



## Instructions for using online services

The City of Joensuu early childhood education services use the Daisy online service portal, which you can log in to at [www.joenmuksut.fi](http://www.joenmuksut.fi).

### Login

You can log in at [www.joenmuksut.fi](http://www.joenmuksut.fi) either on the "Päivittäiset asiat" (Daily matters) or "Hakemukset ja ilmoitukset" (Applications and notifications) side.

- **Daily matters:** Here you can find DaisyFamily. The first login requires strong authentication (certificate card, mobile certification or online bank identifiers).
- **Applications and notifications:** You always log in to this side with strong identification.

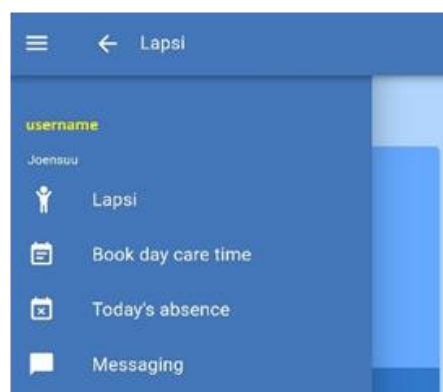
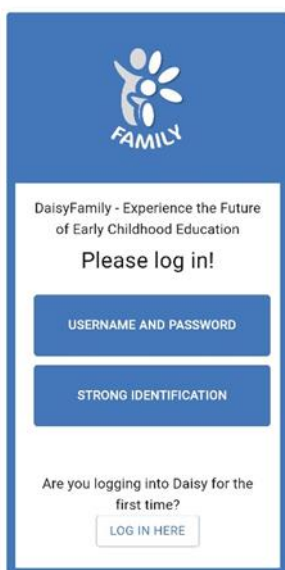
E-services work best with Chrome, Mozilla Firefox and Safari browsers.

<p><b>Päivittäiset asiat</b></p> <p>Hoida täällä lapsesi varhaiskasvatukseen liittyviä päivittäisiä asioita: ilmoita läsnäoloajat, poissaolot, varahakijat ja allergiat, ilmoita loma-ajat, lue tiedotteita ja ohjeita.</p> <p><a href="#">Kirjaudu tästä</a></p>	<p><b>Hakemukset ja ilmoitukset</b></p> <p>Täällä hoituvat lapsen varhaiskasvatukseen liittyvät kertaluontoiset asiat: varhaiskasvatuspaikan haku, esiopetusilmoitus, vanhempien tulotiedot, irtisanomis- ja muutosisloimitukset.</p> <p><a href="#">Kirjaudu tästä</a></p>
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### Daily matters = DaisyFamily

Check that you are logging in to Joensuu DaisyFamily, which can be found at [www.joenmuksut.fi](http://www.joenmuksut.fi) "Päivittäiset asiat" (Daily Matters). If your child is scheduled to start in early childhood education, you can log in and access their information a month before the starting date, at the earliest.

To log in, you need strong authentication the first time, after which you can create a password for yourself. Your username appears when you're logged in



## At DaisyFamily you can:

- reserve day care hours and make absence and leave notifications.
- record your child's allergies and other persons who may pick up your child.
- read notifications, instructions and messages concerning early childhood education.
- read and edit your child's early childhood education plan.

To access the mobile version of the website, you can download a DaisyFamily shortcut icon for your mobile device from an app store.

## Help with DaisyFamily

- If you do not use strong authentication and need a user ID,
- You have problems using DaisyFamily,

send an email to Tuula Pikkarainen at [tuula.pikkarainen@joensuu.fi](mailto:tuula.pikkarainen@joensuu.fi) or call tel. 050 355 3022.

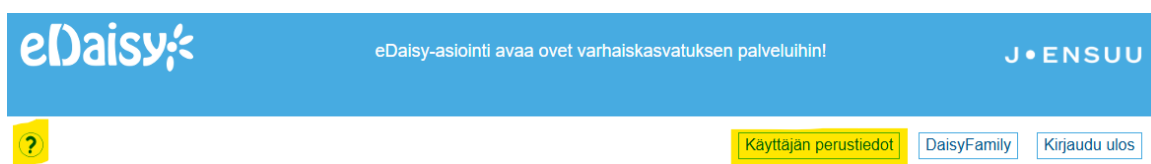
## Applications and notifications (eDaisy)



## Front page

When you log in to the Applications and notifications page, you can fill in electronic forms under the heading "Early childhood education services" on the front page.

