



Au-pair Communicator

The user guide.

Step by step, for host families and au pairs.

How to use this guide: Tap a topic below. You jump straight to it. At every heading there is a button “↑ Contents” on the right. It brings you back here. The **red numbers** on the pictures belong to the steps with the same number.

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Quick start in three steps

1

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Register, create the family, send the invitation code to the au pair.

Chapter 2

2

Au pair

Register, choose “Au pair”, type the code. **Chapter 2**

3

Together

Add appointments, chat, record working hours. **Chapter 4, 6**



The most important things in one minute

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What is the app for, and how do you get in?

The **Au-pair Communicator** is the shared app for a host family and their au pair. Appointments, chat, working hours, shopping list, photos and emergency help are all in one place. Everyone in the family sees the same things. Nobody has to ask who does what and when.

1

The host family creates the family

They get an invitation code.

2

The au pair joins

You type the code when you sign up.

3

Now you share everything

Appointments, chat, working hours, lists and photos.

Where do I get the app?

iPhone: in the App Store. Search for "Au-pair Communicator".

Android: on Google Play, same name.

Computer: in your browser at **app.aupair-zubke.de**. It is the same app with the same login.

Who can see my data?

Only the members of your family. Nobody can join your family without the invitation code. Your data is not public and is not used for advertising.

Good to know

You choose the language of the app yourself (chapter 10). If someone writes to you in another language, you can translate the message with one tap (chapter 6). The pictures in this guide show the English app. If your app is in another language, the buttons have other names, but they are in the same places.

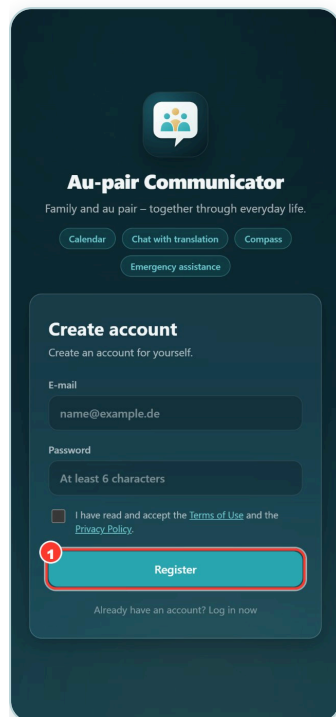
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Create your account and join your family

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The first start. The host family goes first, the au pair joins after.

2.1 The host family creates the family

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Create account

- 1 Open the app. At the bottom, tap **"Don't have an account yet? Register now"**.
- 2 Type your **e-mail address** and a **password** with at least 6 characters.
- 3 Tick the box for the Terms of Use and the Privacy Policy. Then tap **"Register"** (red 1).
- 4 If the app shows "Confirm email address", it has sent you a **code by e-mail**. Please also look in your spam folder. Type the code and tap "Confirm".
- 5 Now set up your profile. Type your **name** and choose **"Host family"**. Type the **name of your family**, for example "Müller family".
- 6 Choose the functions you want to use: **Work time tracker** and **Pocket money & payments**. You can change this at any time.
- 7 Tap **"Next"**. The app now shows the **invitation code** for your au pair. It is valid for 7 days. Tap "Share" and send it to your au pair, for example on WhatsApp.

Important

The code has 6 characters, for example **K7M2QX**. Every family has its own code. Only give it to people who belong to your family.

2.2 The au pair joins the family

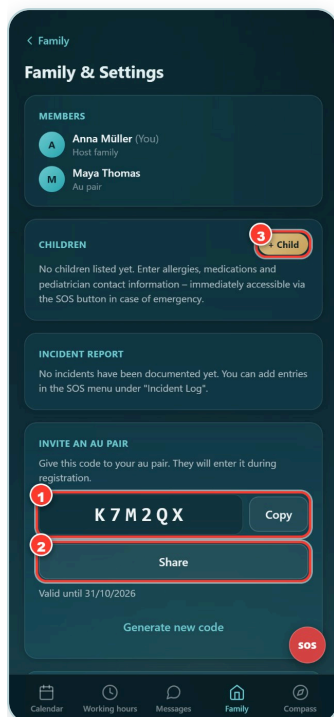
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- 1 Sign up in the same way: e-mail, password, tick the box, "Register". If the app asks for a code from the e-mail, type it.
- 2 Type your name and choose **"Au pair"**.
- 3 Type the **invitation code** that you got from your host family. Tap "Next".
- 4 Done. You now see the calendar of your family.

Good to know

If you see "This code is invalid or expired", ask your host family for a new code. They can make one in "Family & Settings" with **"Generate new code"**. If you see "This code belongs to a different role", you probably chose "Host family" instead of "Au pair" (or the other way round).

