



Hoofdlocatie:
Zuiderlaan 23a, 6905 AC Zevenaar
Tel. 0316-340200

Overige locaties:
Martinusweg 29, 6914 AL Herwen
De Hooge Bongert 1A, 6903 DA Zevenaar

Jaamo is our parent portal where you can change your personal details, report when your child is absent or register your child for an extra day. You can also view your child's personal notebook and send messages to the employee in the group.

Do you have questions about Jaamo?
View our frequently asked questions:

Activate account and log in

How do I activate my account?

Step 1: Go to <https://elmo-kinderopvang.jaamo.nl>

Step 2: Click on 'Forgot password?'.
Step 3: Enter the email address where you received this message from and press 'Send'.

Step 4: You will receive an email in which you can set a new password. Open this email and click on 'Set new password'. Please note: this email may end up in your spam inbox.

Step 5: A new web page will open where you enter your new password twice. Step 6: Go back to <https://elmo-kinderopvang.jaamo.nl> and log in with your email address and password.

Step 7: You are now ready and can use the Jaamo parent portal.

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Where can I find my login details?

As a customer of ELMO-Kinderopvang, your account is automatically created. The login details (email and password) are sent by email. With these login details, you can log in to your personal account.

Can I install an app on my phone?

There is an app for the Jaamo parent portal. You can download the app via the Apple [App Store](#) or [Google Play](#) from Google. When you open the app for the first time, you will be asked to 'Enter the name of your childcare organization below'. Then type in 'ELMO-Kinderopvang' and 'ELMO-Kinderopvang' will appear as an option below.

How do I log in to the Jaamo parent portal?

You can log in to Jaamo via your smartphone, tablet, laptop and computer. Go to elmo-kinderopvang.jaamo.nl on your internet browser. It is also possible to log in via the app on your phone.

Can both parents share a login?

We ask both parents to provide a separate email address, so that they both have their own login for access to the parent portal. If parents have a shared



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(family) email address, they may have to log in a second time if they have previously logged in on a different device.

[I have forgotten my login details](#)

The username of your account is your email address.

[Have you forgotten your password?](#)

Press 'forgotten password' on the login screen. You will then receive an email in which you can set a new password. Please note: this email may end up in your spam inbox.

[How do I change the language of the app to English\Dutch?](#)

You can find your own profile on the 'Account' page. When you click on your name, you will see your personal details. Under the heading 'Preferred language' you can change the language of the app to English\Dutch.

Home screen and navigation

[What does my home screen look like?](#)

When you log in, you will arrive at the home screen. On the home screen you will see the latest messages, the newest photos of your child(ren) and the most recent stories that have been written. This way you will stay informed of new events surrounding your child(ren).

[How do I go to another page?](#)

From the home screen you can easily navigate to the other pages of the parent portal. The menu buttons are at the bottom. By clicking on one of the buttons, you will navigate to the relevant page.

My and my child(ren)'s details

[Where can I find my profile?](#)

In the parent portal you can easily submit changes regarding your personal details such as your telephone number or e-mail address. This way we will always be informed of your details. You can view and change your details via the 'Account' page.

[Where can I find my child\(ren\)'s details?](#)

On the 'Account' page, you will find your child(ren)'s profiles in addition to your own profile. By clicking on your child's name, you will reach your child's basic details. You can update some details on this page.



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Where can I find my child's care days?

On the 'Planning' page, you will see your child's care days in the calendar.

When a dot appears next to a date in the calendar, this means that they care that day. These are of course the planned days, but they can also be extra days, such as holidays or study days.

When you select a day, you will see more information, for example whether it is a holiday or study day.

You can also request extra days of care, or you can cancel care days using the buttons at the top right.

Photos and notebook

Where can I find my child's photos?

On the 'Account' page, you will find an 'All photos' button behind your child's name. You can click on a photo to enlarge it and download it if necessary. The photos are displayed chronologically.

Where can I find my child(ren)'s notebook?

On the 'Account' page, you will see 'All notebooks' behind your child's name.

Here you can read your children's stories. You can see who updated the notebook and when that happened.

Can I write in my child's notebook myself?

You also have the option to add a story to your child's notebook yourself. To do this, click on the 'All notebooks' button on the 'Account' page. Then click on the plus button. By filling in the form, you can write and add a story yourself. By clicking on the 'Save' button, your story will be added to the notebook.

You also have the option to update or delete your story. To do this, click on the pen or trash can button.

How do I send a message to an employee in the group?

On the 'Messages' page, you can easily exchange messages with the employees of your child's groups. You can see all the conversations and you can also start a new conversation yourself. You can also add the other parent to this message if you wish. It will then say, 'Conversation with multiple parents'.

