



BERGEN
KOMMUNE

To parents/guardians with children
attending municipal schools in Bergen

Our reference: 2021/186033
Date: 09 June 2022

Vigilo project for communication between homes and schools

The communication solution in Vigilo has now been opened for the schools in your borough. As and from today, communication with the school will be conducted through Vigilo Parent Portal or the Vigilo App. The school and Out of School Clubs (SFO) will use Vigilo to send notifications and to share information with you.

Communication has previously been conducted through various channels, among others, letters home in the children's rucksacks, e-mails and text messages. Now that we are transferring to Vigilo's communication module, communication will be safer and more efficient for parents/guardians, and the staff.

What do we use Vigilo for?

Vigilo is used to share practical information between you and the school. You must use Vigilo to send messages to the school, report absence and to gain access to content the school publishes. Similarly, the school will send messages and publish information directed at you in Vigilo.

Sensitive information, for example, information about health, religion, bullying and personal finances must not be shared with the school via Vigilo. You must use the contact form on the school's website or telephone the school about such matters.

For more information about how you can use Vigilo to communicate with the school and to read how Vigilo processes personal data, visit [innbyggerhjelpen](#) (citizen help page) on the City of Bergen's website.

Does your child attend SFO?

School and SFO are two separate entities in Vigilo. In the event of absence, you must therefore send two separate notifications - one to the school and one to SFO.



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How to get started

You can [login to](#) Vigilo Parent Portal via the browser on a computer, Chromebook or tablet.

You can download Vigilo's app on a smartphone or tablet from the App Store, Google Play or AppGallery.

For security reasons, you must use the ID portal when logging in to Vigilo. School staff also use a secure login system to access Vigilo.

Need assistance?

Do you need assistance or want to give us feedback?

Contact: The City of Bergen's Citizen Service Centre [Innbyggerservice](#).

E-mail: innbyggerservice@bergen.kommune.no

Telephone: 55 56 55 56

User guides: [Vigilo Help Centre Schools](#)

Best regards,

Marius Arnason Bøe

Municipal Director
Department of Education and Sports

Are Andreassen

Section Manager, Digitalisation and Enterprise Management
Department of Education and Sports