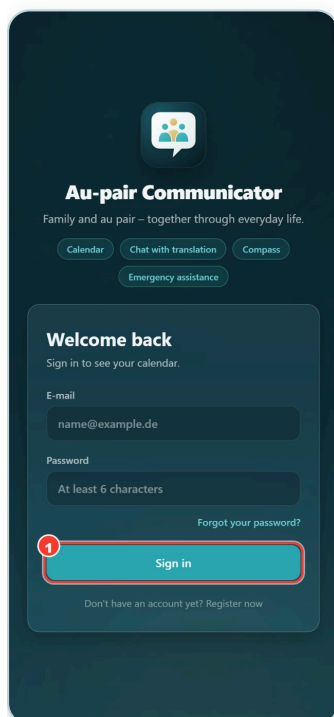
2.3 Invite more people (for example mum and dad)

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Family & Settings

- 1 At the bottom, tap **“Family”**. Then tap **“Family & Settings”**.
- 2 You find the **invitation code** there (red 1). Tap **“Share”** (red 2) and send it.
- 3 The person signs up, chooses **“Host family”** and then **“Join family”**. There they type the code.

2.4 Sign in later, and forgotten password

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Sign-in page

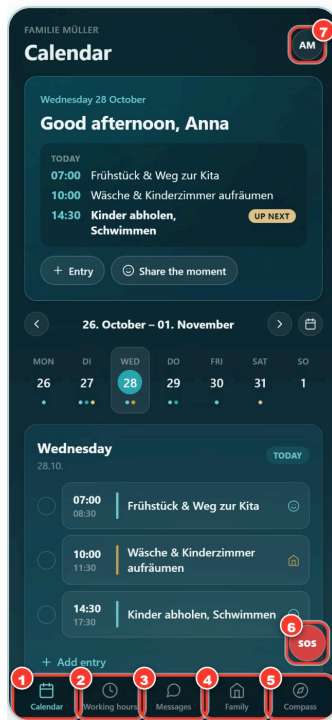
- 1 Type your e-mail and password. Tap **“Sign in”** (red 1).
- 2 Forgotten your password? Tap **“Forgot your password?”** above the Sign in button. Type your e-mail address. You get a code by e-mail. With this code you choose a new password.
- 3 New phone? Install the app and sign in with the same e-mail. All your data is there again.

3

The app at a glance

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Five areas at the bottom, one red button, one circle at the top right.



The start page

- 1 **Calendar:** appointments for today and for the whole week.
- 2 **Working hours:** stopwatch, recorded times and fairness check.
- 3 **Messages:** the chat with your family. With translation.
- 4 **Family:** photos, shopping list, house rules, contacts, documents and more.
- 5 **Compass:** a reference book for everyday life in Germany.
- 6 **Red SOS button:** it is at the bottom right on every page. It helps in an emergency (chapter 9).
- 7 **Circle with your initials:** your profile with language, phone number and account (chapter 10).

Good to know

Some areas (Working hours, Money, Documents, weekly check-in) are only there if the host family has switched them on. If something is missing for you, see chapter 12.

4

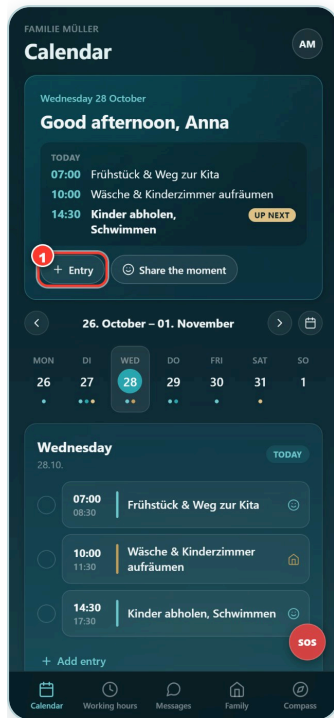
Calendar and appointments

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What is planned today, what is planned this week, and how to add an appointment.

4.1 The start page

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Calendar with the day overview

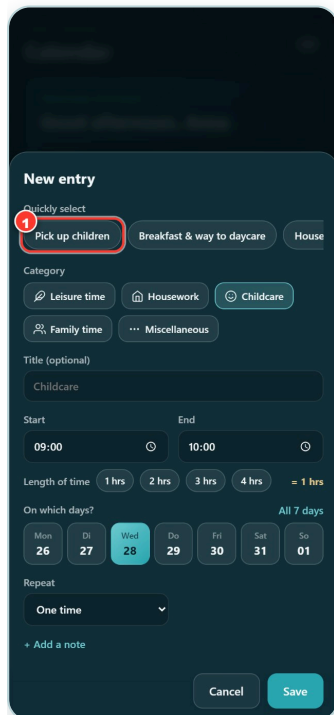
At the top you see what is planned **today**. The next appointment has the label **“Up next”**. Below, you choose another day of the week. With the arrows you change the week. The calendar symbol on the right jumps to a certain date.

