Frequently Asked Questions
for iOS and Android™ Apps

Basics

What is the Teaching Strategies® *GOLD™ Documentation* **app?**
The *GOLD™ Documentation* app is a free app that enables teachers to capture documentation, using Apple® mobile digital devices running iOS 6 or newer and Android™ mobile digital devices running Android 4.0 and newer, and upload it to *GOLD™* online.

With the *GOLD™ Documentation* app, teachers can
* capture photos, video recordings, audio recordings, and text notes;
* tag documentation with children's names, objectives, and dimensions;
* assign preliminary levels for any selected objectives and dimensions; and
* upload documentation to *GOLD™* online with one tap.

Who can use the app?
The app is designed for teachers who are assigned to at least one class in *GOLD™* online. Administrators who are not assigned to a class as a teacher, most Team Central users, and all Family Central users will not be able to log in to and use the app.

Where can I get the app?
You can download the app onto your Apple mobile device from the App Store℠.
You can download the app onto your Android mobile device from the Google Play™ Store or Amazon Appstore for Android.

* Tap the App Store, Google Play Store, or Amazon Appstore for Android icon on your mobile device.
* Search for "Documentation."
* Download the app onto your mobile device. Apple users will need an Apple ID and password. Android users will need a Google username and password.
* Once you've installed the app, log in with your *GOLD™* online username and password.

Tip: Move the *GOLD™ Documentation* app icon to your home screen for quick access.

Whom do I contact for help with the app?
E-mail us at TechSupport@TeachingStrategies.com or call us at 1.866.736.5913
Technical support is available by phone Monday through Thursday, from 8:00 a.m. to
7:00 p.m. ET, and Friday, from 8:00 a.m. to 6:00 p.m. ET.

Devices and Technical Requirements

On which Apple mobile devices can I use the app?
The table below shows which Apple mobile devices are compatible with the app, the
app version available in App Store, and suggested minimum iOS versions:

Apple Device	Suggested Minimum iOS	Newest Version Available in App Store
iPhone® 6	iOS 8	Version 2.3
iPhone® 6 Plus	iOS 8	Version 2.3
iPhone® 5s	iOS 8	Version 2.3
iPhone 5c	iOS 8	Version 2.3
iPhone 5	iOS 8	Version 2.3
iPhone 4s	iOS 8	Version 2.3
iPhone 4	iOS 7.0.6	Version 2.2.3
iPhone 3GS	iOS 6.1.6	Version 2.2.3
iPad Air 2™	iOS 8	Version 2.3
iPad Air™	iOS 8	Version 2.3
iPad mini 3™	iOS 8	Version 2.3
iPad mini 2™	iOS 8	Version 2.3
iPad mini™	iOS 8	Version 2.3

iPad® (4th generation) iOS 8	iOS 8	Version 2.3
iPad (3rd generation)	iOS 8	Version 2.3
iPad 2	iOS 8	Version 2.3
iPod touch® (5th generation; 32-GB and 64-GB models only, **not** the 16-GB model)	iOS8	Version 2.3
iPod touch (4th generation)	iOS 7.0.6	Version 2.2.3

What iOS versions do you recommend for Apple mobile devices running the app?
We recommend using iOS 8.0 or newer on iPhone 4s or newer, iPad 2 or newer, iPad mini or newer, iPod touch (5th gen); iOS 7.0.6 or newer on iPhone 4; iOS6.1.6 on iPhone 3GS and iPod Touch (4th generation). Version 2.3 of the app requires iOS 8.0 or newer. If your device cannot run iOS 8.0 or newer, Version 2.2.3 of the app is available in the App Store℠ for devices that run iOS 6.x or iOS 7.x.

Why can't I use the app on my iPhone 3, iPhone 3S, iPod touch (3rd generation), iPod touch (5th generation 16-GB model), or iPad 1?
iPad 1 and iPod touch (3rd generation) are not supported because they have no cameras. iPhone 3 and iPhone 3S are not supported because they have no video cameras. iPod touch (5th generation 16-GB model) is not supported because it has no rear-facing camera.

During app installation, I see the Apple permission prompt "Document would like to access the microphone", "Document would like to access the camera.", "Allow? Don't allow?". Which should I choose?
Choose "Allow." The app requires microphone access and, on iOS 8 or newer, camera access, for the photo, video and audio features. If you did not allow access when installing the app, you will not be able to capture any media. To reset access, follow these steps:
From the home screen on your mobile device
- tap **Settings**,

- tap **Privacy,**
- tap **Microhone**
- next to **Document**, tap the button so that it has a green background,
- (on iOS 8.0 or newer) tap **Camera**
- next to **Document**, tap the button so that it has a green background.

