

## User Guide - ILD Parent mobile app

Designed for parental engagement

By Interactive Learning Diary

### Summary

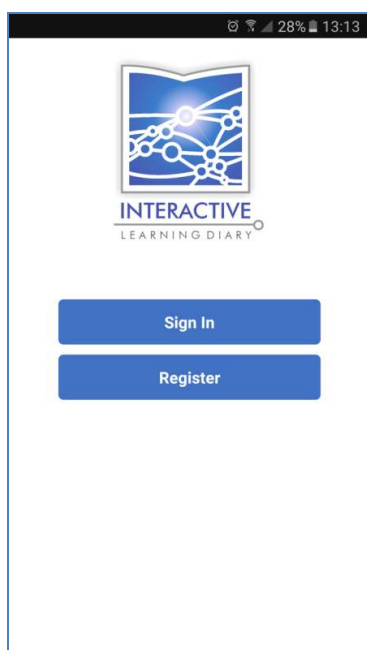
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The ILD Parent mobile app can be downloaded from the Apple, Android and Windows app stores using the search term: **ILD Parent**. It has been specifically designed for you to view your child's online portfolio and to contribute in the form of text, photo and video observations from home. You can also receive bespoke notifications from your nursery or school direct to your mobile devices.

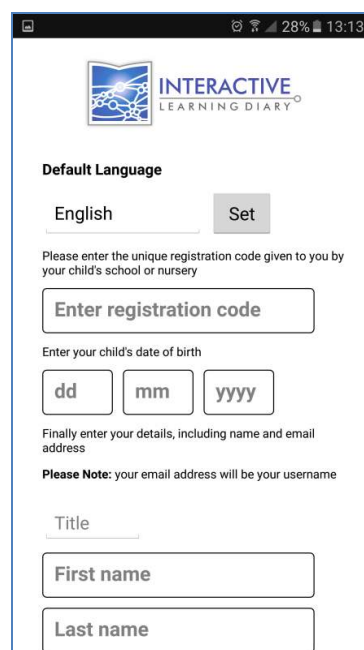
**PLEASE NOTE:** To use the app you will require a letter from your child's nursery or school which contains your unique registration code and further instructions on the registration process.

### Signing In and Registration

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When the app has been downloaded, installed and opened for the first time you will have the option to sign in using your existing ILD username and password or register with your unique code.

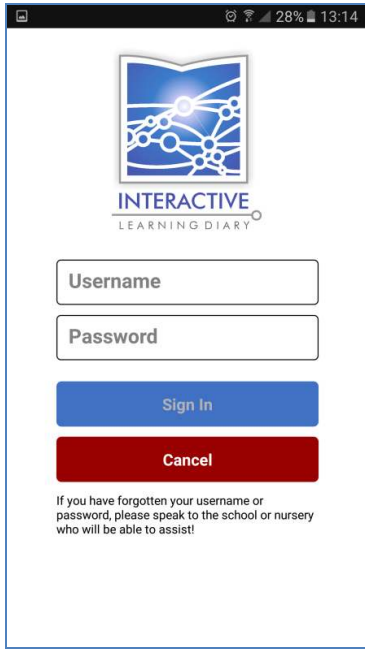


If you don't have an account, but have received a letter containing your unique code from your nursery or school, you will have to register for access.

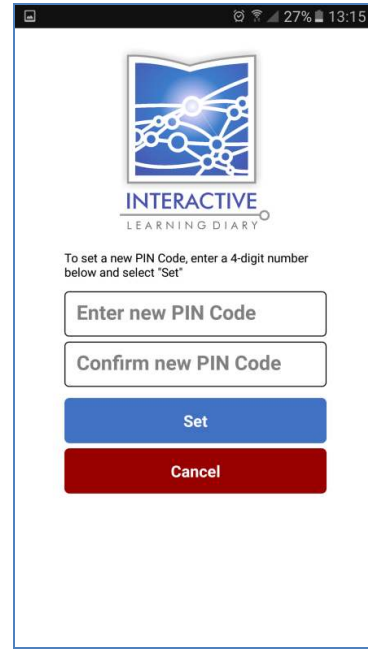
The parent app contains 16 different languages to select from prior to registration.

