

iOS app overview for parents and relatives

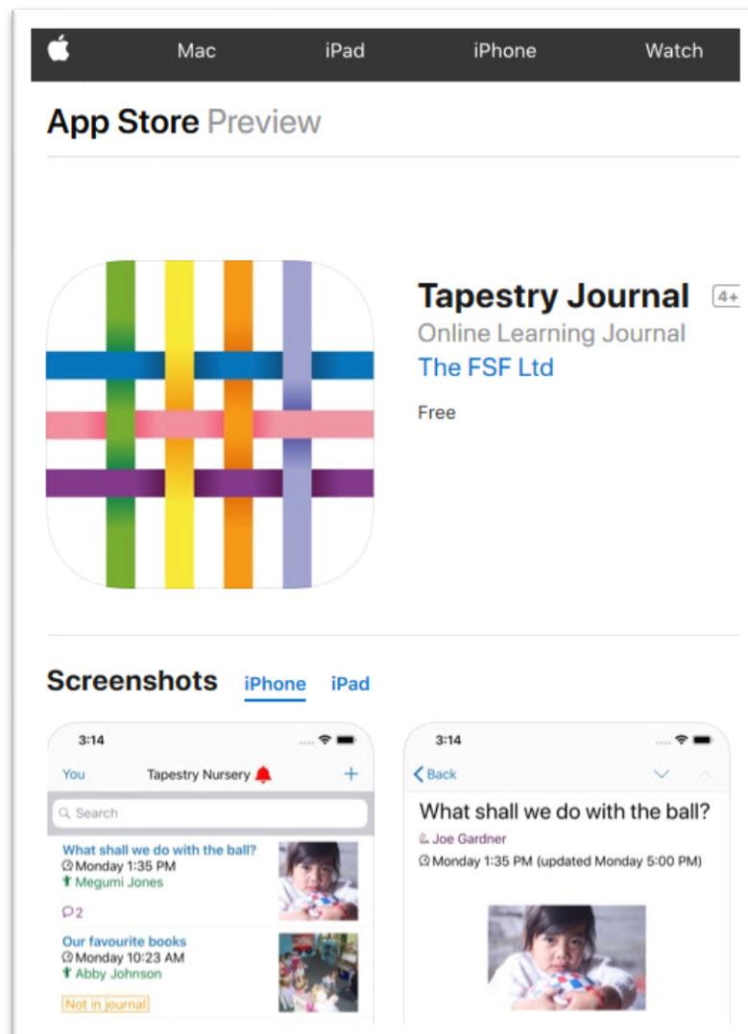
This guide explains how to get started using the updated Tapestry iOS app. Please note, with the new app we are only supporting devices that run iOS 9 or higher. We do recommend you upgrade to the new app as it has lots of exciting new features! If you have an Android device the app is similar, but we recommend reading [this guide instead](#).

Our general tutorial section can be found at: <https://eyfs.info/forums/topic/47795-tutorials-contents-page-for-relatives/>

A quick note about terminology. We use the word 'setting' to refer to the school, nursery, childminder or other educational provider who owns the Tapestry account you access. Tapestry is used by all of these types of establishment (and more!), so it's easier to use one appropriate term. If we talk about device settings or options, we'll make the distinction clear.

Downloading the app

Open the iOS App Store and search for 'Tapestry Journal'. Or on your device, [tap this link](#). The 'Tapestry Classic' app is also available but is not recommend for new users.



App login

Once you've installed the Tapestry app you can start using it. This is what the app login screen should look like; we'll quickly go over the anatomy of it.

1) **Email address field:** Enter the email address you are registered on Tapestry with.

2) **Password field:** Enter your Tapestry password here. A new feature is that you can tap the 'eye' button to show your typed password to make sure you are typing it correctly. Only do this if you are sure no one else can see what you are typing. In some circumstances (if you are using password autofill) this will be disabled for security reasons.

