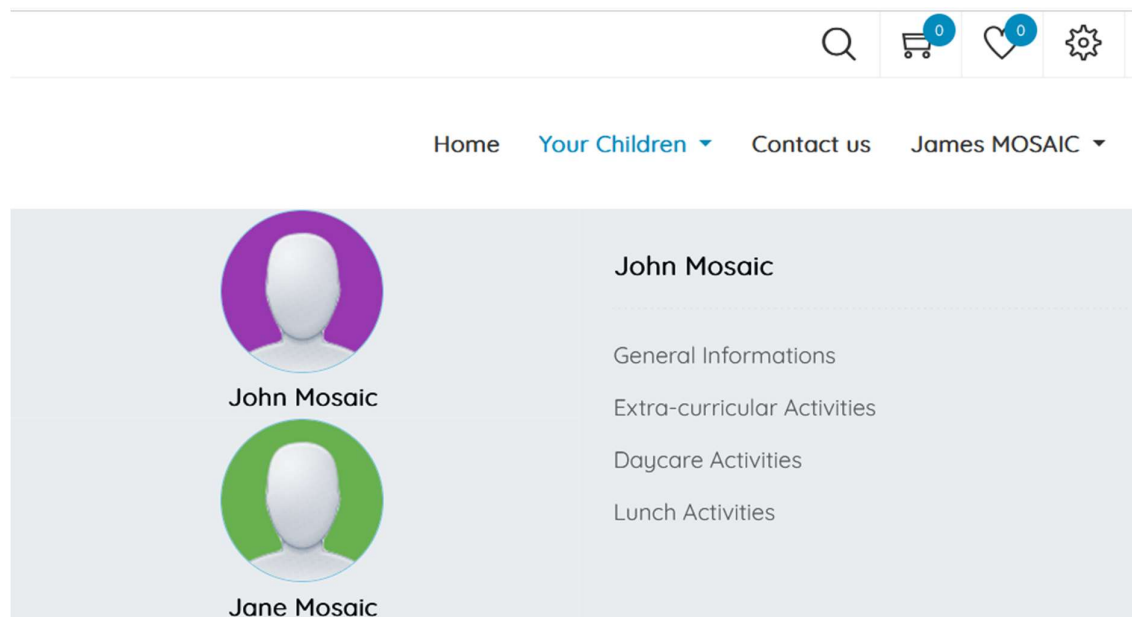
Please note that the link sent you by email is only valid for 24 hours. Therefore, if you don't reset your password in that time frame, you will have to start the entire process anew.

## 4. Registrations for extra-curricular activities, pre- and after-school care and lunches

### 4.1 Navigate to activities

Browsing of anything students can be registered to is done by child. That is because the portal automatically narrows down the available choices based on your child's level.

To see available activities for your child, hover over the Your Children menu (do not click this menu item). For a two-children family, the menu will look as follows:



The name of the active child appears at the top of the menu. In the image above, John is selected. You can switch from one child to another simply by hovering over their picture.

Depending on what you wish to browse and register for, please select the menus Extra-curricular Activities, Daycare Activities or Lunch Activities. The steps being identical, we will focus on lunch activities for the rest of this guide.

### Browse and register for activities

To browse and register for activities, please click on the menu corresponding to the child for which you want to make a registration.

Find an activity for  
John Mosaic  
(Grade 1)

☐ Already registered  
☐ Not registered  
Filter By Name  
  
Filter By Starting Date  
  
Filter by Category  
All  
Filter by Keyword  
All  
Filter by Day  
...

