

Problems logging in to Skolon Guardians

Clara Hardarsson - 2025-05-14 - My collection

Guardians is an app that makes it easier for you as a parent or guardian to follow and support your child's schooling – directly from your mobile phone. The app has been developed to work with schools that use Skolon.

Are you as a parent or guardian having trouble logging into the app? Here we have listed the common reasons for login problems and what you as a parent or guardian should do:

The local authority does not have the Skolon Guardians service

Contact your child's school and inform them that you cannot log in. If the school does not yet have the Skolon Guardians service, it may help if there are more requests from parents or guardians to activate the service.

The municipality has not activated Skolon Guardians at the child's school

Contact your child's school and inform them that you cannot log in. They can then contact the local authority who can troubleshoot and see if Skolon Guardians is activated.

No account has been created for the parent or guardian - error during synchronisation

If you know that your child's school has Skolon Guardians activated but you still cannot log in, please contact Skolon Support so that we can troubleshoot why you as a parent or guardian have not been synchronised correctly.