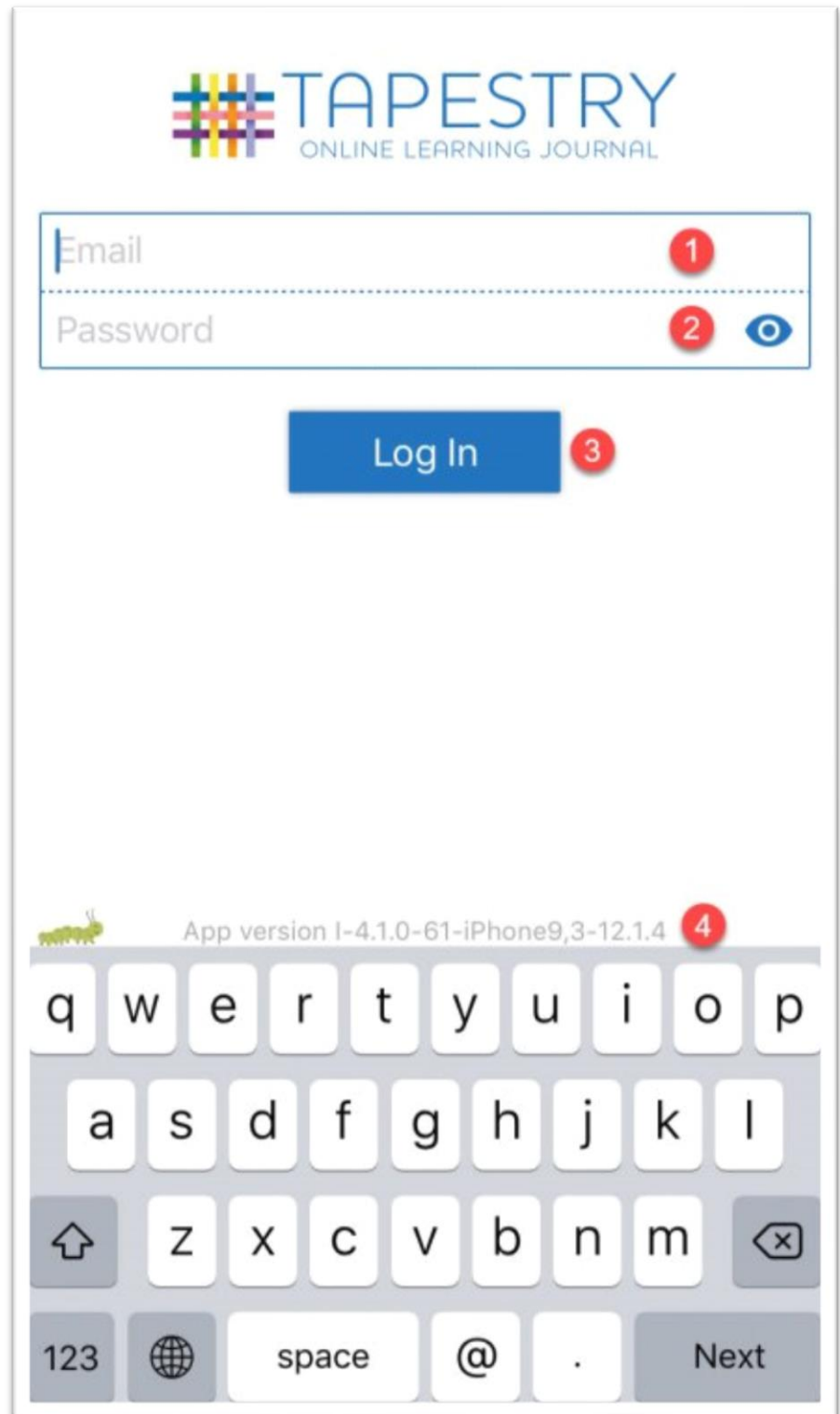
3) **Log-in Button:** Tap this when you have entered your Tapestry username and password correctly.

If you are having trouble logging in please see our [troubleshooting/password reset page](#).

If you don't have Tapestry login details, please contact your child's setting or teachers, and they'll be able to assist you. Unfortunately Tapestry support cannot set you up on the system for security reasons.

4) **App version info:** This usually won't be relevant to you, but if you ever have a technical problem with the app you may be asked to check which app version no. you have installed and what version of iOS you have.

