

## - Telefon24 -

### Telephone service for registering absenteeism

#### In English

#### Information concerning Telefon24

Telefon24 is now ready and available. Telefon24 is an automatic telephone service within Skola24 that allows you as a parent or guardian to register your child/children when absent from school. No parent account in Skola24 is necessary in order to use the service. All that is required is a press-button telephone.

Notification of absence can be registered in the following languages:

0515 777 000	Swedish
0515 777 001	English
0515 777 002	Arabic
0515 777 003	Somalian
0515 777 004	Pashto
0515 777 005	Albanian

By entering the personal identity code number, notification of absence is delivered directly to the database without the need of any school staff being involved.

N.B. Notification of absence must be registered before 12.00 midday in order for it to apply on that day's date.

At present notification of absence can only be made one day at a time. If you call after 12.00 midday the absence will be registered for the following day.

When registering the absence the call may be discontinued at any time. Once the registration is complete, confirmation will follow. If you should terminate the call prematurely the registration will discontinue.

All ten digits of the personal identity code number of the pupil concerned must be correctly entered.

Parents with a login account in Skola24 can see the notification of absence call entered in the commentary field with the telephone number used. An exception to this is if the absence has been registered using an unlisted telephone number or if it has been directed from a switchboard that does not show the telephone number.

Staff at the school can see the actual time of the registration as well as the telephone number used to register the absence. Teachers of the pupil concerned receive this information on their homepage when they log into Skola24.

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#### Start information Telefon24

Welcome to getting started using the telephone service for registering absenteeism via press-button telephone in English. The service is connected and ready to be used. The number you should call is **0515-777 001**.

- The welcome message you hear is:

*"Hello and welcome to Skola24's notification of absence registration for the City of Malmö.*

*It is not yet 12 midday so the notification of absence will be registered today.*

*(Alt. It is past 12 midday so the notification of absence will be registered tomorrow.)*

*Please press the ten personal identity code number digits of the pupil concerned "*

When the registration is complete confirmation is given by the telephone voice saying:

*"Your notification of absence has now been registered. Please remember to notify absence each day. Thank you for calling."*

#### Remember!

- Please have the ten personal identity code number digits of the child concerned ready at hand.
- At present notification of absence can only be made one day at a time. Therefore register your child/children absent each day. N.B. Notification of absence must be registered before 12.00 midday in order for it to apply on that day's date. Notification of absence made after 12.00 midday will be registered on the following day.
- When registering absence, the call may be discontinued at any time. Once the registration is complete confirmation is given. If you should terminate the call prematurely the registration will discontinue.

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#### Demonstration of Telefon24

A telephone number is available which demonstrates how the telephone service is designed to function. The demonstration is in Swedish.

Call: 0515-777629

Notification of absence for pupil: 112233-1232 alternatively 112244-1239

Below shows how it looks for the teacher concerned:

Visa översikter för:

**Översikt: Frånvarande mentorselever idag (0st)**

**Översikt: Frånvarande elever på mina lektioner idag, (1st)**

En, 08:20-09:30, - 1 frånvarande elev

Namn	Klass	Frånvaro	Anledning	Kommentar
Svensson, Hanna	9A	70min	Anmäld	Inringt 2007-08-07 (11:01) av: 0515777888