- 1 With **“+ Entry”** you add a new appointment.

Shopping that is due today is also shown here. When you have finished an appointment, tap the **circle on the left** of it. Then it is ticked off.

4.2 Add an appointment in seconds

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New entry

- 1 Tap **“+ Entry”**.
- 2 Under **“Quickly select”**, tap a ready-made suggestion (red 1), for example **“Pick up children”**. Or choose a category yourself and write a title.
- 3 Set **Start** and **End**. It is faster with the buttons for **1, 2, 3 or 4 hours**.
- 4 Choose **on which days** the appointment happens. You can tap several days. With **“All 7 days”** you choose the whole week.
- 5 With **“+ Add a note”** you write a hint, for example **“please also empty the dishwasher”**.

Repeat appointments

- 1 Should the appointment repeat? Choose at **“Repeat”** (red 1): One time, Every day, Monday to Friday or Every week.
- 2 At **“Repeat until”** you choose how long it should repeat.
- 3 The app tells you how many appointments it will create (“This creates 20 appointments.”). Then tap **“Save”** (red 2).

4.3 Change or delete an appointment

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- 1 Tap the appointment.
- 2 Change what you want to change and tap “Save”. If the appointment repeats, you can tick **“Also change all following appointments”**.
- 3 To delete, tap “Delete”. For repeating appointments the app asks: **“Delete only this one”** or **“Delete this one and all subsequent ones”**.

4.4 Vacation, days off and your phone calendar

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- 1 On a day, tap **“Mark day”**. There you can mark the day as **Vacation** or **Off**. The host family sets the number of vacation days in “Family & Settings”.
- 2 With **“Export week to a calendar app (.ics)”** you copy the week into the calendar on your phone.

Good to know

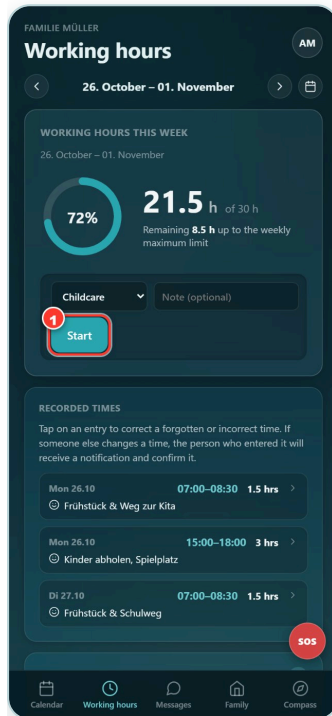
On a computer you see all 7 days next to each other. This is very comfortable for planning (chapter 11).

Record your times, correct forgotten times and check that everything is fair.

Important

You only see this area if the host family has switched on the **Work time tracker** (Family → Family & Settings → Functions of your family).

5.1 Use the stopwatch

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Working hours

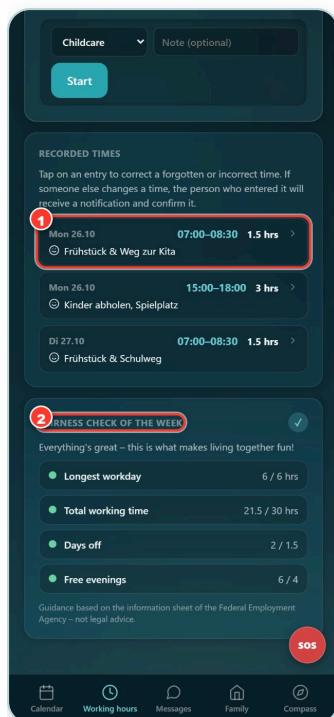
- 1 At the bottom, tap **“Working hours”**.
- 2 Choose the **category**, for example **“Childcare”**. A note is optional.
- 3 Tap **“Start”** (red 1). The clock is running.
- 4 When you have finished, tap **“Stop”**. The time now appears under **“Recorded times”**.
- 5 The circle at the top shows how many hours you have worked this week and how much is left until the weekly maximum.

5.2 Forgot to stop the clock?

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If the stopwatch runs for more than **6 hours**, the app shows an orange message. It is also at the top of the other pages. Then enter **when you really stopped** and tap **“End with this time”**. The app does not accept a time in the future.