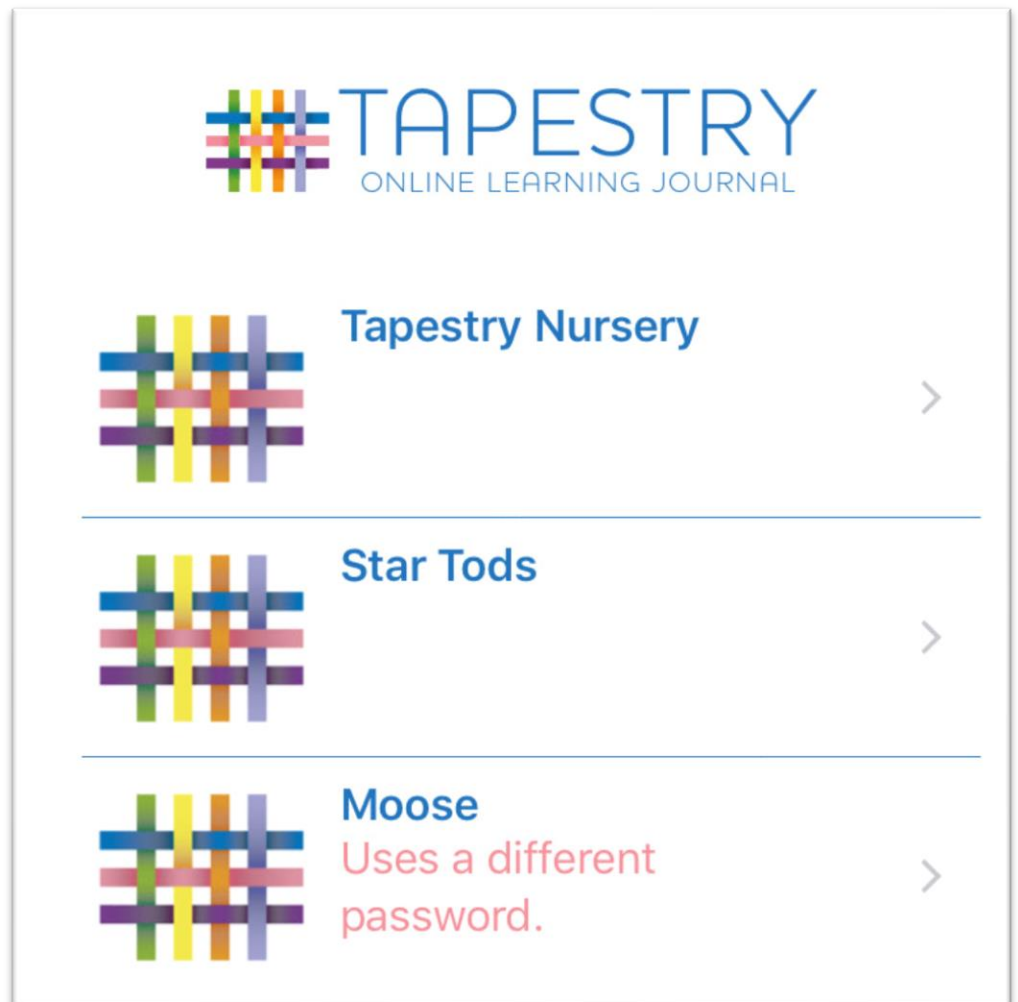
We periodically update the app to add new features and correct bugs, so do enable auto updates on your device or regularly check for updates in the app store.



Once you submit your login details you will either be taken to the main Tapestry screen where you can see all your children's observations (see the next section), or if you are registered on more than one Tapestry account you will see the following screen below.

With this example user, their email address is registered on several Tapestry accounts. Because of this, they choose which account they want to access by tapping the setting they want to login to.

Tapestry Nursery or 'Star Todds' could be accessed immediately by tapping that option. The 'Moose' account has a different password so if you select that option, you'll have to enter the password for that setting before you can login.



Because you can access multiple accounts using this system it's OK to use the same password on multiple Tapestry accounts, though we do advise you don't use the same password on any other websites for security reasons. Make sure you set a secure password for your accounts. For information on this please see our [guide for secure passwords](#).

On compatible devices you can also [setup touch ID or face ID](#) and login or enter your PIN using your fingerprint or facial recognition.

Main Tapestry screen

Once you have successfully logged in you will see the interface shown below. This is the main Tapestry screen. If you are using a tablet or very large smartphone you may see a more widescreen version, but the basic interface is the same.

1) **'You' button:** This takes you to the app settings and options screen and will allow you to go to the lock screen, change your password or PIN, and adjust other app settings.

2) **Notifications bell:** This is visible when you have new notifications from your setting. Usually this means they have added a new observation you can view, but it may also prompt you to visit <https://tapestryjournal.com/> when the notification concerns features that are not available on the app such as a new report for your child or a file download being generated by the setting. The number in the bell indicates the number of unread notifications you have.

