

Android app overview for parents and relatives

This guide explains how to get started using the new Tapestry Android app. We recommend using this app over the previous Android version as it has several improved features and is compatible with newer Android devices. If you have an iOS 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.

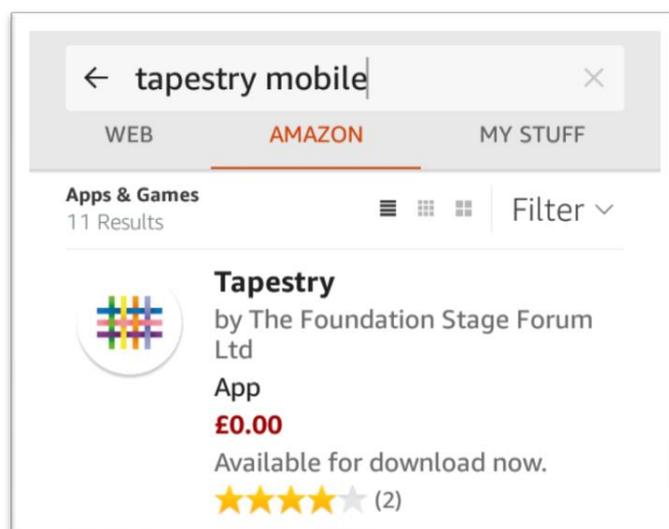
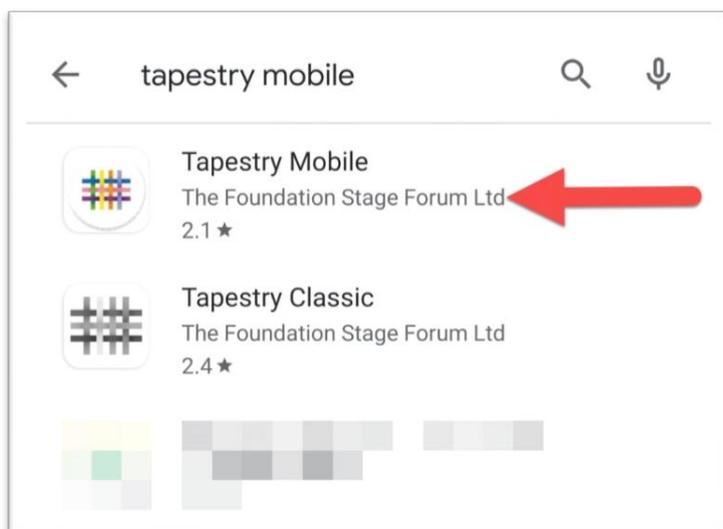
Downloading the app

To get started, download the Tapestry app via the Google Play store on your Android smartphone or tablet. If you have the new app already, feel free to skip this section.

Either search for 'Tapestry Mobile' in Google Play or download it directly via the store link [here](#).

If you search 'Tapestry Mobile' you should see two app options shown below. Tapestry Mobile is the newer version of the Tapestry app and has the most up to date features. Tapestry Classic is intended for legacy customers and may not work on newer devices. This tutorial covers 'Tapestry Mobile' only.

If you have an Amazon Kindle device please search the Amazon app store instead or [download via the Amazon website](#) and sync to your device:



App login

Once you've installed the app you can open 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.