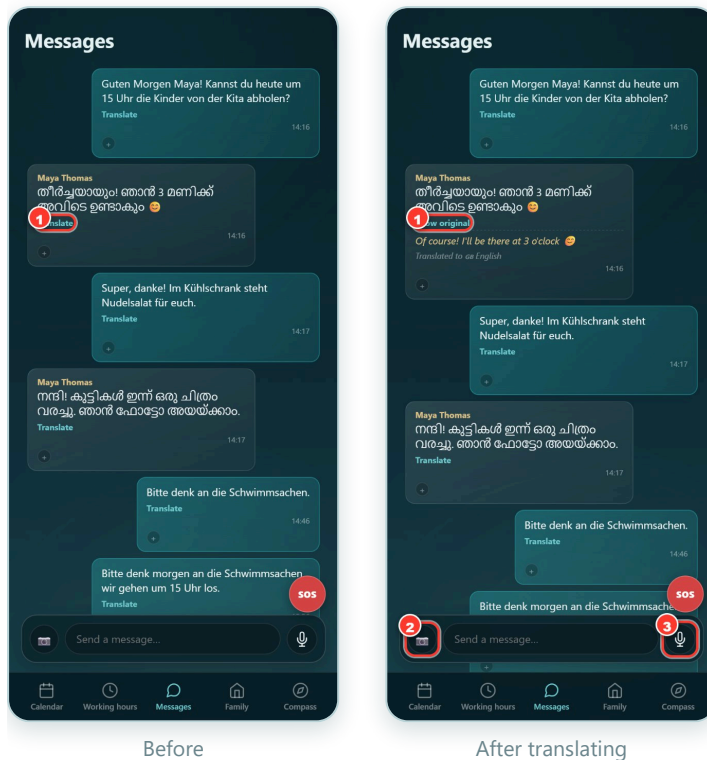
5.3 Correct a time

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Recorded times and fairness check

- 1** Under “**Recorded times**”, tap an entry (red 1). Change start, end or note and save.
- 2** If **another person** changes your time, you get a message. You see what was there before and what is there now. Tap “**Correct**” or “**Not correct**”.
- 3** If you tap “Not correct”, the entry says “Objection: Please clarify the time together.” Please talk to each other.
- 4** The **Fairness Check** (red 2) shows with green and orange dots: longest workday, total working time, days off and free evenings. It is only a guide, based on the information sheet of the German Federal Employment Agency. It is **not legal advice**. Your contract is what counts.

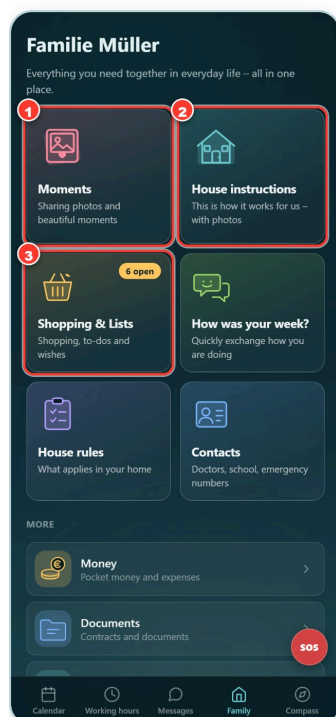
Write, send photos and voice messages, and translate messages.



- 1 At the bottom, tap **"Messages"**.
- 2 Write in the field **"Send a message..."** and tap **"Send"** (arrow on the right).
- 3 If someone wrote in another language, tap **"Translate"** under the message (left picture, red 1).
- 4 The translation appears right under the message. With **"Show original"** (right picture, red 1) you also see the original text. The message is translated into the language you chose in your profile.
- 5 **Send a photo:** tap the camera symbol (red 2). Choose a photo or take a new one.
- 6 **Voice message:** tap the microphone (red 3) and speak. With the arrow you send the recording, with the X you cancel. The first time, your phone asks if the app may use the microphone. Tap **"Allow"**.
- 7 **React:** tap the small + under a message and choose an emoji.

Important

A computer makes the translation. It is usually good, but not always perfect. If something is important (medicine, pick-up times, money), please ask again.

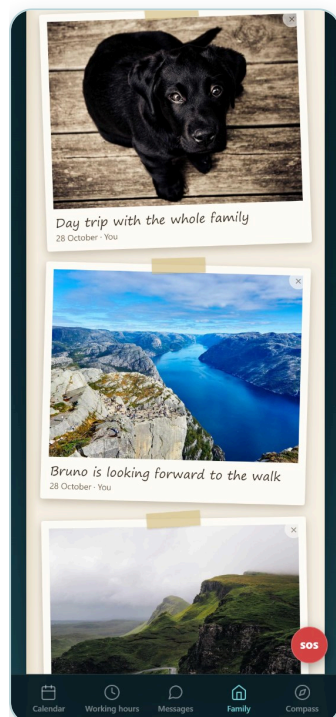


The Family page

At the bottom, tap **“Family”**. You find nine areas here. Tap a tile to open it. At the top left, **“< Family”** takes you back.