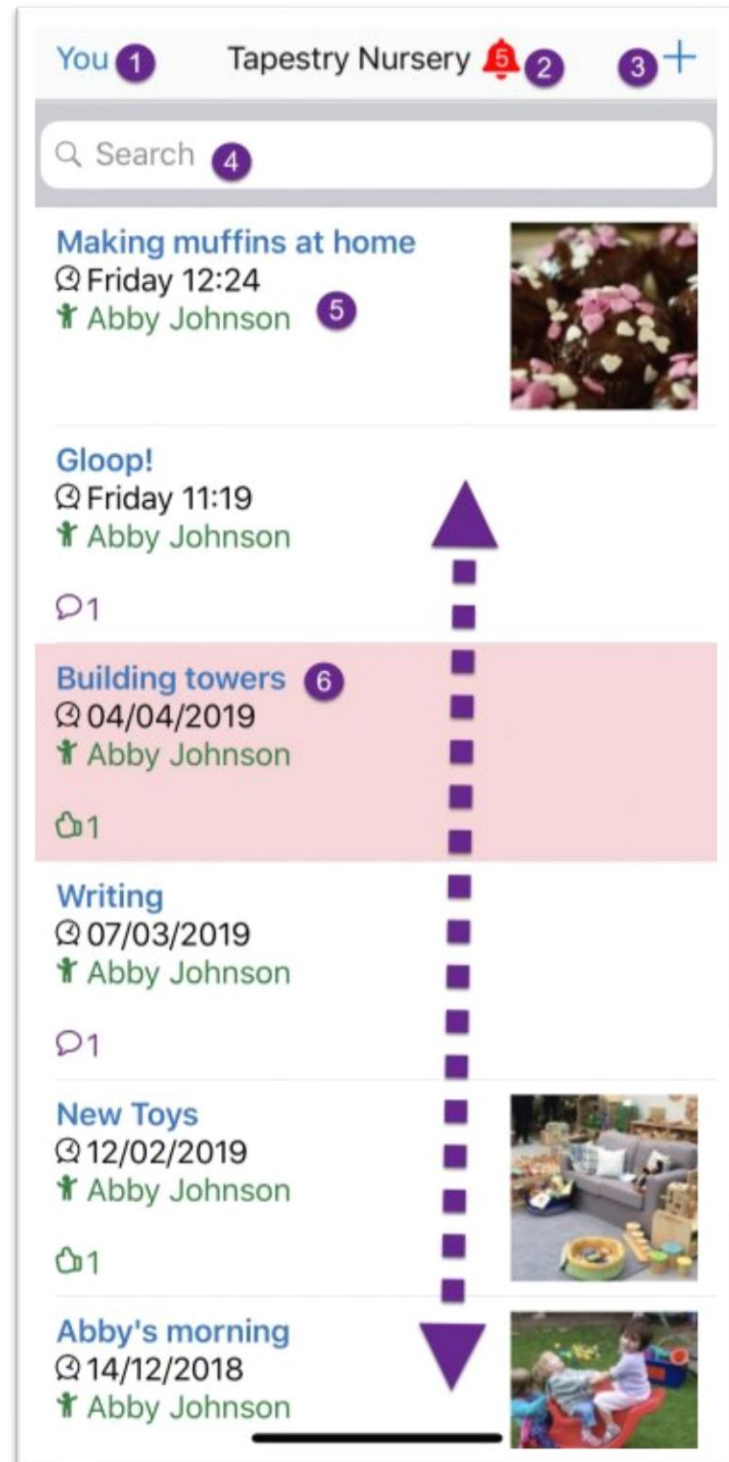
Once all your notifications are read, the bell will vanish, but you can view past notifications by tapping the name of the setting at the top of your screen. In this case 'Tapestry Nursery'.

3) **Add observation button:** Tap the + button to create a new observation. We'll cover this in more detail later.

4) **Search bar:** This allows you to search for observations based on the title or content of the observation.

5) **Observation list:** This is a scrollable list of observations for your child. To navigate the list just scroll up and down. To view an individual observation, tap the one you want to view. This includes observations added by your child's setting and those created by yourself, or other relatives linked to the same child.

Each observation has a title, the date it was added to Tapestry, and the child attached to the observation. You will only see the names of children you are linked to. If you have two or more children attached to an observation it will say a number instead of several names. The speech bubble icon indicates if a comment has been added. The red highlighted observation (6) shows the last observation viewed.



Viewing an observation

Tap the observation you want to view on the main Tapestry screen, and you will be taken to the individual observation view. To return to the main observation view just press 'Back' on your device.

1) Next observation and previous observation:

Tap up or down to switch between observations without returning to the main screen.

2) **Observation Author:** The staff member or relative of the child who created the observation.