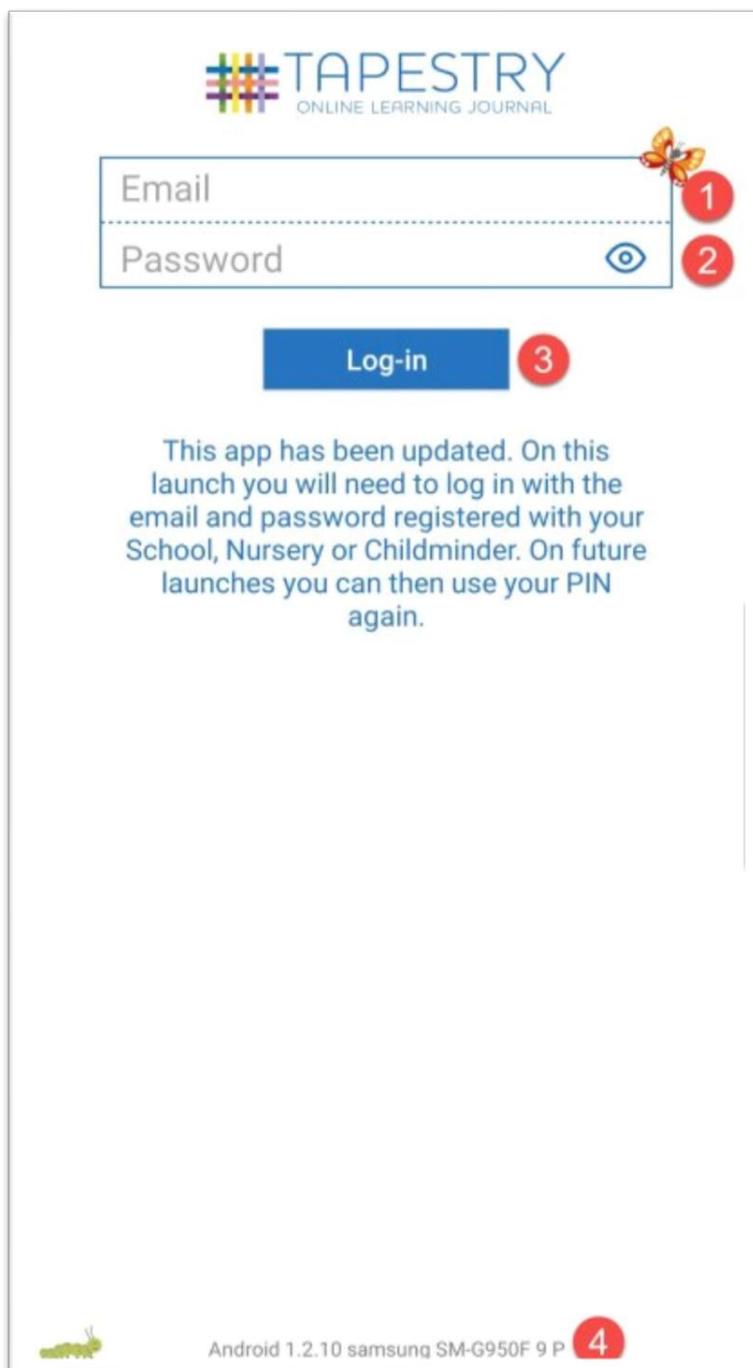
2) **Password field:** Enter your Tapestry password here. A new feature is that you can tap the 'eye' button to show your password to make sure you are typing it correctly. Only do this if you are sure no one else can see what you are typing.

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](#).

