TAPESTRY

ONLINE LEARNING

JOURNAL

Tapestry provides each child with their own online Learning Journal. Parents and carers are given their own login using an email address and password (we will send you an activation link). All staff members have secure logins and can upload observations, photos, or videos—recording children's achievements and assessing their learning in reference to the EYFS curriculum.

Parents can adjust their settings so that an email notification is automatically generated when a new observation is added. This allows them to view and comment on their child's learning.

Tapestry
A Parent/Carers' Guide

Tapestry website: http://eylj.org/login

Once we have been given your email address and contact details you will receive an email from Tapestry that looks like this...

Please click on this link
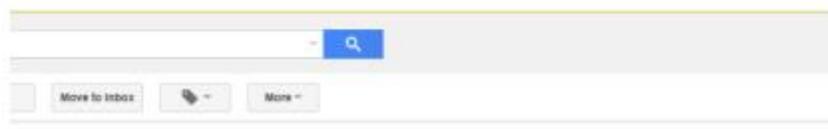
Tapestry Account Activation

Hello Rosie,

You have received this email because a Tapestry account has been created for you at Littlegates for Littlepeople.

IMPORTANT!
If you did not request this account, please ignore this email.

Instructions
We require that you activate your account by creating a password. Simply click on the link below and complete the rest of the form.

https://eylj.org/passreset/BBF0-575F-55D3-EF85-6C43-5A00/
This link will expire at 11:22 on 29 Sep 2015 (BST).

(Some email client users may need to copy and paste the link into your web browser).

Is this not working?
If you cannot activate your account, please contact your setting manager to rectify the problem.

Please do not reply to this email

NOTE: We can only give one login per family but this login can be used on multiple devices. Please let us know if an additional login is needed for any reason.
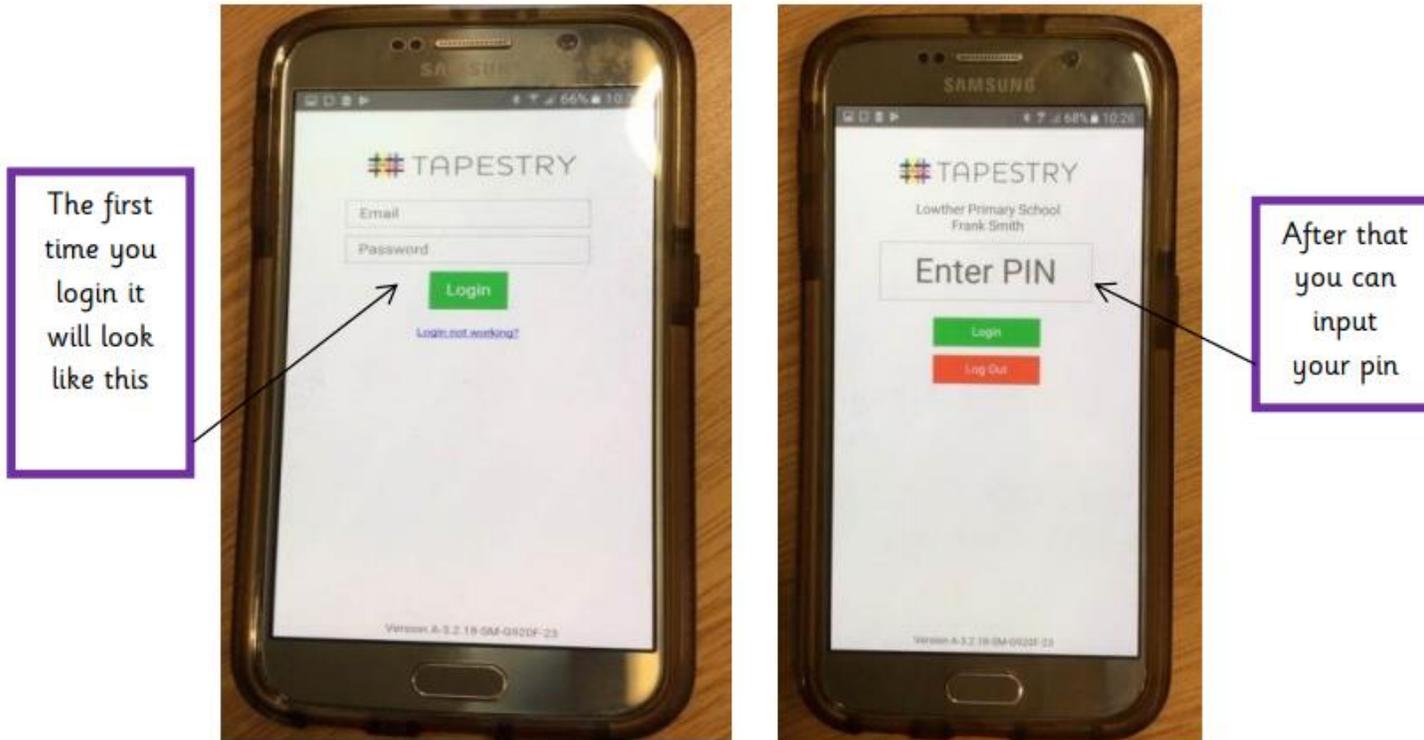
You will then be redirected to a page that looks like this...