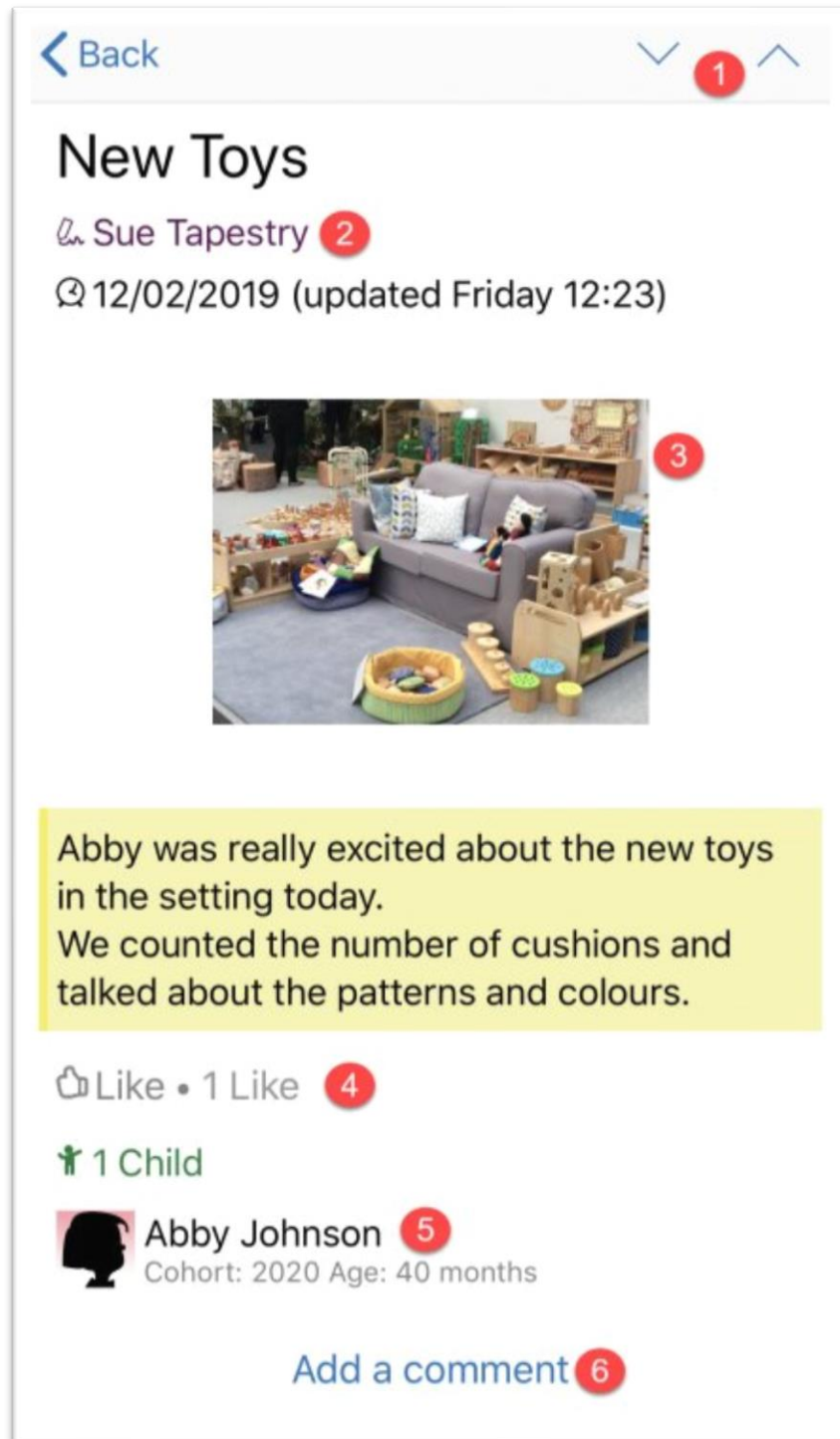
3) **Observation media:** You will see all attached photos and videos. Tap a photo to view a larger version, or a video to play the video at a larger size.

4) **Like button:** Tap this to show you like the observation. Staff members and other relatives associated with your child can see you liked something. To 'un-like' the observation just tap it again.

5) **Child information:** This shows which children are attached to the observation. Some observations are 'group observations' shared between several children. You won't see the names of children you aren't linked to, but you will see a total number of children.

6) **Add a comment:** Tap this to leave a comment on an observation. Staff will be able to see and reply to any comments you make. You can also reply in turn to a comment a staff member has made, and to like a comment instead of leaving a reply.

Some settings may allow parents to comment on 'group observations'. In this type of observation comments from all parents and relatives involved are visible to all the users, so do bear this mind before you post something. Tapestry will let you know if you are commenting on a group observation.



Adding Observations

To create a new observation, press the '+' button at the top of the main Tapestry interface.



When you add an observation, you'll use the screen on the right:

1) **Cancel observation:** This cancels the creation of a new observation. If you tap this by mistake, you can also undo the cancel.

2) **Upload observation:** Saves your observation to the Tapestry servers. Usually it requires approval from staff at your child's setting before it is 'published'. You must add a title (3) and attach a child (6) to upload the observation. If you haven't done this, you will be able to save a draft or keep editing.

3) **Add a title:** You need to write a title for your observation before you upload it.

4) **Notes:** You can add text to the observation. The section will expand as you add text so you have as much space as you should need.