Moments	Share photos and nice moments, photo album
House instructions	“This is how it works for us”, with photos
Shopping & Lists	Shopping, to-dos, arrival checklist
How was your week?	Say shortly how you are doing
House rules	What applies in your home
Contacts	Doctors, school, emergency numbers
Money	Pocket money and expenses
Documents	Contracts and papers
Family & Settings	Members, children, invitations, functions

7.1 Moments and photo album



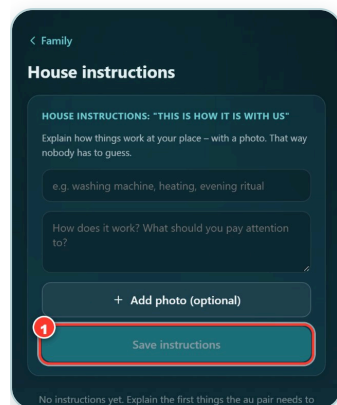
The photo album

- 1 Open **“Moments”**. Tap **“+ Select photo”** and choose a photo.
- 2 Write a sentence about it (“What was nice about today?”). This is optional.
- 3 Tap **“Share”**. Everyone in the family sees the moment. With the heart you show that you like it.
- 4 On the tab **“Album”** all shared photos appear like in a real photo album. If you do not want a photo in the album, tap **“Take from the album”**.
- 5 On the first page, the host family can write a few personal words with **“Write an introduction”**.

Good to know

Later you can order a printed photo book from the album. This is not available yet.

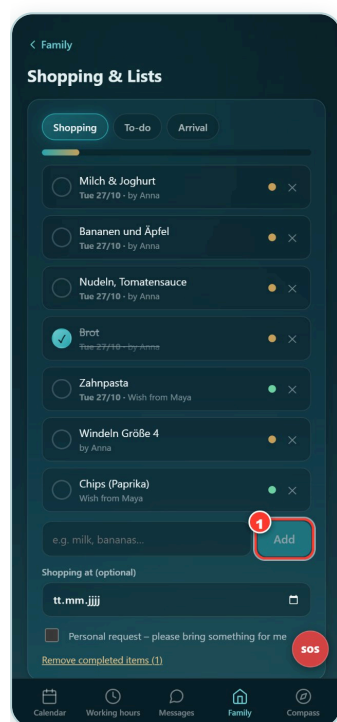
7.2 House instructions

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House instructions

- 1 Write a **title**, for example “washing machine”.
- 2 Explain shortly how it works and what to pay attention to.
- 3 With “**Add photo (optional)**” you attach a photo. Then tap “**Save instructions**” (red 1).

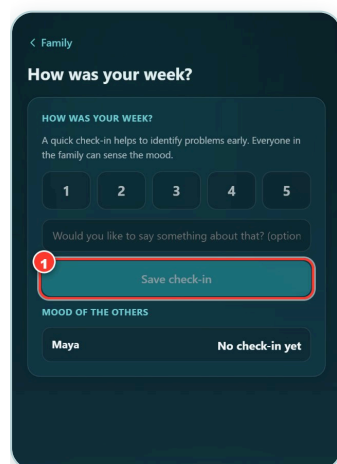
7.3 Shopping & Lists

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Shopping list

- 1 At the top you choose the list: **Shopping**, **To-do** or **Arrival**.
- 2 Write what is needed, for example “milk”. Tap “**Add**” (red 1). Everyone sees the list immediately.
- 3 At “Shopping at (optional)” you choose a date. Then the item also appears on the start page on that day.
- 4 Tick an item when it is done. With “**Remove completed items**” the list is clean again.
- 5 The list “**Arrival**” is a ready-made checklist for the first days. Tap “Create an arrival checklist”.

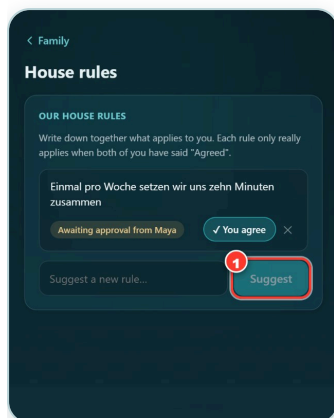
7.4 How was your week?

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Weekly check-in

- 1 Choose a number from **1 (Difficult)** to **5 (Super)**.
- 2 If you like, write a sentence.
- 3 Tap “**Save check-in**” (red 1). Everyone in the family sees the mood. This way you notice early when something is not going well.

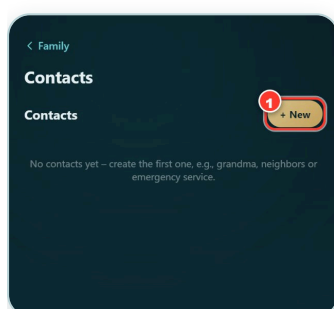
7.5 House rules

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House rules

- 1 Write a new rule and tap **“Suggest”** (red 1). You find examples under “a few ideas to get started”.
- 2 A rule only really applies when **everyone has tapped “Agree”**. The app shows who is still missing.