I am having trouble downloading the app onto my Apple mobile device.
What should I do?

Make sure you are using an iPhone, iPad, or iPod touch from the list of compatible mobile devices above and that your mobile device is running iOS 6 or newer. Here are the URLs of Web pages where you can find information to help you identify the model of your Apple mobile device:

- Identifying iPhone models: http://support.apple.com/kb/HT3939
- Identifying iPad models: http://support.apple.com/kb/HT5452
- Identifying iPod models: http://support.apple.com/kb/HT1353

-

Here are the model numbers of the Apple Mobile devices that are compatible with the app:

iPhone 6	iPhone 4s	iPad Mini	iPad 2
A1549	A1387	A1432	A1395
A1586	A1431	A1454	A1396
		A1455	A1397
iPhone 6 Plus	**iPhone 4**	**iPad Air**	
A1522	A1349	A1474	**iPod Touch (4th Generation)**
A1524	A1332	A1475	A1367
		A1476	
iPhone 5s	**iPhone 3GS**	**iPad Air 2**	**iPod Touch (5th Generation 32-GB & 64-GB)**
A1533	A1325	A1566	A1421
A1457	A1303	A1567	
A1453			
A1518	**iPad Mini 3**	**iPad (4th Generation)**	
A1528	A1599	A1458	
A1530	A1600	A1459	
		A1460	
iPhone 5c	**iPad Mini 2**		
A1532	A1489	**iPad 3**	
A1507	A1490	A1416	
A1456	A1491	A1430	
A1516		A1403	
A1526			

I've downloaded the app and now there's an update available in the App store.
We advise users subscribe to manual updates on both iOS and Android devices so they have the ability to upload all documentation before updating to new versions of the app.

Any device running on iOS 7 or above will allow users to subscribe to automatic downloads for app updates. Manual updates is the default selection for all iOS devices. To check whether you have subscribed to manual or automatic updates, please follow

these directions:

1. Open Settings.
2. Navigate to iTunes & App Store > Automatic Downloads.
3. If automatic downloads is on, select "Apps" to turn off automatic updates to apps.

On which Android mobile devices can I use the app?
The app is compatible with tablets and phones for Android 4.0 and newer. We recommend newer mobile devices that have front- and rear-facing cameras. Here is a list of Android mobile devices on which Teaching Strategies has tested the app:

Tested Android Phones
Samsung Galaxy S® III
Samsung Galaxy S® 4

Tested Android Tablets
Samsung Galaxy Tab® 3
Kindle Fire HDX 8.9˝
ASUS Transformer Pad
Nexus 7
Toshiba Excite™

Why can't I use the app on my Android mobile device?
Android mobile devices running versions older than 4.0 are not compatible with the app. An Android mobile device that has no camera or video camera will not be compatible with the app.

I am having trouble downloading the app onto my Android mobile device. What should I do?
Make sure you are using an Android mobile device that is running Android 4.0 and newer.

My Android mobile device meets all the requirements for running the app, and I have downloaded the app, but it's still not working. What should I do?
If you are having trouble running the app, please try the following steps:

(Warning: These actions will delete all documentation stored within the app.)

1. Tap the **Settings** icon on your mobile device.

2. Select **Application Manager**.
3. Locate the *Documentation* app in the **Downloaded** section.
4. Select **Force Stop**.
5. Select **Clear Data** (if applicable).
6. Select **Uninstall**.
7. Redownload the app from the Google Play Store or Amazon Appstore for Android.

I've downloaded the app and now there's an update available in the Google Play Store and Amazon App Store.
We advise users subscribe to manual updates on both iOS and Android devices so they have the ability to upload all documentation before updating to new versions of the app.

Android devices will allow users to subscribe to automatic downloads for app updates. Automatic updates is the default selection for Android devices using the Google Play Store unless the user chooses to change to manual updates in the Settings section of the Google Play Store. Manual updates is the default selection for Android devices using the Amazon App Store. To check whether you have subscribed to manual or automatic updates, please follow these directions:

For Google Play Store:

1. Open the 📲 Google Play Store app.
2. Touch the 📲 Play Store icon > **My Apps** to view your downloaded apps. Apps with available updates are labeled "Update."
3. Select the app you want to update.
4. Touch ⋮ Menu > ☑ Check the box next to "Auto-update" (depending on your device, your Menu icon may look different).
   - When the **Auto-update** box is selected, the app will update automatically when updates are available.
   - To turn off automatic updates and manually approve updates, ☐ uncheck the box next to "Auto-update".