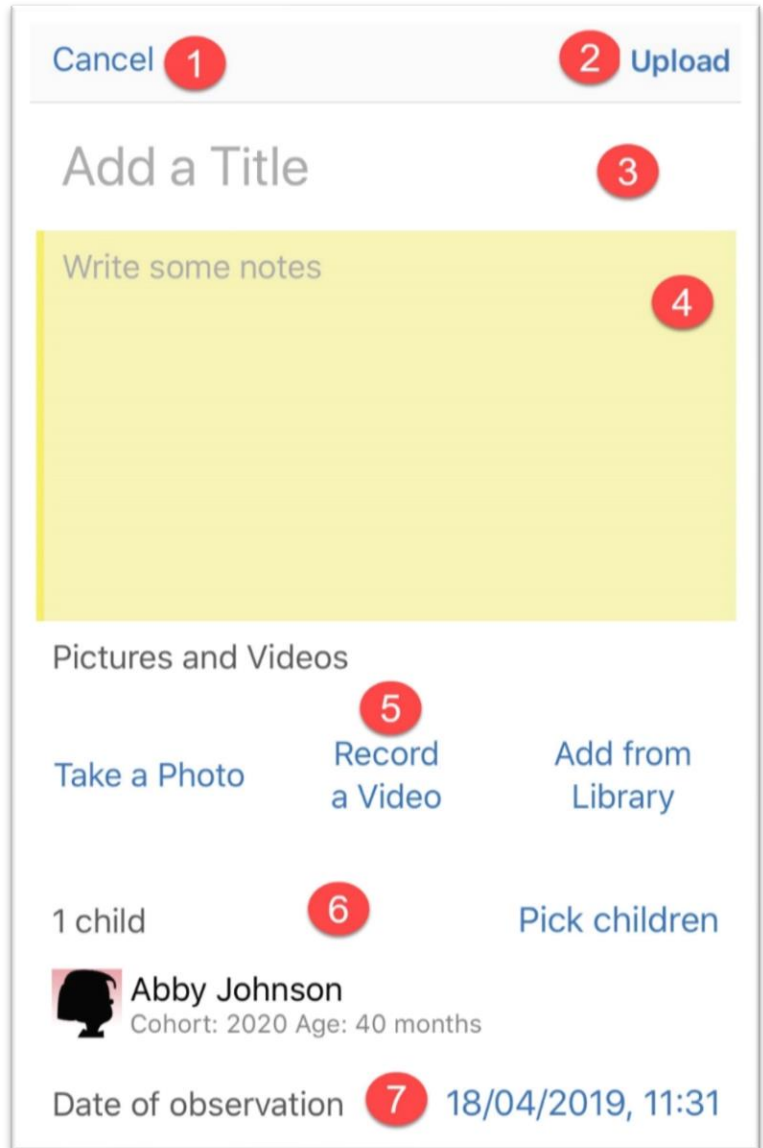
Some users may see an extra 'Additional information' box. Whether this appears will depend on your child's setting, but don't worry if you can't see it.

5) **Add pictures and videos:** You can add pictures and videos already saved on your device, or record them through the app. The file limit for photos and videos is currently 100MB or a few minutes of HD video. If you record a video through the app you will be limited to 3 minutes of recording per video.

If you need to upload a longer video or a larger file size, consider editing it into parts or reducing the video quality before upload.

6) **Pick Children:** You will only be able to select your own children. You need to add a child before uploading the observation.

7) **Date:** It defaults to the time you start the observation, but it can be changed to a future or past date.