- You can edit your personal information in the "user information" (Käyttäjän perustiedot) section. The main language of the system is Finnish, but you can change the language to English from the settings (Käyttäjän perustiedot > "kieli").
- Press the question mark to see or hide the help text.



## Varhaiskasvatushakemus - Early childhood education application

Fill in the early childhood education application if you are applying for a place for your child in a daycare centre or family daycare. Make a separate application for each child. If you are not the legal parent of the child, please select the option "other child" (Muu lapsi).

If you are applying for a place in private day care centre, you should contact the centre in question directly.

## Preschool education announcement

With a pre-school application (esiopetusilmoitus) you can enrol your child in pre-primary education. If necessary, you can apply for supplementary early childhood education and care in addition to pre-primary education with the same application.

## Change notifications

- **address change (osoitteen muutos):** You can update your own address via DaisyFamily, but the child's address must be updated this way. You can update all your children's addresses at the same time using one form.
- **Hourly limit the selection change (tuntirajavalinnan muutos):** allows you to change your required day care hours. File a separate notification for each child. The changes will come into effect at the beginning of the following month at the earliest; the hour limit cannot be changed in the middle of the month. Should your child have an unexpected need for more day care hours, please contact their early childhood education provider directly.
- **Wish for new daycare centre (toive hoitopaikan vaihdosta):** If your child already has an early childhood education place in Joensuu, but you would like to have them transferred to another unit, you can file a request by filling out "Wish for new daycare centre" (toive hoitopaikan vaihdosta) form. File a separate notification for each child. Day care centre directors and family day care managers will agree upon the transfer, and they will notify the family when the transfer is possible.

## Income statement form

On the income statement form, you can:

- Accept the highest payment category
- Report income data with attachments. Please note that some of the income data is obtained directly from the Incomes Register, but the payments team will not check it without your report.
- Report changes in family size in Section 3. "Additional Information - Guardian corrections to family information"

For questions related to customer payments, please contact our payments team at [vakamaksut@joensuu.fi](mailto:vakamaksut@joensuu.fi). More information can also be found at: [www.joensuu.fi/asiakasmaksut](http://www.joensuu.fi/asiakasmaksut).

## Termination notification

Fill in the notice of termination as soon as you know when your child's need for early childhood education in Joensuu is about to end. The position can be terminated at any time, but it cannot be done retroactively. Please note that municipal early childhood education does not have a notice period, but in private daycare centres it is specified in the service agreement.

Always notify your child's daycare centre or family daycare provider of any changes or resignation.

## Application queue (Hakemusjono)

When you receive an email notification that a new early childhood education decision has arrived, accept or reject it in the Application queue table.

- You can edit and save applications that are in the Sent (lähetetty) status.
- You can no longer edit an application that is in processing (käsittelyssä) or Cancelled (peruttu), you must contact service guidance directly.
- The application in Draft (luonnos) status hasn't been submitted yet, isn't visible to anyone but you yet, and you can edit it.
- You can cancel your application by clicking on the image in the trash can.

Hakemusjono							
Näytä kerralla <input type="text" value="10"/> riviä						Etsi: <input type="text"/>	
Asianumero	Hakemuksen nimi	Lapsen nimi	Hakemus jätetty	Hakemuksen tila	Päätökset		
 49054	Irtisanomisilmoitus	Testi, Lapsi		Luonnos			
46826	Palvelusetelihakemus	Testi, Lapsi	30.11.2022	Peruttu	Varhaiskasvatuspäätös 30.11.2022		
 46825	Palvelusetelihakemus	Testi, Lapsi		Luonnos			
 46426	Esiopetusilmoitus	Testi, Lapsi		Luonnos			
 45473	Esiopetusilmoitus	Testi, Lapsi		Luonnos			
43345	Varhaiskasvatushakemus	Testi, Lapsi	14.06.2022	Odottaa huoltajan hyväksyntää	Varhaiskasvatuspäätös 15.06.2023		

## Orders (Päätökset)

In the **Orders (Päätökset)** tab, you can see any decisions made for your child. For example, the early childhood education decision will include the contact information of your child's early childhood education facility's manager, the name of the group and instructions for appealing the decision. The decision will also include the range of day care hours available for your child.