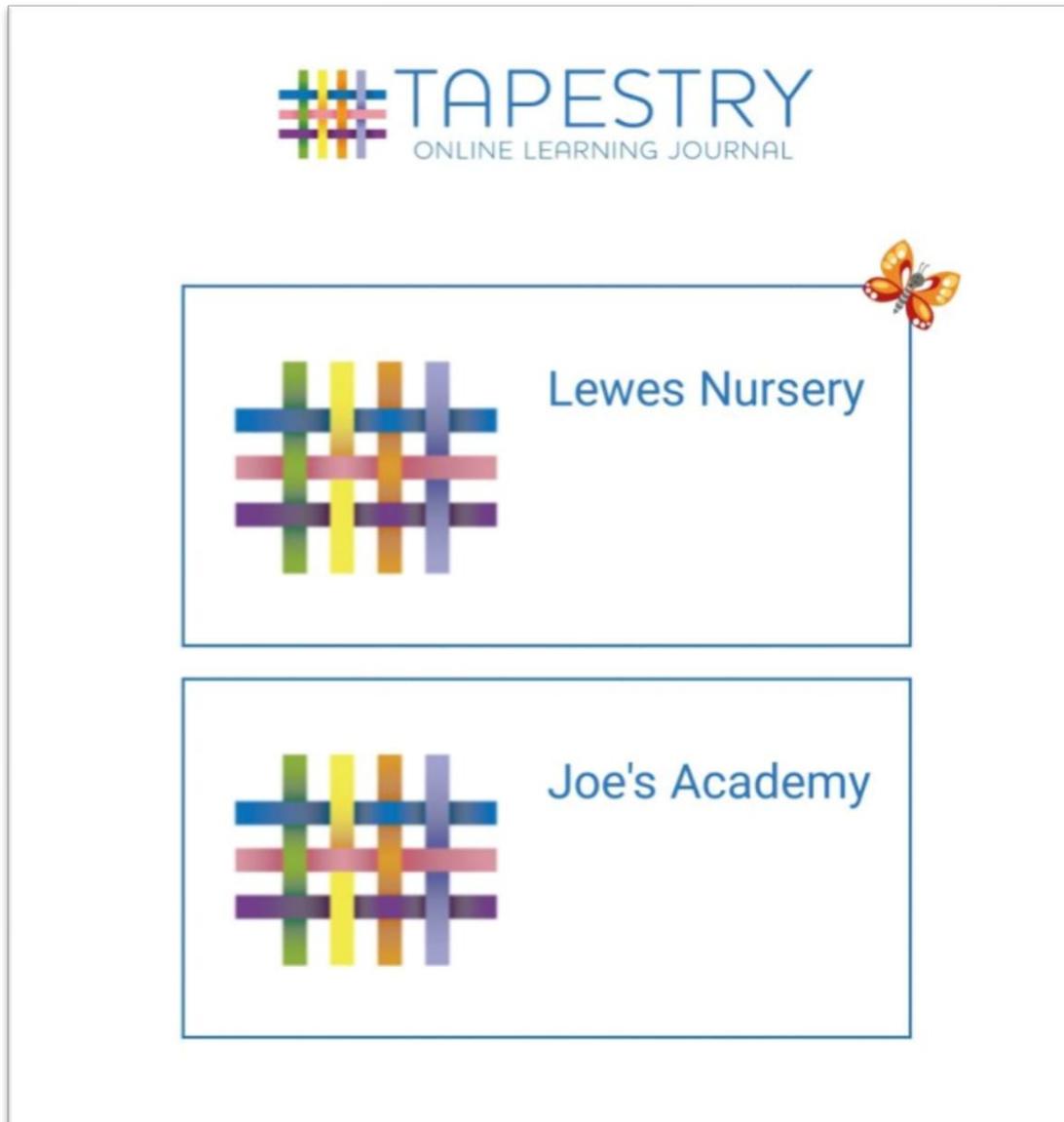
If you don't have Tapestry login details, please contact your child's setting or teachers, and they'll be able to assist you. Unfortunately, we cannot set you up on the system ourselves for security reasons.

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 version you have installed and which version of Android 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 screen below.