Enter your code, your child's date of birth and additional details such as your email address which will be your ILD username.

When you have submitted your registration, your nursery or school will review and approve your account. You will then receive an email with your account details.



When your request to access the portal has been approved, you can return to the app and sign in using your ILD username and password which will be contained in the email you received after approval. Enter your details and select 'Sign In'.

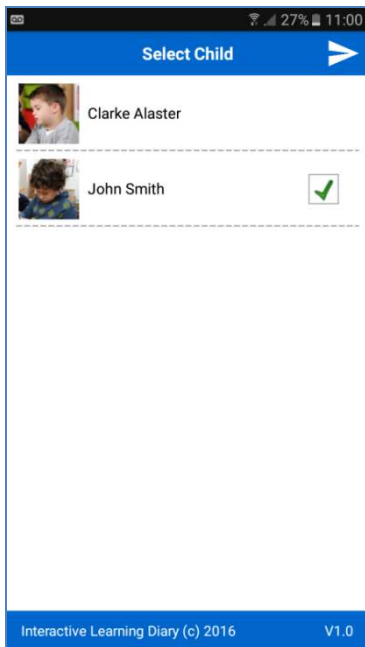


You will then be asked to create your PIN Code. Choose your PIN and confirm it by typing again then select 'Set'.

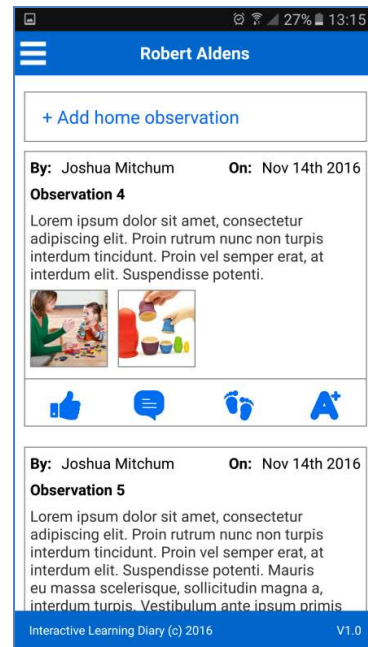
Your PIN code must be a 4-digit number. e.g. 1234

This code can then be used to gain access to the app in the future rather than having to use your longer username and password.

## The Portfolio



If you have access to more than one child, you will see a list where you can select which portfolio you wish to view.



Otherwise, after entering or creating your PIN code, you will see your child's portfolio on screen.

You can tap any photo to enlarge or any video to playback.

You can also use a swipe-down access to refresh the portfolio to see if anything new has been added (**PLEASE NOTE:** Windows mobile devices use a Refresh icon, top right of the screen, to perform this action)



Each entry or observation on the portfolio has 4 options to choose from.

What you are able to see under each option will depend on the nursery or school settings they have chosen.

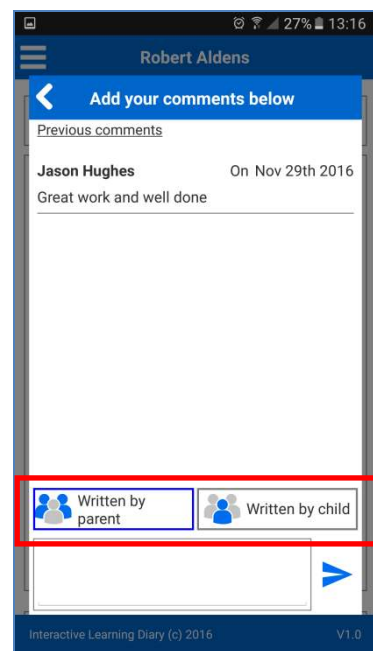


The first option is the ability to simply **Like** an observation that you see. When you select the blue thumb icon it will turn green.

The nursery or school will be able to see that you have Liked this activity.



The next option allows you to add written  
**3 | Page**



Comments can be written by you or on behalf of your  
User Guide – ILD Parent mobile app (version 1.0)

comments and see other comments that have been written by the nursery or school.