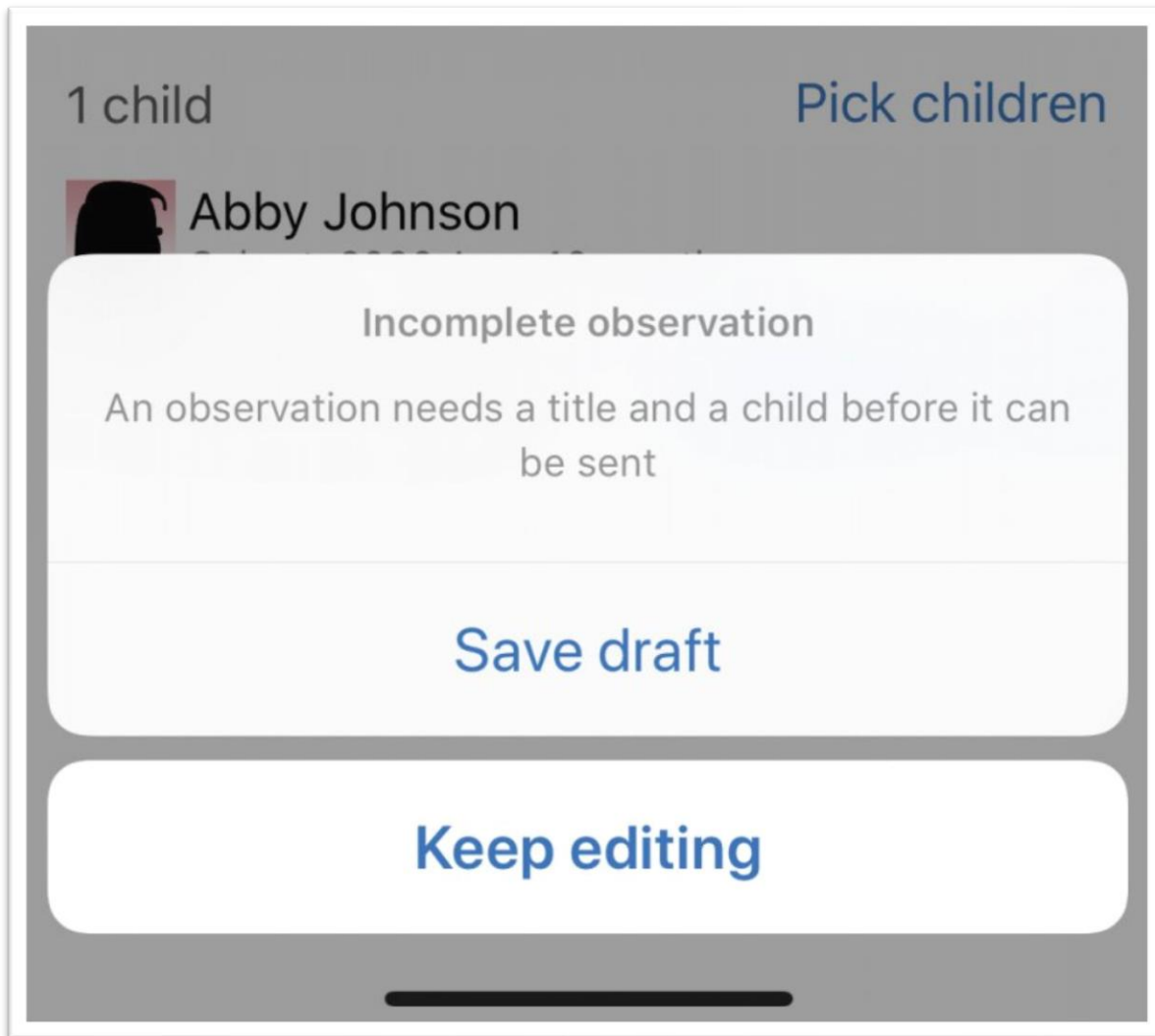
Draft Observations

If you try to upload an observation without adding a title and a child, or select 'Cancel' when creating an observation, you have the option to save the observation as a draft.

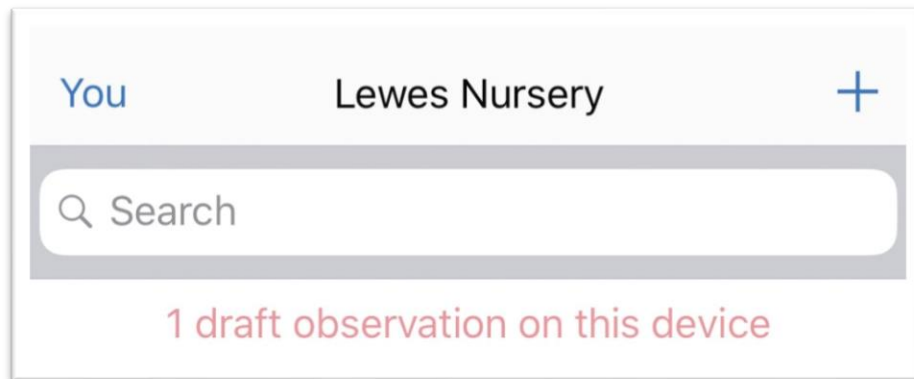
Draft observations are stored locally on your device for 31 days after they are created.

Drafts are not automatically uploaded to Tapestry, so make sure you finish the draft and upload it, otherwise any draft observations and photos or videos attached will be lost after 31 days. Clearing your Tapestry app data or deleting the app will also delete the drafts.

Drafts are recommended as a short-term option, as your observations are saved more reliably when uploaded to Tapestry.



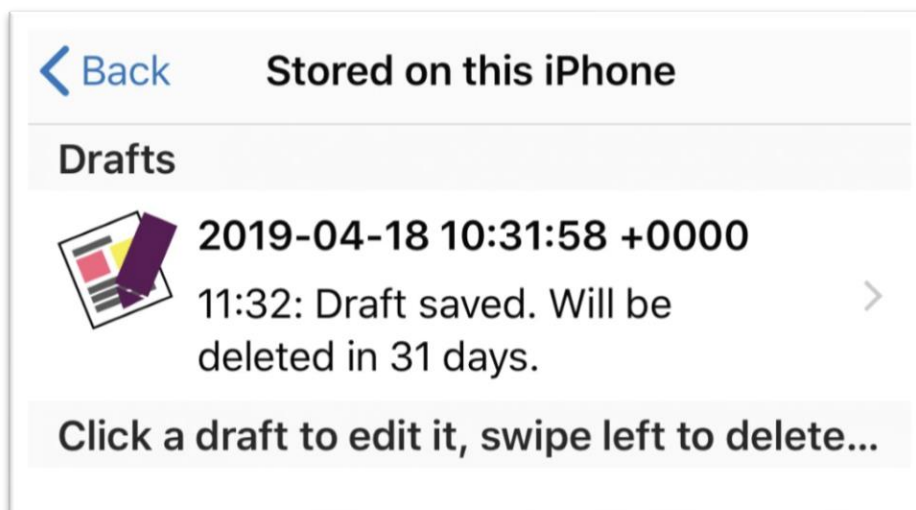
If you have saved drafts, you can view them via the main Tapestry screen. A message at the top will indicate if you have a saved draft. Tap this to view the drafts.