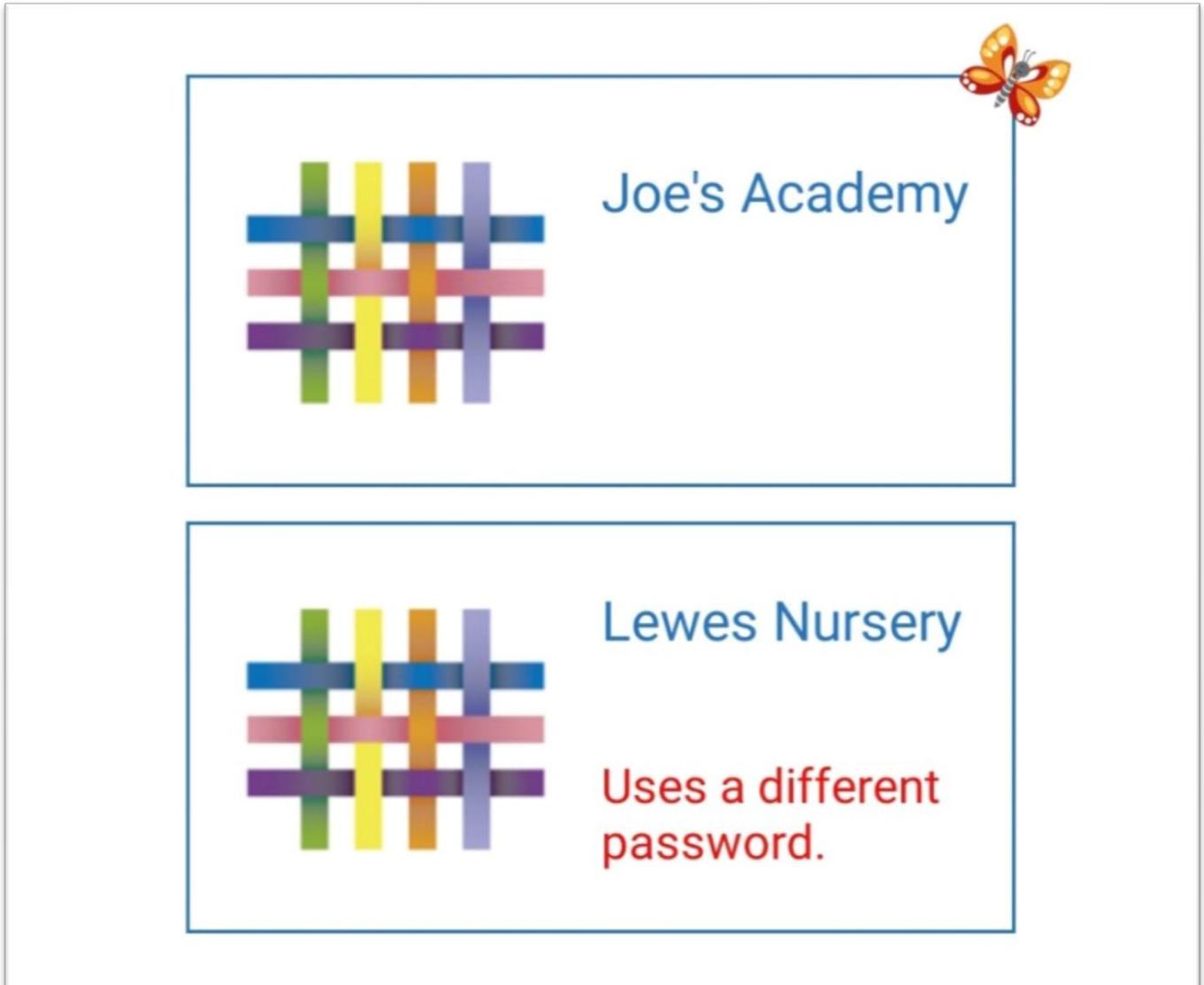
With this example user, their email address and password is registered on two Tapestry accounts. Because of this, they choose which account they want to access by tapping the setting they want to login to.



To login to Lewes Nursery, you would tap the top option. To login to Joe's Academy you would tap the bottom option (continued page 4).

A slight variation on this is when you are registered on two or more Tapestry accounts with the same email address, but the password is different on one of your accounts. You will see the 'Uses a different password' message for these accounts.

This means that the user could login to Joe's Academy by tapping it, but if they selected 'Lewes Nursery' they would need to enter the correct password for that setting before they could access Lewes Nursery.



Because you can access multiple accounts using this system it's now OK to use the same password on multiple Tapestry accounts, though we do advise that you don't use the same password on 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](#).

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.