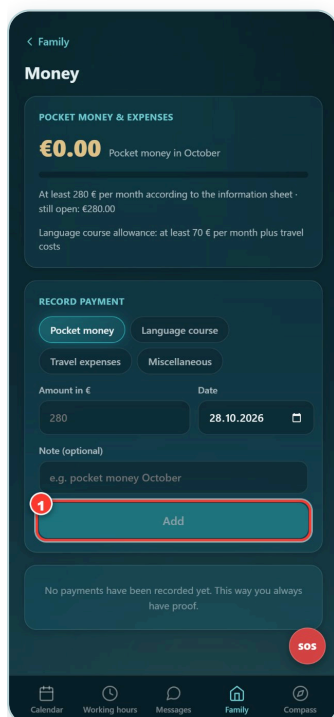
7.6 Contacts

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Contacts

- 1 Tap **“+ New”** (red 1).
- 2 Type name, category (for example Family, Neighbors, Emergency service) and phone number. A photo and a note are optional.
- 3 Later, tap **“call”** at the contact. Your phone dials the number.

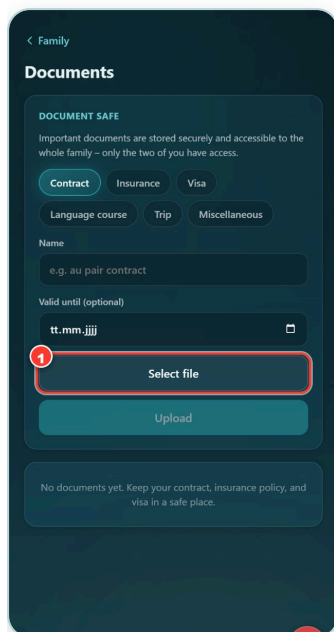
7.7 Money (pocket money)

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Pocket money & expenses

- 1 Choose the type: Pocket money, Language course, Travel expenses or Miscellaneous.
- 2 Type the **amount** and the **date**. Tap **“Add”** (red 1).
- 3 The app shows if the minimum amount of the information sheet is reached for the month. This way you always have proof of who paid what and when.

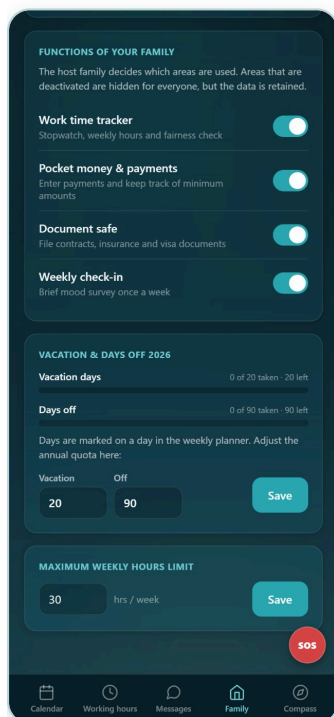
7.8 Documents

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Document safe

- 1 Choose the type (Contract, Insurance, Visa, Language course, Trip, Miscellaneous) and type a **name**, for example “au pair contract”.
- 2 Tap “**Select file**” (red 1). The file can be up to **10 MB**.
- 3 If a document expires, type the date at “Valid until”. The app then reminds you. At the end, tap “**Upload**”.

7.9 Family & Settings

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Functions and vacation days

Here the **host family** decides how the app works for everyone.

- 1 **Members:** who belongs to the family?
- 2 **Children:** tap “+ Child”. Enter name, allergies, medication, pediatrician and blood type. In an emergency, the family sees this information immediately through the SOS button. You have to confirm that you have parental responsibility.
- 3 **Functions of your family:** switches for Work time tracker, Pocket money & payments, Document safe and Weekly check-in. Areas that are switched off are hidden for everyone. The data is kept.
- 4 **Vacation & days off:** set the number per year.
- 5 **Maximum weekly hours limit:** here you set the limit that is shown in the circle on the Working hours page.



Compass

At the bottom, tap **“Compass”**. You see ten topics:

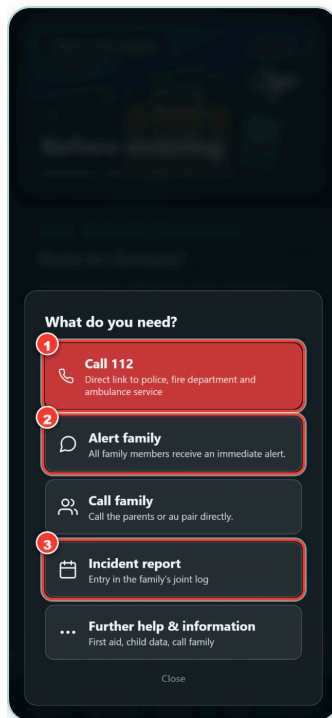
Before entering	Documents, travel, luggage, pick-up
Arrive safely	Family, home, new ways
My host family	Living together, agreements, help
Childcare	Safety, relationships, ideas
Activity Finder	Ideas for weather, season, age
Food & Recipes	Family dishes and cooking
Understanding the household	Washing, rinsing, cleaning, airing
Experience Germany	Seasons, culture, transport
Discover excursions	16 federal states, 160 destinations
Help & Emergency	React correctly, important numbers