Make your own password and pin code up, make sure you will remember it as we cannot access your passwords.

Your account will then be activated and you will be redirected to the login page. You will then need to input your email address and password again.

PLEASE NOTE: The first time you login will have to be done on an internet browser and not on the app – you can use the app after your first login.

Tapestry can be accessed on anything which has an internet brower: laptops, desktop computers, ipads, smart phones etc. You can also download the Tapestry app onto ipads and smart phones. The first time that you log onto the app you will be asked for your email address and password. After that you will only need to input your pin when you log onto the app, which you set at the same time as your password.
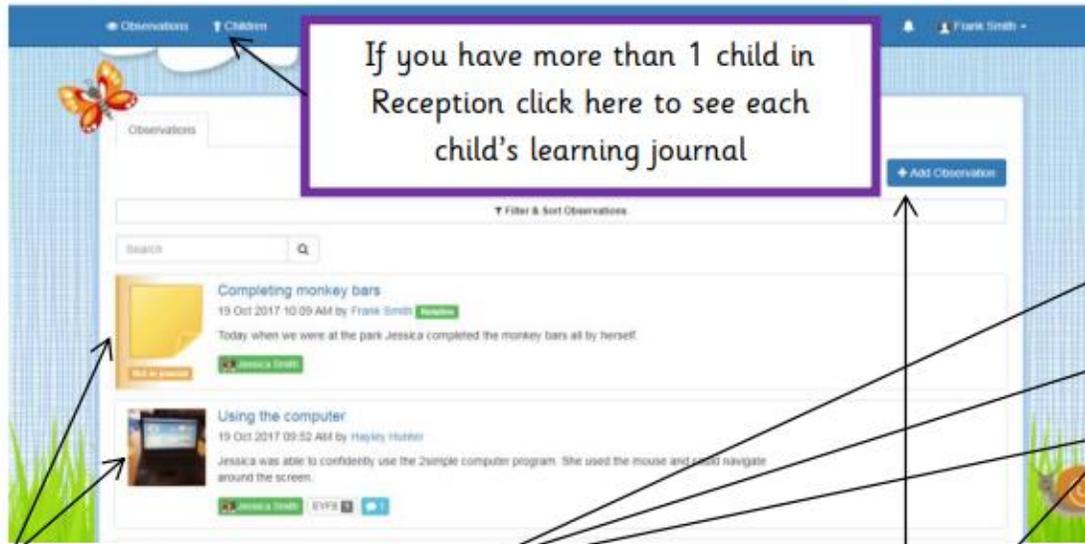
The first time you login it will look like this

TAPESTRY

Email

Password

Login

Login not working?