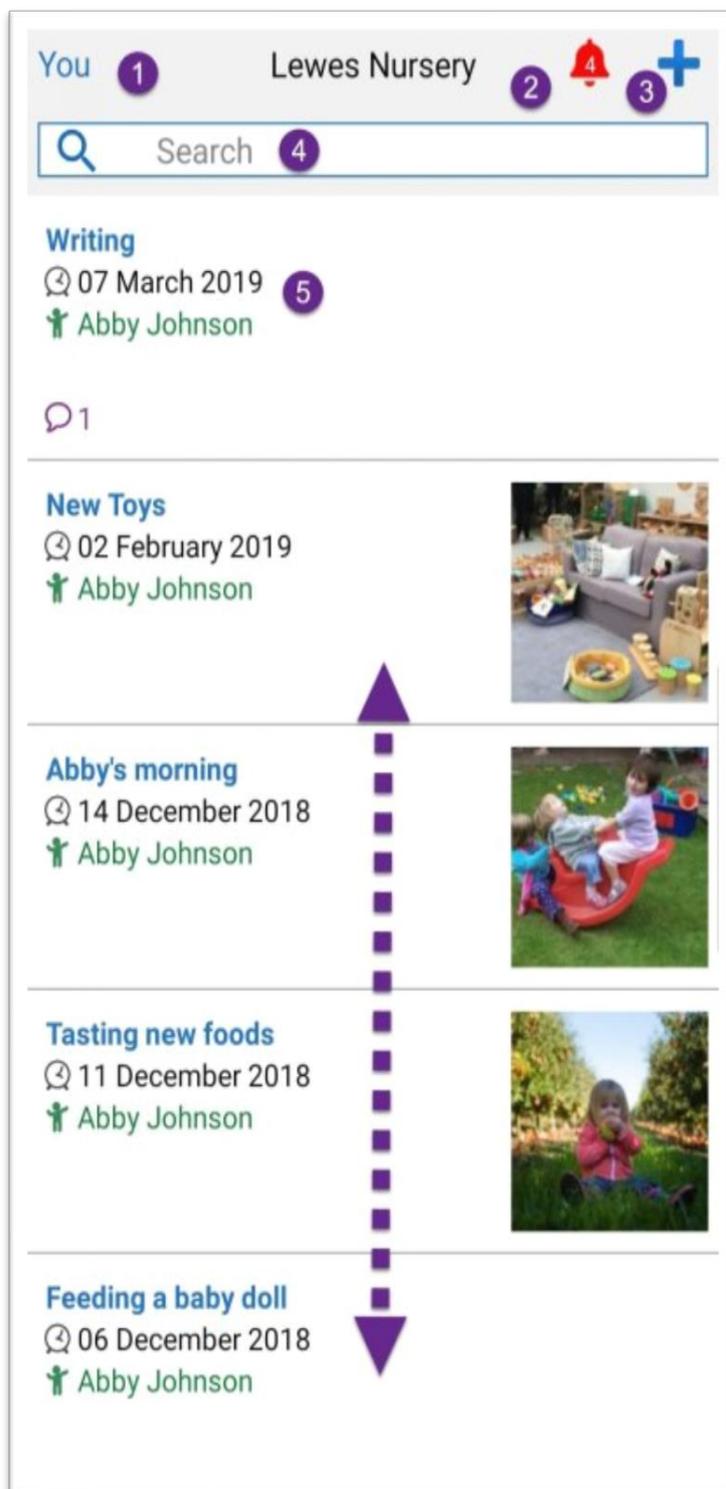
2) **Notifications bell:** This shows a number when you have new notifications from your setting. Usually this means they have added a new observation you can view, but it may also prompt you to visit <https://tapestryjournal.com/> when the notification concerns features that are not available on the app such as new report for your child, or a file download being generated by the setting. You can also tap the bell to view previously read notifications up to 30 days old.

3) **Add observation button:** Tap the + button to create a new observation. We'll cover this in more detail on page 7.

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 last observation you viewed in this session is highlighted in red (not shown here).



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 screen 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.