- 1 Tap a topic that you need now.
- 2 Open the sections and read in peace. “Back to the compass” takes you back.

Important

The Compass does not replace legal or medical advice. Your contract is always what counts.

Quick help when something has happened.

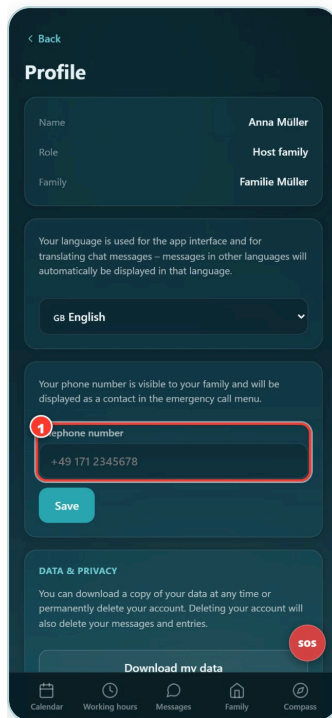


The SOS menu

- 1 The red **SOS button** is at the bottom right on every page. Tap it.
- 2 **“Call 112”** (red 1) dials the emergency number for police, fire department and ambulance directly.
- 3 **“Alert family”** (red 2): everyone in the family gets a red alarm in the app right away. Whoever can help calls back. With **“It’s all ok”** you end the alarm.
- 4 **“Call family”** calls mum, dad or the au pair directly. For this, everybody must enter their **phone number** in the profile (chapter 10).
- 5 **“Incident report”** (red 3): write down what happened, for example “child fell, scraped knee, treated”. The family sees the entry.
- 6 **“Further help & information”** shows first aid steps and the information about the children (allergies, medication, blood type).

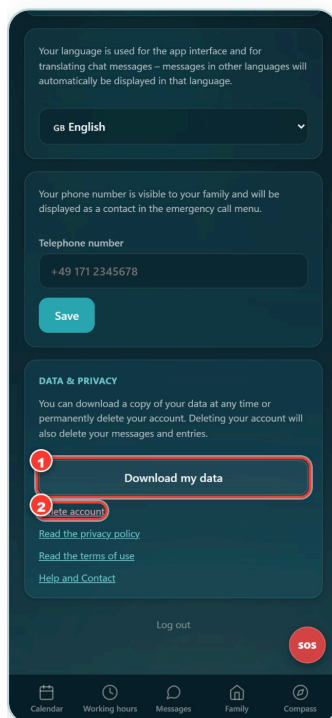
Important

In a real emergency, **always call 112 first**. The first aid hints do not replace a first aid course. Do not rely on the app alone for an alarm. Please also call.