Version A-3.2.19-SM-G920F-23

TAPESTRY

Lowther Primary School
Frank Smith

Enter PIN

Login

Log Out

Version A-3.2.19-SM-G920F-23

After that you can input your pin

To download the app go to your app store – itunes or google play and type in Tapestry eyfs and look for this icon...

What will I see when I log on?

When you log in on an internet browser you will see this page

This is the app homepage

If you have more than 1 child in Reception click here to see each child's learning journal

Observations by staff members. Click on the title of the observations to read them in more detail.

Add observation button: Press here if you want to add an observation from home
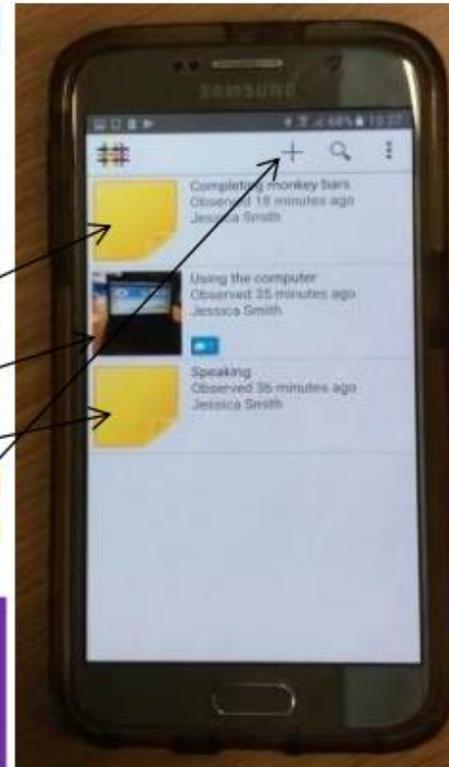
Tapestry allows multiple users to access the same account. Where possible, we ask both parents to use the same email address and account.

If you need a second account, please email us at info@banisterschool.co.uk with the following details:
- Your name and surname
- The email address to be added
- The name of the child to be linked to the account

When you click on 'add observation' on an internet browser you will see this screen…

Click to select your child

Give your observation a title
* NOTE: You cannot save an observation without a title

Write the observation in this box

Import any photos or videos by clicking on 'Add Files' when you have added your files click on 'Start Upload'.