For Amazon App Store:
1. From the Home screen, tap **Apps**, then tap **Store.**

2. Tap the **Menu** 🗐 icon, and then tap **Settings**:

3. When automatic updates are enabled, Amazon Appstore will install new versions of your apps when you're connected to a wireless network. If you select the **Notify Me When Updates Are Installed** option, you'll see a notification whenever a new version of an app is successfully installed.

Note: Updates featuring new or changed permissions will not be automatically installed; you'll have the opportunity to review any new permission before installing the update.

Security and Internet Access

Is the app secure?

All documentation that you capture with the app is only accessible from within the app. Documentation is not accessible from any other feature or app on your mobile device. We recommend that you enable a passcode on your mobile device to further secure the data.

In the app and *GOLD™* online, we use industry-standard security measures, including Secure Sockets Layer (also known as "SSL") encryption and firewalls. We use these measures to prevent unauthorized access, safeguard confidentiality, and ensure the correct use of the member data (including payment information) and student data you provide. For more on security and privacy, see the *GOLD™* online Privacy Policy at TeachingStrategies.com/Gold/teachers/privacyPolicy.cfm. (You must be logged in to *GOLD™* online to view this information.)

Do I need wireless Internet access to use the app?

You can use the app with either a wireless Internet connection or a cellular data service.

How can I use the app if I don't have a wireless Internet connection in my classroom and my mobile device doesn't have cellular data service?

You must be connected to the Internet to log in to the app. However, once you are logged in, you can use the app anywhere, even if your mobile device is not connected to the Internet. Simply capture your documentation, and it will be saved inside the app. You can upload the documentation to *GOLD™* online when you have access to an Internet connection.

How will using the app affect my cellular data plan?
Here are estimates for the amount of data used to upload different media types from the app to *GOLD™* online:

One photo: 0.1 MB
One 60-second video clip: 10 MB
One 60-second audio clip: 0.5 MB

NOTE: Data usage varies by mobile device. The examples above are averages and are only estimates. The actual amount of data used to upload these media types will vary.

Generally, when you use a wireless Internet connection you are not using any data from your cellular data plan. To reduce cellular data usage, we recommend that you use a wireless Internet connection when uploading documentation to *GOLD™* online.

Logging In and Out

How do I log in to the app?
You must be connected to the Internet via a wireless connection or cellular data service to log in to the app. Use the same username and password that you use to log in to your *GOLD™* account. Once you are logged in, you will remain logged in for 4 hours, beginning with your most recent activity within the app.

NOTE: The *GOLD™ Documentation* app is designed for use by teachers who have at least one class set up in *GOLD™* online. Administrators who are not assigned to a class as a teacher, most Team Central users, and all Family Central users will not be able to log in to the app.

How do I log out of the app?
On an Apple device, you will find the **Logout** button on the **Documents** screen. On an Android device, you will find the **Logout** option on the **Settings** menu. Find the **Settings** menu by tapping the **Settings** button (gear icon on the **Documents** screen). You can also tap the Android menu button. The location of this button will vary depending on the Android mobile device.

Does the app remember my username and password?

The app will save your username after you successfully log in once. If you don't see your username on the log-in screen, begin typing it and it should appear. For security reasons, the app will not save your password.

I forgot my password. How do I get a new password or change my password?
You cannot use the app to change your password. If you would like to change your password, click the "Forgot Password?" link on the log-in page for *GOLD™* online or contact your administrator for password help.

Tip: We recommend that each teacher in a classroom have his or her own app log-in credentials, whether the teachers are using separate mobile devices or sharing a single mobile device.

Can I use my mobile device to manage my *GOLD™* online profile?
You cannot use the app to manage profile information. Log in to *GOLD™* online to manage all profile information, including your username and password.

Using the App

How do I use the *GOLD™ Documentation* app?
You can use the app throughout the day to capture photos, video recordings, audio recordings, and text notes. Once you have captured documentation, you can associate children, objectives, dimensions, and preliminary levels with the documentation.

You can immediately upload documentation to *GOLD™* online, or you can upload documentation whenever it is convenient for you. For example, you may choose to wait until the end of the day to upload documentation so that you can reflect on what you collected; update notes; and add children, objectives, dimensions, and preliminary levels.

See our support resources for more detailed guidance. You'll find links to these resources at TeachingStrategies.com/GOLDAppSupport.

Can I rotate a photo or video within the app?
Yes, on an Android mobile device, you can rotate documentation clockwise using the **Rotate** button (arrow-and-dot icon). You will find this button on the **Documentation** screen, next to the thumbnail of any documentation that can be rotated. This option is not available on an Apple mobile device.

How do I assign preliminary levels to the children who are associated with the documentation I capture?