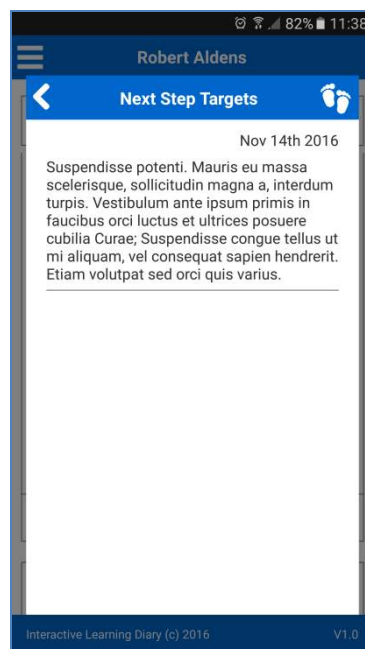


The third option allows you to read any Next Step targets the nursery or school may have assigned.

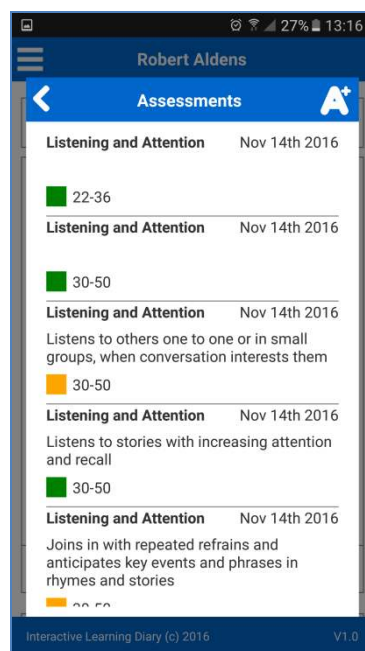


The final option presents any curriculum assessments linked to the observation.

child. By default it will be written as you, the parent; but to write on behalf of your child select 'Written by child'.



The Next Steps can be written as free text comments or refer to certain areas of the curriculum for further development.

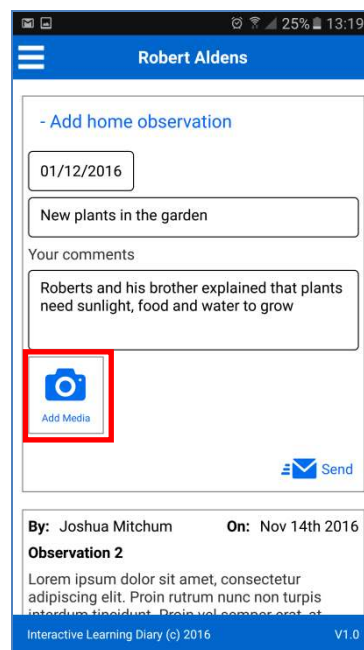


You can view any statements or outcomes which relate to specific elements of the curriculum(s) that your child has achieved or is working towards.

## Sending Home Observations

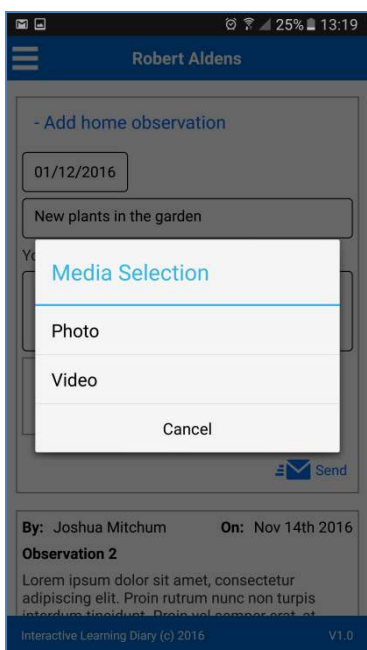


You have the option to include text, photos and videos in your home observations. These can then be securely transferred to the nursery or school and potentially form part of your child's education portfolio.