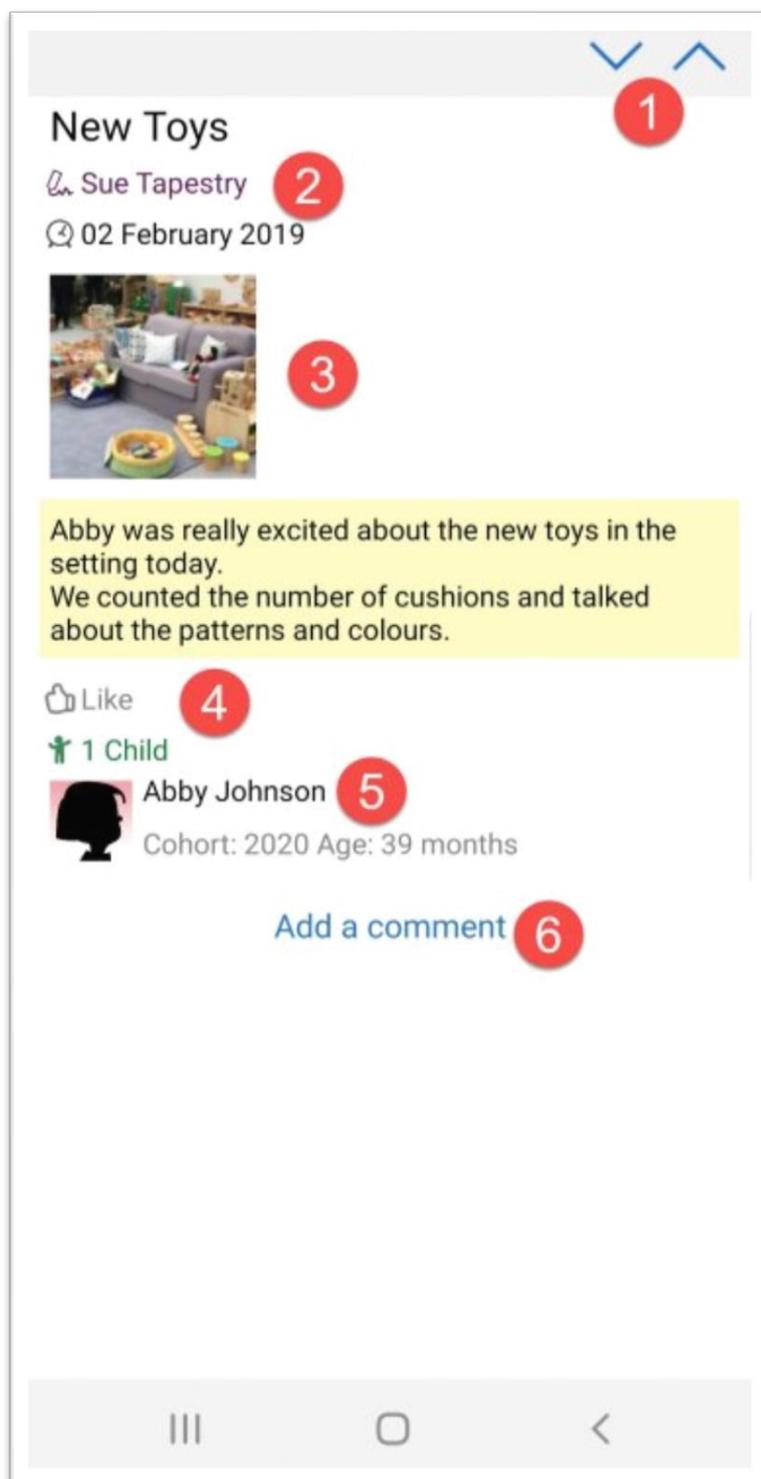
3) **Observation media:** You will see all attached photos and videos. Tap a photo to view a larger version, or a video to play the video at a larger size.

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' that include several children. You won't see the names of children you aren't linked to, but you will see a total number of children.

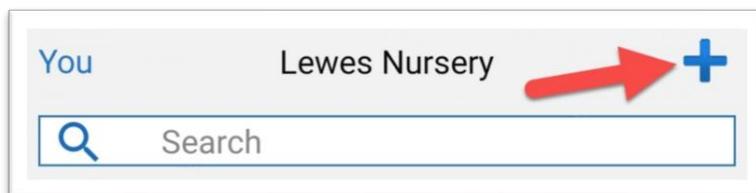
6) **Add a comment:** Tap this to leave a comment on an observation. Staff will be able to see and reply to any comments you make. You can also reply in turn to a comment a staff member has made, and to like a comment instead of leaving a reply.