On the drafts screen you can view the drafts saved on this device and see time remaining before deletion. Tap a draft to start editing the draft.

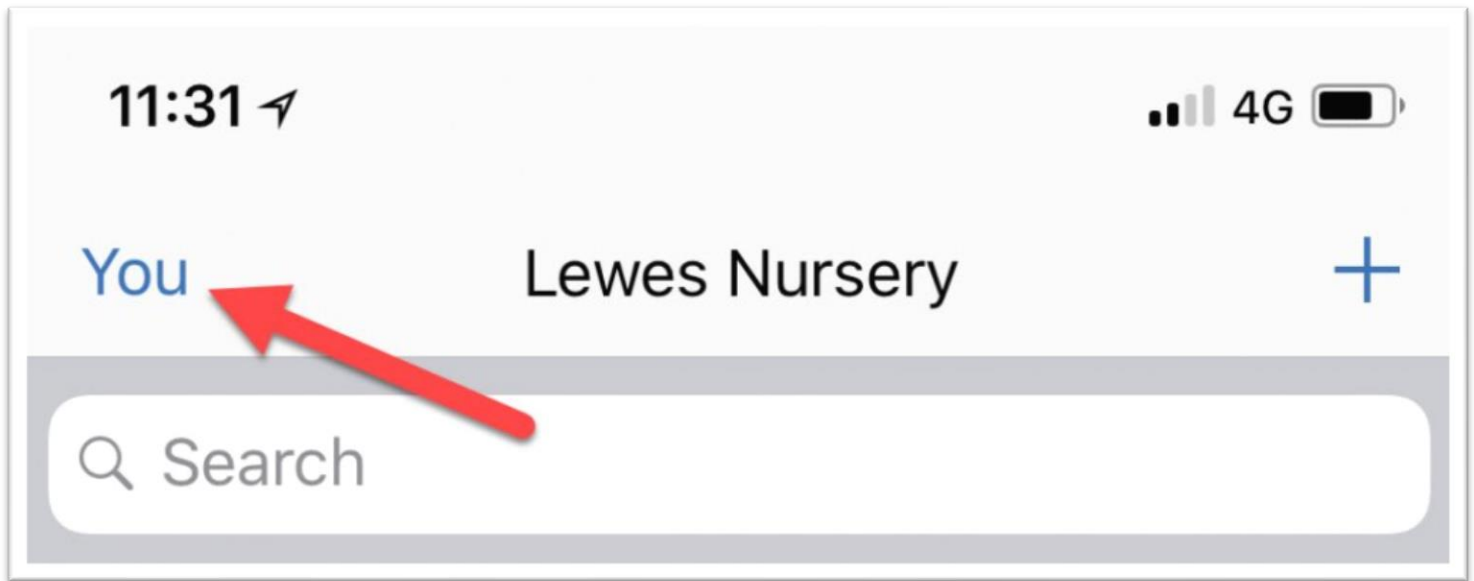
Via this screen you can and swipe to delete any drafts you no longer want. It's not possible to recover deleted drafts, so be careful doing this.

When you are finished with this screen, tap the back button to return to the main Tapestry screen.



'You' screen / App settings

The 'You' screen contains your Tapestry app settings. Tap 'You' in the top left corner of the main Tapestry screen to access these settings.



You will then have the following options (continued page 10):

1) **Lock screen:** This takes you to the app lock screen which secures Tapestry from other device users. 'Screen locking' also achieves this. You can then login using your PIN number instead of your email address and password, or swipe left to access a different Tapestry account.

2) **Log out:** This will log you out of your account. To log back in you need to enter your email address and password.

3) **Enable push Notifications:** You can enable push notifications for this device here. For more information about push notifications on the app [you can read this tutorial](#).

4) **What we notify you about:** This shows you the notification types on Tapestry and what your preference is for each. If your child's setting has disabled notifications you won't see this option or option (3).

5) **Change email:** If you want to change the email you use to login, you can change it here. You will need to know your password to do this

6) **Change password:** Use this to change the password you use to login to Tapestry. You will need to know your current password to do this. If you don't, you can reset your password [via this page](#).

7) **Change PIN:** You can select this option to change the PIN you can use to quickly log back in to your device. You need to know your password to do this.

8) **Save email to device:** This option will allow you to save (or remove) an email address so you don't need to enter it each time you login on this device.

9)/10) **Biometric setup:** These options allow you to setup or disable face ID or touch ID to replace logging in with your PIN and password. This is only available on compatible devices. For assistance with setting this up [see this guide](#).

11) **Enable offline observations:** This allows you to enable/disable the ability to access the app on this device and add observations while offline. This will only appear when enabled by your child's setting. Please [this guide](#) for full details.

12) **Delete local Data:** This allows you to delete any local data stored by Tapestry on the device you are using to access the app.