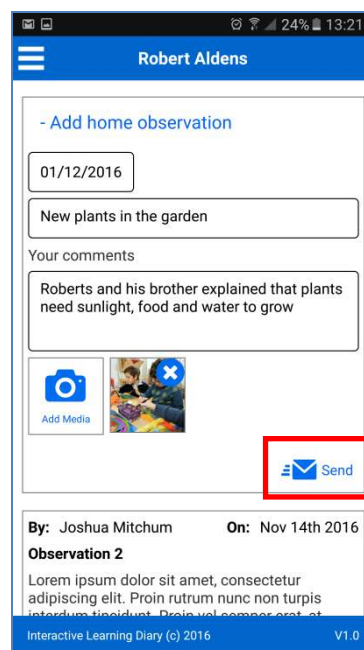


Set the date of your observation; by default it will display the current date. Title your observation and write comment.

Select 'Add Media' to browse your devices photo gallery and choose photos or video to accompany your comments.



You can add as many media items to an observation as you wish but please make sure the content is relevant and appropriate.



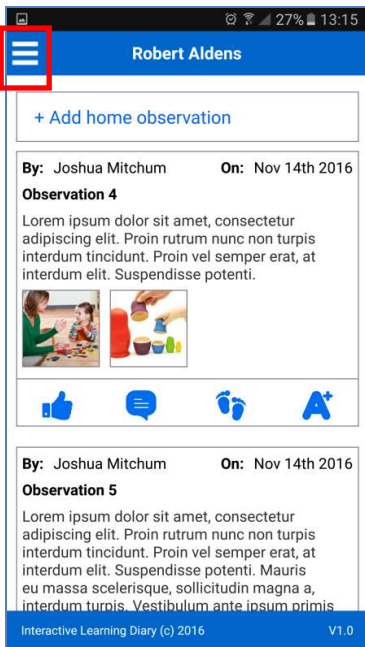
When your observation is complete select 'Send'.



This will transfer your observation securely to the nursery or school and notify you that the observation has been sent successfully.

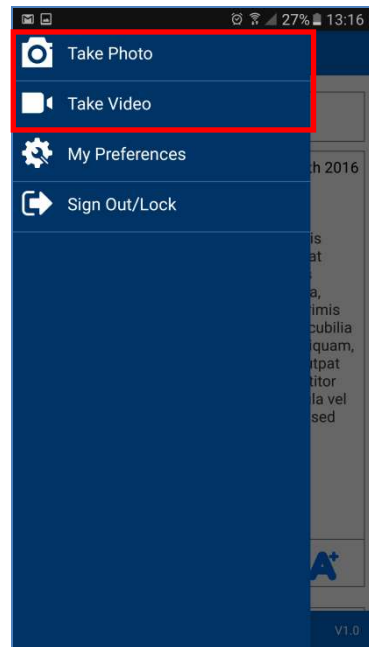
**PLEASE NOTE:** To send observation data, a Wi-Fi /mobile connection will be required.

## The Menu



By selecting the Menu icon at the top of the screen you will have access to additional menu options.

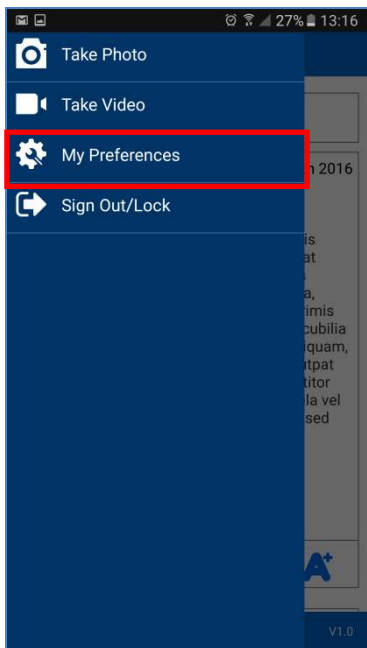
If you have more than child listed in your parent portal, your top menu option allows you select