Profile

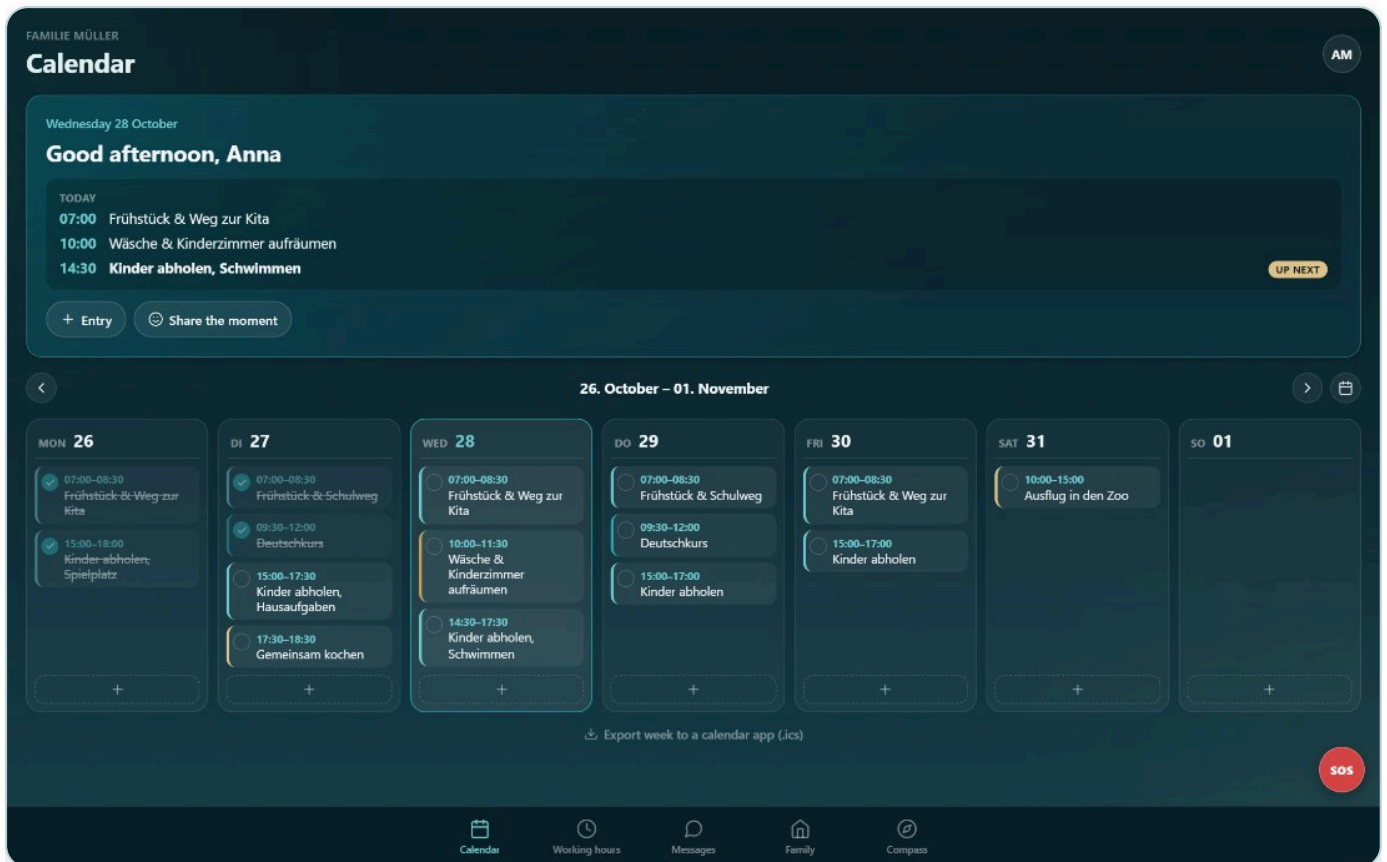
- 1 At the top right, tap the **circle with your initials**.
- 2 At **language** you choose the language of the app. It is also used to translate messages. You can choose German, English, Spanish, French, Polish, Thai, Malayalam, Kyrgyz and Mongolian.
- 3 Type your **telephone number** (red 1) and tap "Save". Your family can see it. It is used in the SOS menu for calling.



Data & Privacy

- 1 "Download my data" (red 1) sends you a copy of all your data.
- 2 "Delete account" (red 2) deletes your account and your data for ever. Your messages and entries are also gone. This cannot be undone. If you are the last member, the family is deleted too. The app asks once more before.
- 3 Below you find the privacy policy, the terms of use and "**Help and Contact**".
- 4 "Log out" signs you out on this device.

The same app in the browser, with more space.



The week on a computer: all 7 days next to each other

- 1 Open the address **app.aupair-zubke.de** in your browser.
- 2 Sign in with **the same e-mail and password** as on your phone.
- 3 You see the same data. What you change on the computer is immediately also on your phone.

Good to know

Make a bookmark. Then you get there with one click. Adding appointments, changing settings and managing family data is especially comfortable on a big screen.

I forgot my password.

On the sign-in page, tap "Forgot your password?". You get a code by e-mail, also check your spam folder. With it you choose a new password (chapter 2.4).

The invitation code does not work.

Codes are valid for 7 days. The host family can make a new one under Family → Family & Settings → "Generate new code". Also check that you chose the right role when you signed up, "Host family" or "Au pair". After too many wrong tries you have to wait one hour.

An area is missing (Working hours, Money, Documents or weekly check-in).

The host family has switched it off. They can switch it on again under Family → Family & Settings → "Functions of your family".

The translation does not appear.

Check your internet connection and tap "Translate" again. If the message is already in your language, there is nothing to translate.

The voice message does not work.

The app is not allowed to use the microphone. Allow it in the settings of your phone for "Au-pair Communicator".

I forgot to stop the stopwatch.

See chapter 5.2. Enter the real end time and tap "End with this time". You can correct a wrong time under "Recorded times".

A file cannot be uploaded.

Documents can be 10 MB at most. Make the file smaller or choose another format.

I have a new phone.

Install the app and sign in with the same e-mail. Everything is there again.

Where do I get help?

In the app under Profile → "Help and Contact", or on the internet at www.aupair-zubke.de/communicator-support.
