



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.

How to log in

Go to www.joenmuksut.fi, and you can log in to either the “Daily business” (Päivittäiset asiat) or “Applications and notifications” (Hakemukset ja ilmoitukset) section.

You can log in to DaisyFamily through the “Daily business” (Päivittäiset asiat) section. Logging in for the first time requires strong identification (certification card, mobile certification or online bank identifiers).

You will always need to use strong identification to log in to the “Applications and notifications” (Hakemukset ja ilmoitukset) section.

Our online services work best with Chrome, Mozilla Firefox or Safari.

Päivittäiset asiat Hoida täällä lapsesi varhaiskasvatukseen liittyviä päivittäisiä asioita: ilmoita läsnäoloajat, poissaolot, varahakijat ja allergiat, ilmoita loma-ajat, lue tiedotteita ja ohjeita. Kirjaudu tästä	Hakemukset ja ilmoitukset Täällä hoituvat lapsen varhaiskasvatukseen liittyvät kertaluonteiset asiat: varhaiskasvatuspaikan haku, esiopetusilmoitus, vanhempien tulotiedot, irtisanomis- ja muutosilmoitukset. Kirjaudu tästä
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Daily business = DaisyFamily

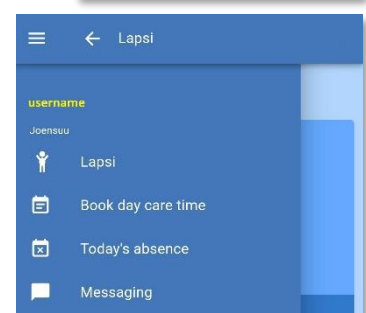
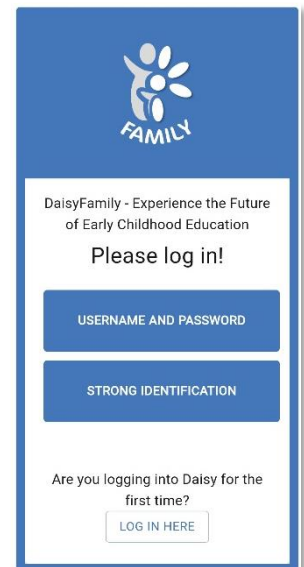
Make sure that you are trying to log in to the Joensuu DaisyFamily, which can be found at www.joenmuksut.fi in the “Daily business” (Päivittäiset asiat) section. If your child is scheduled to start in early childhood education, you can log in and access their information a month before the starting date, at the earliest.

Logging in for the first time requires strong identification, after which you can create yourself a password. You can see your username when you are logged in. If you cannot use strong identification, please contact Tuula Pikkarainen to request for a username and a password. Tel.050 355 3022.

Through 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.



For help and support with DaisyFamily, please contact Tuula Pikkarainen via either email tuula.pikkarainen@joensuu.fi or telephone 050 355 3022.

Applications and notifications: (eDaisy)



Once you have logged in to the Applications and notifications section, you can find online forms to fill on the home page under the title “Early childhood education services” (Varhaiskasvatuksen palvelut).

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”). You can read or hide

instructions by clicking on the question mark icon.

If you want to apply for a place at a day care centre, family day care or open early childhood education/playgroup activities for your child, you need to file an early childhood education application = **varhaiskasvatuhakemus**. You must file a separate application for each child. If you are not the legal parent of the child, please select the option “other child” (Muu lapsi). You can find instructions for applying at: www.joensuu.fi/hae-varhaiskasvatuspaikkaa.

If you are applying for a place in private day care centre, you should contact the centre in question directly. You can find more detailed instructions for applying to private day care centres: www.joensuu.fi/yksityiset-paivakodit.

If you need guidance with applying for a place in early childhood education, please call the early childhood education service guidance

Mon and Thu 12pm-15pm, Tue-Wed and Fri 8am-12pm phone 013 267 2990

You can register your child for pre-primary education by filing a **pre-school application (esiovetusilmoitus)**. If the child needs daycare in addition to pre-primary education, you can apply for it when registering for pre-primary education.

Change application:

- **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.

The income statement form (tuloksetilomake) allows you to:

- accept the maximum fee
- make an income declaration with attachments. Please note, that your income information will be partially available from the Income Register, but the payments department will not review it without your notification.
- notify about changes in family size in section 3. “Additional information - parent’s corrections to family information” (Lisätiedot - Huoltajan korjaukset perhetietoihin)

For questions about fees, please contact our payments department at vakamaksut@joensuu.fi. For more information, please go to: www.joensuu.fi/asiakasmaksut.

If you know that your child will no longer need early childhood education services in Joensuu, please file for a **termination notification (irtisanomisilmoitus)** immediately. You may withdraw your child from early childhood education at any time, but this cannot be done after the fact. Please note, that there is no notice period in municipal early childhood education, but that one has been defined in service agreements for private early childhood education providers.

Always inform your child’s early childhood education provider about termination or changes.

Once you have received an email notification about a new early childhood education decision, you should accept or reject it in the **Application queue (Hakemusjono)** section. “Waiting guardian's approval” (Odottaa huoltajan hyväksyntää).

- An application that is classified as “Sent” (Lähetetty) can still be edited.
- Once an application is classified as “Processing” (Käsittelyssä) or “Cancelled” (Peruttu), you can no longer edit it. If you wish to make changes to the application, you must contact service guidance directly.
- An application that is classified as a “Draft” (Luonnos) has not yet been submitted; it is not visible to other users and can be still edited.
- You can withdraw a submitted application by tapping the trashcan icon.

Application queue

Case number	Application name	Name of the child	Application posted	Application status	Orders
49599	Varhaiskasvatushakemus	,		Draft	
49598	Income statement	,		Draft	
49555	Wish for new daycare centre	Testi, Lapsi	15.06.2023	Sent	
49054	Termination notification	Testi, Lapsi		Draft	
46826	Service voucher application	Testi, Lapsi	30.11.2022	Cancelled	Early childhood education order 30.11.2022
46825	Service voucher application	Testi, Lapsi		Draft	
46426	Pre-school application	Testi, Lapsi		Draft	
45473	Pre-school application	Testi, Lapsi		Draft	
43345	Varhaiskasvatushakemus	Riihinen Testi, Lapsi	14.06.2022	Waiting guardian's approval 	Early childhood education order 15.06.2023

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.