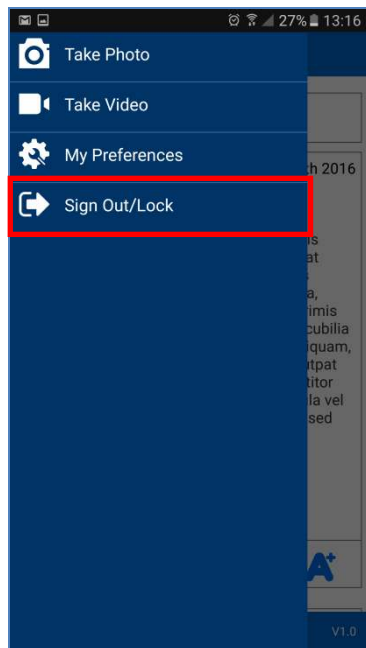
The next two (2) options, **Take Photo and Take Video**, give you quick and immediate access to your devices camera if you are within the app.

Any media that you record in this way will be saved in

which portfolio you wish to view.



your devices gallery which can be selected when adding Home Observations (described later in this guide).

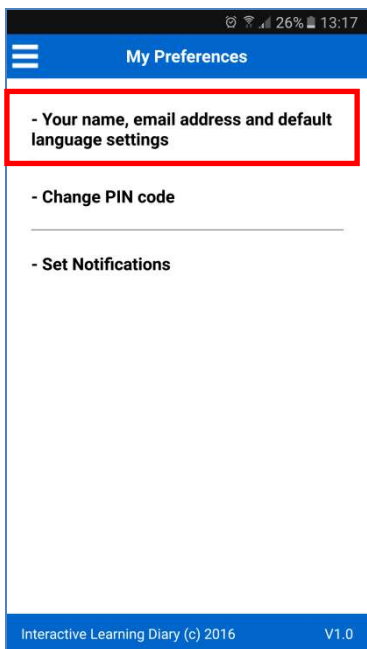


**My Preferences** enables you to perform actions such as update your name and email, change your language, and update your address/username, set a new PIN code and select notification options.

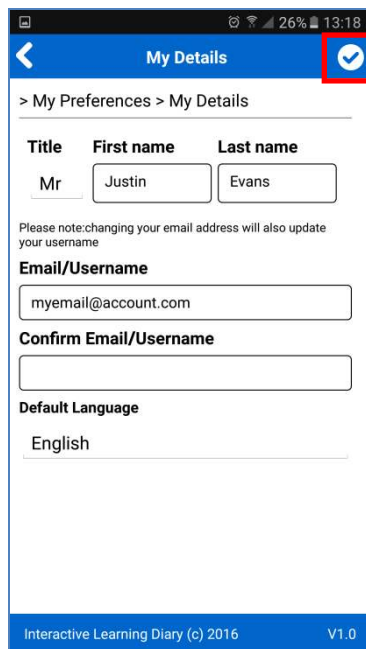
Selecting **Sign Out/Lock** will close and lock your app and will require the re-entry of your PIN code.

All these options are described later in this user guide.

## My Preferences

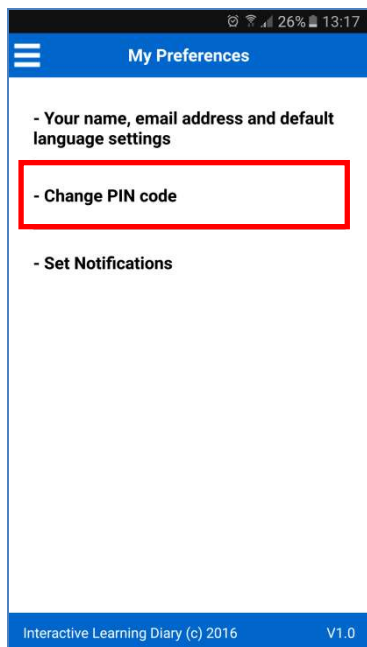


When accessing **My Preferences** from your menu options you will see three (3) options.