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.



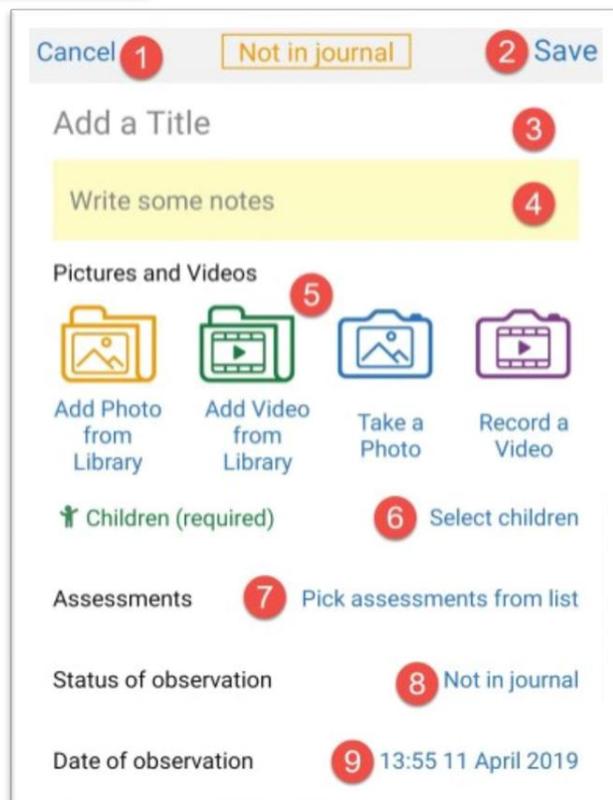
Adding Observations

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) **Save observation:** Saves your observation to the Tapestry server. Usually it requires approval from your child's setting before it is 'published'. You must add a title (3) and attach a child (6) to save the observation. If you haven't done this, you will be able to save a draft on your device or keep editing.
- 3) **Add title:** You need to write a title for your observation before you save it.
- 4) **Notes:** You can add text to the observation. The section will expand as you add text so you have plenty of space. Some users may see an 'Additional information' box. Whether this appears depends on your child's setting, so 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 100MB or a few minutes of HD video. If you record a video through the app you will be limited to 100 seconds of recording per video. If you need to upload a longer video or a larger file size, try editing it into parts or reducing the video quality before upload.
- 6) **Select Children:** You will only be able to choose your own children. You need to add a child before saving the observation.
- 7) **Assessments:** This will appear if the setting has asked you to add an assessment. Usually it will not be available to you.
- 8) **Observation Status:** Normally when you add an observation it will be saved as 'Not in journal'. When approved by the setting it will change to 'In journal'.
- 9) **Date:** It defaults to the moment you started the observation, but it can be changed to a future or past date.



