



E-services

www.flen.se



Do you have children at a preschool or after-school centre?

We are now introducing e-services!

All guardians must register their income via our website. The is to ensure that your invoice for child care is correct.

Even if you have already registered your income, you must do so again during the period **from 1 to 28**

February. Otherwise there is a risk that your fee will be incorrect.

Do as follows:

- 1 Visit our *e-service for preschool and after-school care* here: www.flen.se/sjalvservice
- 2 Click on *Guardian* and log in with BankID.
- 3 Register your income.

Common questions and answers

I have already registered my income, why do I have to do it again?

– During February, Flens Municipality is updating its entire system which deals with e-services within preschool and after-school care. From the start of March, we will be invoicing everybody from the new system. If we do not have your details in the new system, there is a risk that you will be invoiced the wrong amount.

Why are you changing the system?

– We are currently developing a large range of e-services within Flens Municipality as a whole. E-services for preschool and after-school care are a part of this. We are developing e-services in order to enhance our service for everyone who lives in the municipality. The e-services enable you to, for example, make applications and report changes to us even during evenings, nights and weekends using a secure connection.

What is an e-service?

– An electronic service where you can use a computer or mobile to manage issues instead of sending forms. You can manage issues round the clock using the e-service, even when we are closed.

What do you need in order to use the e-service?

– To use the e-service you need a Swedish personal identity number, an internet connection and a BankID. You also need to have a computer, tablet or smart mobile phone.

What is BankID?

– BankID is an electronic identification. You can use Mobile BankID both when you are using a phone/tablet or when you want to reach the e-service from a computer. All you need is the phone or tablet on which you have your mobile BankID-app installed. Mobile BankID can be used on most modern mobile phones and tablets with an internet connection.

How do I obtain a BankID?

– Contact your bank to obtain a BankID. You must have a Swedish personal identity number to obtain a BankID.

I don't have a Swedish personal identity number, what should I do?

– Contact us on bo-buk@edu.flen.se as soon as possible.

What charging and tariff rules are there?

– Read charging and tariff rules on our website: www.flen.se/barn-utbildning/forskola/placering-och-avgifter

If you have further questions concerning the e-service, contact us on bo-buk@edu.flen.se

**Register no
later than
28/2!**