Lunch (2023-2024)

Enjoy our delicious meals under our staff's supervision !  
École Mosaic  
CHF 748.- per year, invoiced in 10 monthly installments  
Monday 12:00-13:30  
28/08/2023 - 25/06/2024  
1N, 2N, 1P, 2P  
[MORE INFO](#) [REGISTER](#)

Lunch (2023-2024)

Enjoy our delicious meals under our staff's supervision !  
École Mosaic  
CHF 748.- per year, invoiced in 10 monthly installments  
Tuesday 12:00-13:30  
28/08/2023 - 25/06/2024  
1N, 2N, 1P, 2P  
[MORE INFO](#) [REGISTER](#)

Lunch (2023-2024)

Enjoy our delicious meals under our staff's supervision !  
École Mosaic  
CHF 748.- per year, invoiced in 10 monthly installments  
Thursday 12:00-13:30  
28/08/2023 - 25/06/2024  
1N, 2N, 1P, 2P  
[MORE INFO](#) [REGISTER](#)

You can use the filters on the left to narrow down the activities you are looking for. For example, you can filter by name, by day or by category.

Each activity is presented in a summary postcard that shares the location, the price, the day and time, the dates and the levels allowed. You can also manage your registration directly from this postcard.

If you need more information, you can click on the More Info button. The More Info page provides you with the following addition elements:

- A more complete description
- A reminder of the cancelation policy
- A log detailing the history of the registration of your child to this activity

[REGISTER](#)

## Lunch

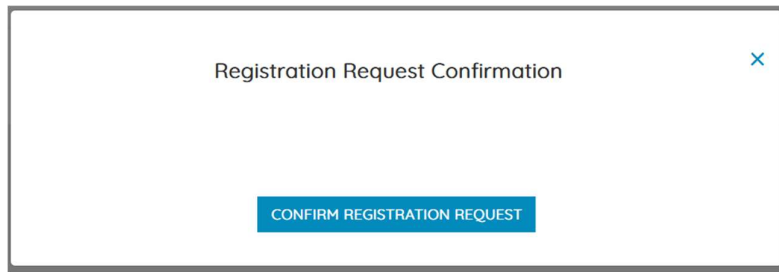
École Mosaic  
CHF 748.- per year, invoiced in 10 monthly installments  
Monday 12:00-13:30  
28/08/2023 - 25/06/2024  
1N, 2N, 1P, 2P

Registration Policy : Please note that all registrations are subject to our [Terms and conditions](#).

Please make sure your preference of meal type (traditional, vegetarian or without pork) is correct in your child's general information.

### Description

Functionalities are identical whether from the postcard or the More Info page. To register, simply click the Register button. You will receive the following confirmation message:

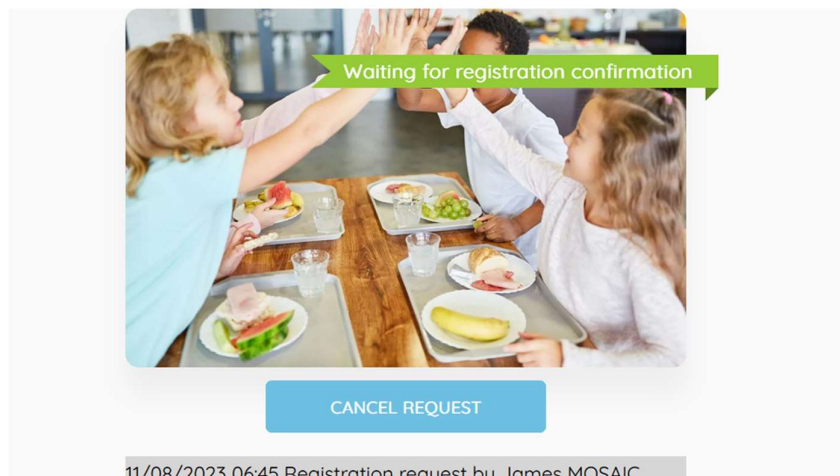


Upon confirmation, you will see two changes:

- A banner indicating that your registration is under consideration
- The Register button will be replaced by the Cancel Registration Request button

If you are on the More Info page, you will also notice that the history log has been populated.

John Mosaic (Grade 1)



**Please note that your registration is not final until the school has validated your choice. The availability of the Register button in no way testifies to there being an available spot.**

**Please note that you cannot sign up for two activities taking place at the same time.**

If you made a mistake or change your mind, you can simply click on the Cancel Request button.

