



**To parents with children in kindergartens
and schools**

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The municipality of Bergen wishes to simplify the communication between the kindergarten/school and the parents and therefore adopt a new digital solution.

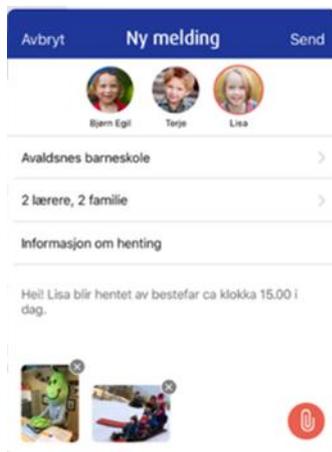
This system is called Vigilo, and you will be given access to the parents' portal via either the browser on the computer/tablet or by downloading the supplier's app.

This portal enables you to communicate with the staff in your child's kindergarten or school; practical information such as absence or activities may be sent to and from the kindergarten or school. Please note that sensitive information such as diagnoses, incidents of bullying or negative mention of others, is not to be shared here.

Please find more details of the solution, access and information security on the Bergen municipality's website www.bergen.kommune.no by using the search query «Vigilo».

You will find information concerning the portal on www.vigilo.no/bergen.

If you need help or have questions, please contact your child's school or kindergarten or the Bergen kommune innbyggjerservice (residents' service) located in Kaigaten 4.



If you log into Vigilo from a browser, use the ID-port for a safe and secure identification. The first time you log into the app, choose «Bergen kommune» and thereafter log in with the ID-port. You will then be asked to create a four-figured PIN code, or use Touch-ID or facial recognition for a simple login to the app the next time you wish to use it.

Piece of advise: Allow what the app demands. Your mobile number and e-mail address will be obtained from a national contact and reservation register.

Piece of advice: From computers and tablets Vigilo works best with the browser Google Chrome.

For those of you having children in both a municipal kindergarten and a municipal school, all of your children will come up in the same app. For children with more than two names, only the two first names will appear in the app. The child's connection to the parents is obtained from the population register.

SFO will implement the digital solution Vigilo at the beginning of January 2020.

With regards
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Seksjonsleder
HR, digitalisering og virksomhetsstyring