The first option allows you to update your details including, your name, email address and default

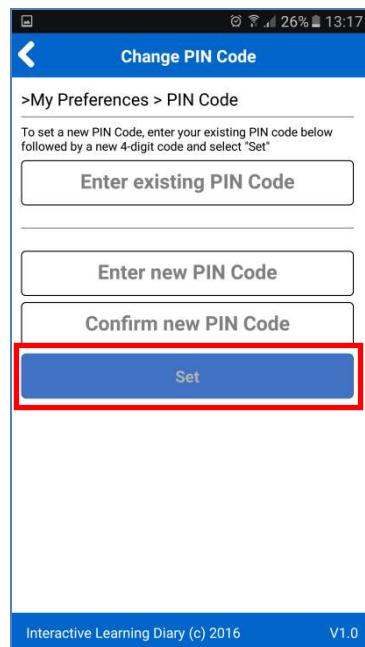
You can return to the portfolio at any time by selecting your Menu and then **View Portfolio**.



language when using the app.

When you have finished making any changes select the 'Checkmark' icon, top right of your screen.

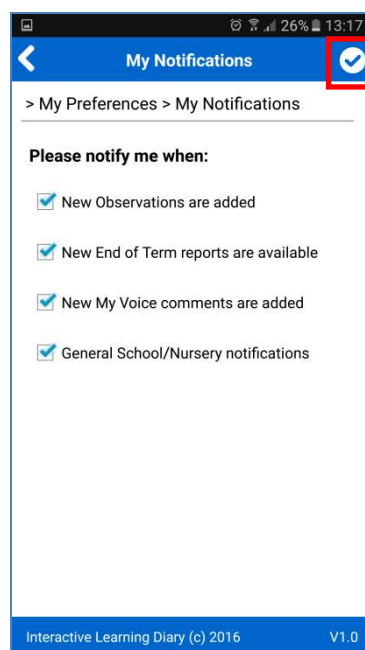
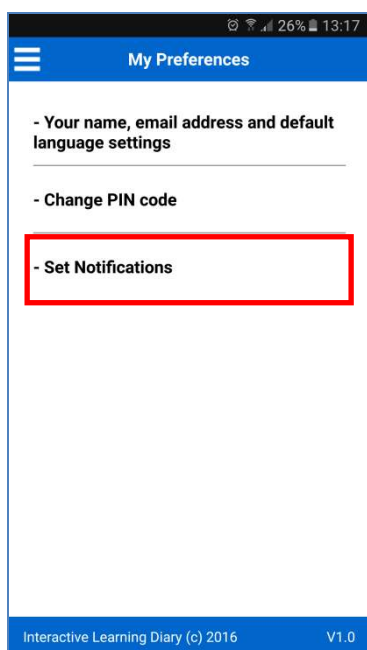
**PLEASE NOTE:** Changing your email address will also change and update your ILD username.



You can update your PIN code at any time by selecting Change PIN code from your **My Preferences** screen.

First of all, enter your existing PIN code, then type your new one and confirm it by typing it again.

Finally select 'Set'. You will then be required to use this new PIN code the next time you access the app.



Setting notifications will dictate which notifications you receive when certain functions are performed

1. **New Observations** – this will notify you when new activity is added to your child's portfolio

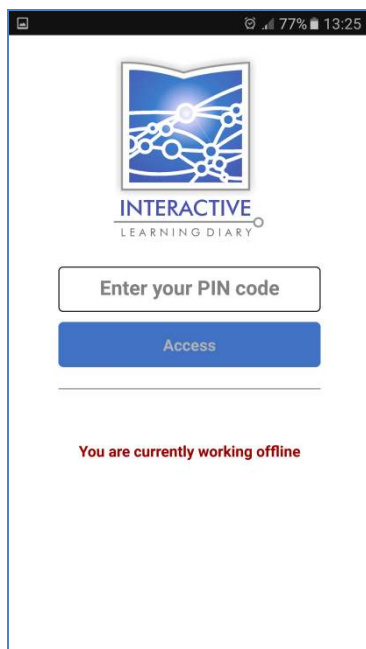


by the nursery or school.