When you have finished your observation you need to click on the SAVE button

When you click on the '+' logo to add an observation you will see this screen…
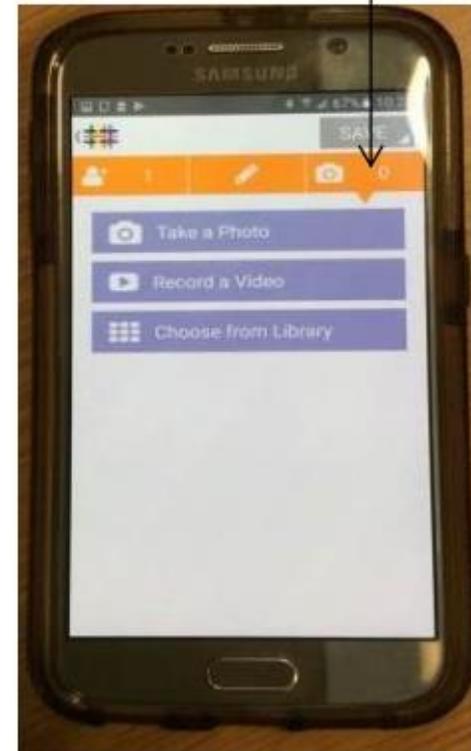
Select your child
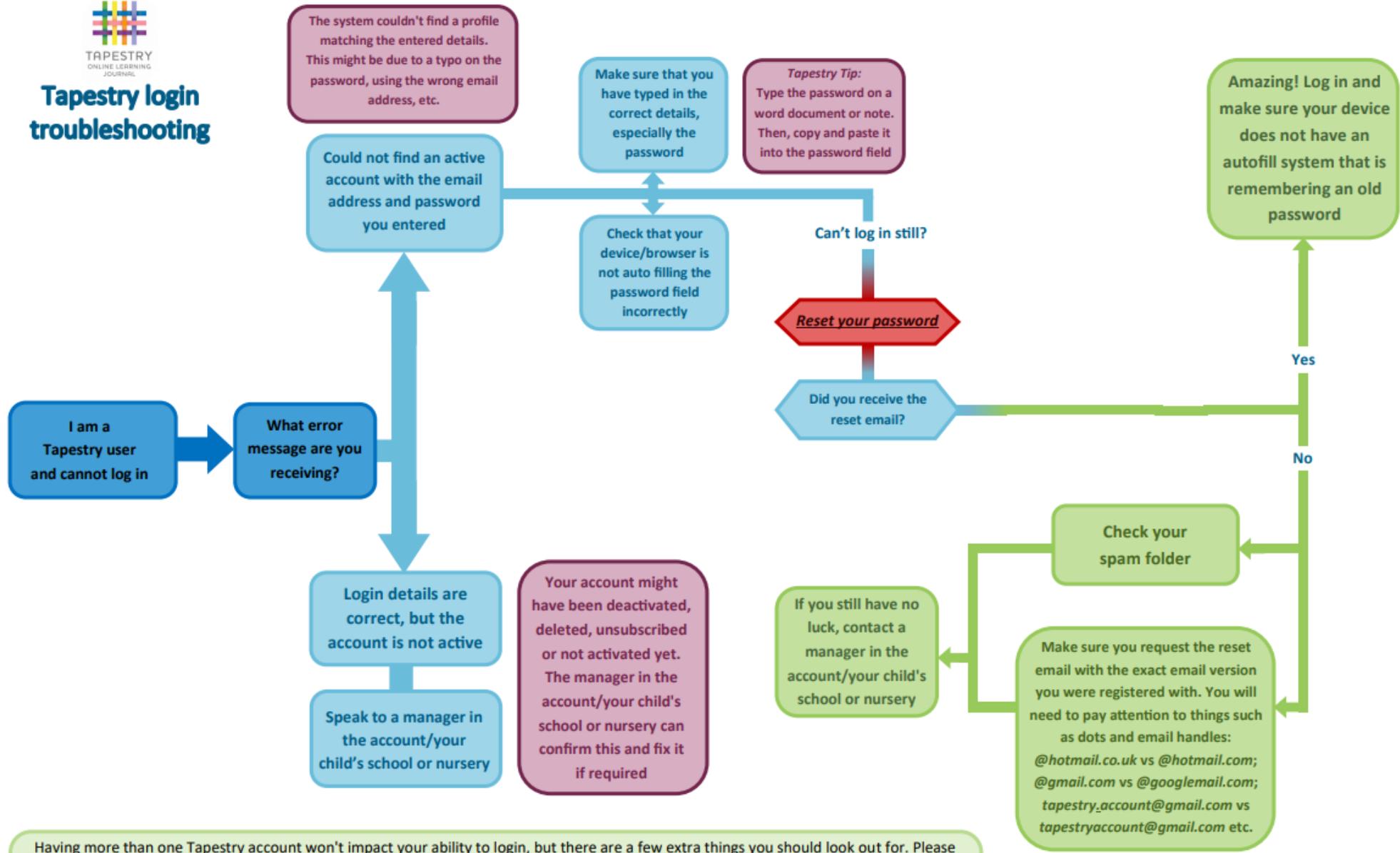NOTE: you will see an
orange tick when
selected

Click the pencil icon.
Here you can add a
title and your notes

Click the camera logo if
you would like to take a
photo, record a video or
choose a photo from your
photo library

When you have finished your observation you need to click on the SAVE button. You can only
save the observation when the icon has turned green

Tapestry login troubleshooting

TAPESTRY ONLINE LEARNING JOURNAL

I am a Tapestry user and cannot log in → **What error message are you receiving?**

Could not find an active account with the email address and password you entered

The system couldn't find a profile matching the entered details. This might be due to a typo on the password, using the wrong email address, etc.

