



## Login Issues Skolon Guardians

Clara Hardarsson - 2025-09-11 - For Guardians

Guardians is an app designed to make it easier for you as a guardian to follow and support your child's schooling—directly from your mobile. The app is developed to work in conjunction with schools that use Skolon.

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

### **The Principal/Municipality has not enabled 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 more requests come from guardians to activate the service.

### **The Principal/Municipality has not activated Skolon Guardians at your child's school**

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

### **No account has been created for the guardian - synchronization error**

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



Oops!

Unfortunately, we cannot find you as a guardian. This can be due to a number of different reasons.

For more information, please visit [Skolon support](#).