You can view a previous conversation by clicking on the message. This will take you to the dialog box where you can also send a new message to your child(ren)'s group. You can do this via the plus button at the top right. You can write the message in the text box and then send it by clicking on the blue 'Save' button.



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Reporting absence, extra, and exchange days

How do I report my child(ren) absent?

You can report your child's absence on the 'Planning' page. There are two ways to report your child's absence from ELMO-Kinderopvang.

The first way is to navigate to the childcare moment in the calendar and then click on the childcare moment you want to report as absent. You click on the green 'Attendant' button. 'View planning' will then appear on the right. If you click on it, you will be taken to the screen to report your child's absence.

The second way is via the first button at the top right, which takes you to the report absent screen. Here you can report multiple childcare moments at the same time. You choose the period that you want to report absent. You will then see the days and group names that you want to cancel below. It does not show your child's name, but the name of your child's group. If care is needed for a certain day during that period, you can exclude it from cancellation by clicking the slider to the left, which will then become gray.

Can I provide the reason why my child is absent?

For planning purposes, it is not necessary to know why your child is absent. It is also not necessary to administer a sick report due to privacy reasons. Employees can register in the group portal that your child is sick.

Request an extra day?

Do you want to request an extra day?

On the 'planning' page, you can submit the request for extra care via the plus button at the top right. Select the desired day, select the package, select additional hours of product, enter the start time (note: times in quarters (00 – 15 – 30 – 45) and end time), add any comments and click on request. You will hear via planning whether your request has been approved. Requests for additional childcare must always be requested per child.

How do I request a swap day?

If you want to request a swap day, you must first cancel the original childcare day, only then can you submit a request for a swap day. So only request a swap day if your child will not be attending on the original childcare day. You will hear via planning whether your request has been approved.

On the 'Planning' page, you can submit the request for the swap day via the plus button at the top right. You will only see the option for a swap day if your child has been unsubscribed for a day.



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If you want to request a swap day for multiple children, you must submit the request for each child separately. You select the desired date, the package and the product. For the desired date, you must click on the calendar button on the right to select a date.

How do I apply for childcare on a holiday?

On the 'Planning' page, you can submit a new application via the plus button at the top right. There you will see the option to apply for an extra childcare day.

You select the desired date, package and product. On the desired date, you must click on the calendar button on the right to select a date.

If you want to apply for childcare on a holiday for multiple children, you must apply for each child separately.

How do I apply for extra childcare on a study day?

Go to the 'Planning' page in the menu.

Click on 'Planning' and look up the relevant study day in the calendar.

Click on the study day.

Finally, click on 'Request extra childcare' and then on 'Place'.

Please note: Study days must be applied for via the planning.

Administration – Contracts

Child contract ready

You have received an email with the request to sign the contract.

How does this work, you log in to the Jaamo app.

In the menu, go to account – go to the Administration heading and choose 'Contracts'.

You will see a placement agreement under the required attention, if you click on the three dots, you will see the following options:

Sign contract

You follow the steps described in the app.

Refuse contract

If something is not correct in the contract, you can refuse the contract. Then choose between the two options, and if necessary, provide your comment so that we can quickly adjust this and send you a new contract.

Cancel contract

If you want to cancel the contract, you can do so via this route, this is only possible if the contract has been signed.



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Generate PDF

Here you can create and download a PDF of the contract.

Invoice and payments

[Where can I view my invoice?](#)

You can easily view all your invoices via the 'Account' page. You also have the option to download the invoices.

[Payment date ELMO-Kinderopvang](#)

The payment date of ELMO-Kinderopvang is the 20th of each month. If the 20th falls on a public holiday or in the weekend, the payment will be processed on the following working day.

[What date do you receive childcare allowance?](#)

Childcare allowance is paid on the 20th of each month. If the 20th falls on a public holiday or a weekend day, the childcare allowance will be transferred to you on the following working day.

[Can I see the subsidized contribution on my toddler daycare invoice?](#)

On the invoice you will find how much subsidy is paid for your toddler daycare. You will see the original invoice amount on the invoice, from which the subsidized contribution is then deducted.

The financial contributions are also specified separately on the invoice, so you can see which part of the childcare this relates to.

Annual statement

[Where can I find the annual statement?](#)

You can find the annual childcare statement in the Jaamo parent portal via the page 'Account' and then look under the heading 'Financial'.

Do you have multiple children at ELMO Childcare? Then you will receive an annual statement for each child.

[Do I need the annual statement for my income tax return?](#)

You do not need the annual childcare statement for your income tax return. The costs of childcare are not deductible for income tax. This is arranged via childcare allowance.

[When do you need the annual statement?](#)

The annual statement is required when the tax authorities ask for information about the number of hours and the amount paid for childcare in the previous calendar year. This is usually in the autumn. We therefore advise parents to keep the annual statement in a **safe** place.