Make sure that you have typed in the correct details, especially the password

Tapestry Tip: Type the password on a word document or note. Then, copy and paste it into the password field

Check that your device/browser is not auto filling the password field incorrectly

Can't log in still?

Reset your password

Did you receive the reset email?

Login details are correct, but the account is not active

Your account might have been deactivated, deleted, unsubscribed or not activated yet. The manager in the account/your child's school or nursery can confirm this and fix it if required

Speak to a manager in the account/your child's school or nursery

Amazing! Log in and make sure your device does not have an autofill system that is remembering an old password

Yes

No

Check your spam folder

Make sure you request the reset email with the exact email version you were registered with. You will need to pay attention to things such as dots and email handles: *@hotmail.co.uk* vs *@hotmail.com*; *@gmail.com* vs *@googlemail.com*; *tapestry.account@gmail.com* vs *tapestryaccount@gmail.com* etc.

If you still have no luck, contact a manager in the account/your child's school or nursery

Having more than one Tapestry account won't impact your ability to login, but there are a few extra things you should look out for. Please check out our *'Having more than one account'* tutorial, this might come in handy! Should you get stuck at any point, the best thing is to contact a manager on the account if you are a member of staff, or your child's school or nursery directly if you are a relative. Please note we at Tapestry don't have access to relative accounts, but staff members/the school can seek assistance and support for themselves and relatives by emailing customer.service@eyfs.info.

Getting started

- We will be sending something to you via tapestry next week to ensure that you are all receiving notifications. Please let us know if you do not receive this or are struggling using the account.

- Over summer we hope to use tapestry to keep in touch with you before school starts in September.

- We will be holding a trouble shooting session for you in your child's first week at Banister to help ensure you are all able to access your child's learning.

More than one account

Tapestry will allow multiple people to access the account at the same time so where possible please can both parents use the same e-mail and account.

If two accounts are needed then please email us on info@banisterschool.co.uk with your name, last name, email address you would like added and the name of the child you want to be linked to on Tapestry.

Logging in

Browser version

- In the **browser** version, when an email address is linked to more than one profile, when you type in your details (email address and password), the system will recognise that the email address is linked to several profiles and will give you the option to choose which account you wish to enter.

- If your accounts have different passwords, you will be given the option to enter either the profile you just input the password for (1), or the other one, for which you will have to type in the corresponding password (2).

If the two accounts have the same password, the system will give the user the option to choose which account they would like to enter.

As you can see, having the same password *and* email address for more than one account should not give any trouble when logging in through the browser.

App version
Please note that there are **now two versions of the app** for Android and iOS, the original and the new one. These respond differently if your email address is linked to multiple Tapestry accounts.
The new version of the app allows you to choose which account you want to login after you enter your email address and password (as seen in screenshot) and you can use the same password for each account, though remember to set this as something strong for security reasons.

If you are still using the original version of the app, then this does not have the tool to recognise which account you are trying to access. If your passwords for the accounts are different then it will just log you straight into the account with the email and password without asking you which account you want to login to.

If your passwords for the account are the same, it will directly access the very last account that was created under that email address. Therefore, if you are still using the original version of the Tapestry app, you will need to have different passwords for each account.

Resetting your password

When you have more than one account registered under the same email address, requesting a password can sometimes be confusing.

The most important thing to bear in mind is that, **whenever a user who has more than one account registered under the same email address requests a reset password email, the system will issue one reset email for each of the accounts the email is registered for**. So, you will have to make sure that you are following up the reset link for the account you need to change your password for.

Forgotten Password

If you have forgotten your password or PIN we can send a link to your email address to reset them. Enter your account email address below and check your inbox for an email. The email may take a few minutes to appear. Please note that the password reset link you will receive is only valid for 24 hours and any subsequent password resets will invalidate previous ones.

> If the entered address was valid an email has been sent to it. It may take a few minutes to arrive. Please check your spam folder if you can't find the email.

3

Your account email address *

1

Submit **2**

🏠 Return to the main login page