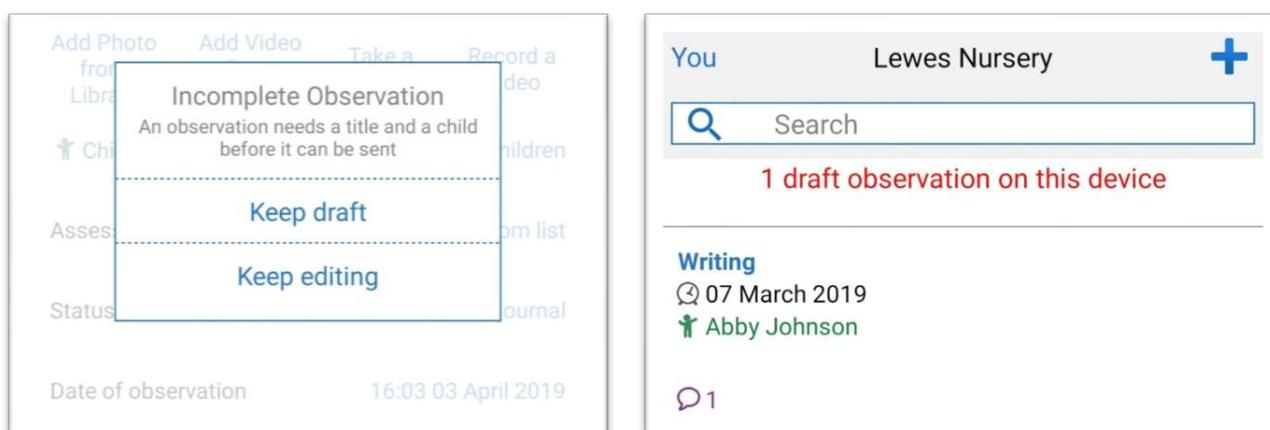
Draft Observations

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

Draft observations are stored locally on your device for 90 days after they are created. Drafts are not automatically uploaded to Tapestry, so make sure you finish the draft and save it to Tapestry, otherwise any draft observations and photos or videos attached will be lost after 90 days. Clearing your Tapestry app data or deleting the app will also delete the drafts.

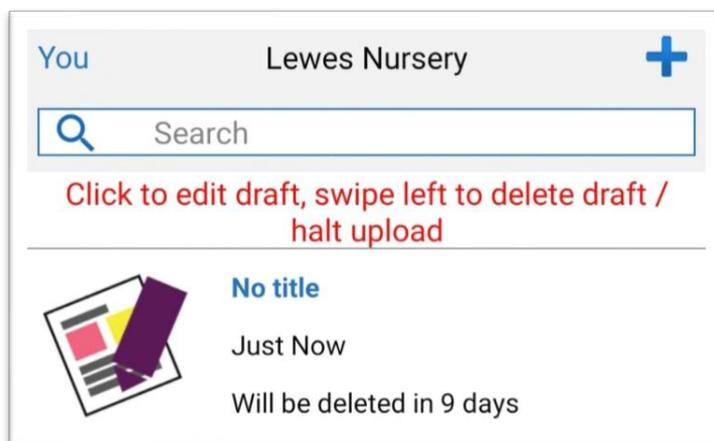
Drafts are recommended as a short-term only option, as your observations are saved more reliably when uploaded to Tapestry.

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.



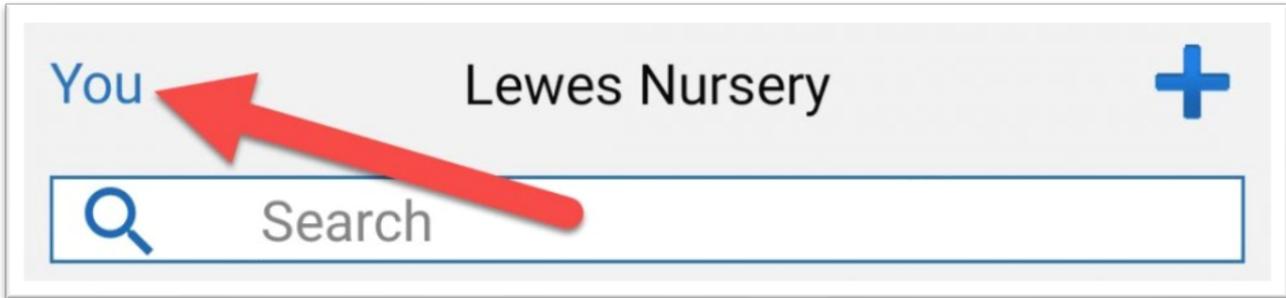
On the drafts screen you can view the drafts saved on this device and see time remaining before deletion. Tap a draft to start editing the draft.

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 overleaf):

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) **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.

10/11) **Fingerprint login:** These options allow you to access Tapestry using your fingerprint on the PIN unlock page rather than entering your 4-digit PIN, and to do the same on the username and password screen. Please note this will only be available on devices with fingerprint scanning.

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.