2. **End of Term Reports** – as soon as end of term/year reports have been published by the nursery or school, you are prompted to sign in to the web parent portal to view them
3. **My Voice Comments** – This will let you know when the nursery or school have commented on any observation, including those which you have submitted from home
4. **General Notifications** – The nursery or school have the ability to send you general updates and notifications about your child directly to your mobile device

When you have finished selecting your options, select the 'Checkmark' icon, top right of your screen.

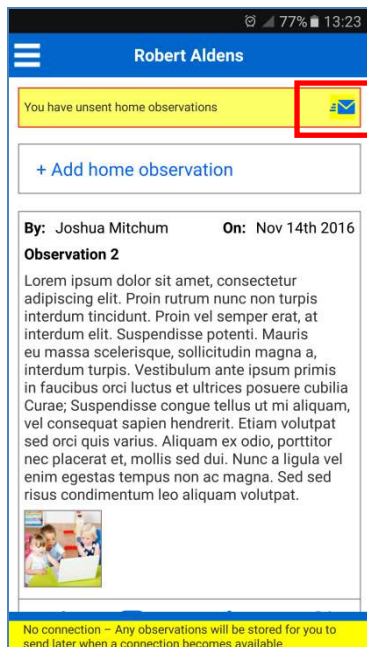
## Working Offline



Your ILD Parent app also allows you to work offline. You can create your observations and save for sending at a later time when a WI-FI / mobile connection is available.



If you are not currently connected to a WI-FI / mobile network, a yellow notification will appear on screen.



With no WI-FI / mobile connection, you can still create observations by adding your comments and selecting media from your devices gallery. These will be stored until a connection becomes available.

When a WI-FI / mobile connection is available, simply select the Email icon in the yellow bar at the top of your screen to send any observations through to your nursery or school.

## Troubleshooting and FAQ

### Question

How do I register for access to my child’s portfolio on the app?

I can’t see the app in the app store to download to my phone or tablet?

What is my username and password?

### Answer

Your child’s nursery or school will issue a letter which contains your unique registration code. You will require this code to register, either on the ILD Parent app by selecting the Register button or from the online Parent Portal at <https://portal.interactivelearningdiary.co.uk>.

Please make sure you are searching for ‘ILD Parent’.

Also check from the list below that your device software is up to date and the operating system is compatible with the app.

Apple iOS	<b>iOS version 8 minimum</b>
Android	<b>4.0.3 minimum</b>
Windows Mobile	<b>Windows 10 UWP</b>

To get your username and password you will first have to register with your child’s nursery or school and obtain a letter detailing your unique registration code.

Once you have these details and registered, the nursery or school will approve your request and you will receive your account login details via email.

I've forgotten my PIN code.

If you have forgotten your PIN, select 'Forgot PIN' from the app lock screen. This will ask you to sign in again using your ILD username and password after which you can choose a new PIN code.

How will I know if the nursery or school have Liked or commented on what I send in from home?

Once the nursery or school have approved your home observation you will see it appear in your child's portfolio. If they have Liked the entry, the blue thumb icon under each observation will change colour to green.

I have selected to receive notifications on the 'My Preferences' page but I'm not receiving any?

You may also see the number of comments against the activity has increased. You can select the blue speech bubble icon to read and respond to any written comments.

There are two reasons why you may not be receiving selected notifications:

1. You have disabled notifications at app level through your phone or tablets app settings. Please refer to individual device user guides on enabling notifications for specific apps.
2. The nursery or school has decided to stop notifications from their ILD.

When I record a video, the screen is just black or I have no sounds?

This is mainly applicable to Apple (iOS) users. Every app must have permissions to access various hardware elements such as your camera or microphone.

Check your Settings | Privacy | Camera/Microphone options and ensure it is enabled for the ILD Parent app.

What do I do if I need additional help with my account?

For security reasons, you must contact your nursery or school who will be able to check your account details and reset your password if necessary.

What if I forget my username and/or password?

If you have forgotten your password, you can visit <https://portal.interactivelearningdiary.co.uk> and click the 'Forgotten Password' link. Then simply follow the instructions to reset your password.

If you have forgotten your username, it is usually your email address; however you will need to contact the nursery or school directly if you are not sure or have changed your email.