• Once you have assigned objectives and dimensions to a piece of documentation, you will see a rainbow icon beside each objective and dimension on the **Documentation** screen. Tap an objective or dimension with a rainbow icon beside it. This will take you to the **Progression Preview** screen, where you can tap a colored band to select where you would like to start viewing the progression.

• Once you have tapped a colored band, you will see your selected level on the progression. Use your finger to swipe to the left and right to view the other levels on the progression. You can review each indicator's examples, as well as any embedded *Common Core State Standards*, if applicable.

• Tap the **Select Levels** button (blue children icon) to select a level and assign a preliminary rating that's based on the children's skills, knowledge, or behaviors. Use the arrow button to backtrack to the main screen, where the rainbow icon will have a completion check mark on it. Along the way, you will notice that children's names appear on the **Progression Preview** screen at the level where you made the preliminary rating.

What does the rainbow icon next to the objective or dimension mean?

The rainbow icon means that you can start adding preliminary levels for the objective or dimension. The rainbow icon with a check mark on it means that you have added some preliminary-level information for that objective or dimension. Tap the rainbow icon to access the **Progression Preview** screen.

Where can I view examples within a progression?

Tap on the **Examples** button (gold "i" icon) on the **Progression** screens to view examples for a level. From the **Progression Preview** screen, select a colored band to begin reviewing the progression. As you swipe through the progression, you will see the **Examples** button at the bottom of the screens.

My program uses *Common Core State Standards* in *GOLD*™ online. Where can I view these in the app?

Tap on the **CCSS** button (orange paper icon) on the **Progression** screens to view standards for each level that includes embedded *Common Core State Standards*. From

the **Progression Preview** screen, select a colored band to start reviewing the progression. As you swipe through the progression, you will see the **CCSS** button at the bottom of the screen for each level that includes *Common Core State Standards*.

Can I create and upload a note without creating a photo or video?
Yes, you can create and upload a note without creating a photo or video. On the **Documents** screen (where you can see the documentation that you have captured), tap the **Add Notes** button (notepad-and-pencil icon) in the top right corner of the **Documents** screen. Type a note or use the speech-to-text feature to dictate your note. Then add children, objectives, dimensions, and preliminary levels. The note will appear on the **Documents** screen as a notepad image.

Why does video and audio recording stop after 1 minute?
For easier uploading, video and audio recordings can be only 60-seconds long. If you wish to capture an ongoing activity, make several 60-second video or audio recordings.

Does the app support dictation?
Yes, the app supports dictation. iPhone 6, iPhone 6 Plus, iPhone 5, iPhone 5c, iPhone 5s, iPhone 4s, iPad (3rd and 4th generation), iPad mini, and iPod touch (5th generation) support dictation in the *GOLD™ Documentation* app. Most Android mobile devices running Android 4.0 and newer also support this feature. So, instead of typing, you can speak, and your words will be turned into a note within the app.

To begin dictating from the app, tap "+ Notes" on the Documentation screen or tap the notepad-and-pencil icon on the Documents screen, then tap on the **Microphone** icon on your keyboard and start talking. When you have finished, tap **Done**. Your spoken words will be turned into a note that appears on the **Documentation** screen.

NOTE: You must be connected to the Internet through a wireless connection or a cellular data service for the dictation feature to work.

If you are using a mobile device that does not support speech-to-text dictation, you can use a speech-to-text app, such as Dragon Dictation, to turn speech into text. After you have dictated a note, you can use the copy/paste feature to transfer the text from Dragon Dictation into the *GOLD™ Documentation* app. The Dragon Dictation app can be downloaded from the App Store, Google Play Store, and Amazon Appstore for Android.

Tip: Using the app, teachers can take photos of the notes they record on paper, eliminating the need to type the notes into the app or *GOLD™* online.

How do I view a different class list in the app?
If you have more than one class, you will see a complete list of your classes when you tap the **+Children** button. Tap a class name to see a list of the children in that class. Tap to add a check mark next to the names of the children whom you wish to associate with a documentation item.

As with *GOLD™* online, when associating children with documentation, you can only select children from a single class, not multiple classes.
To view a different class, you must first uncheck any selected children on your screen.

Why don't I see the correct list of children in the app?
If you add children to your class in *GOLD™* online while you are logged in to the app, you will have to log out of the app and log back in to see an updated list of children.

Can I assign a piece of documentation to multiple children?
Yes, you can assign a piece of documentation to multiple children. Add a check mark next to the name of each child whom you wish to associate with the piece of documentation. When associating children with documentation, you can only select children from a single class, not from multiple classes.

Where do I find the list of objectives and dimensions that I can choose from?
From the **Documents** screen, tap on a piece of documentation that you have added. You must first associate the documentation with one child or more by tapping the **+Children** button. Once you have added children, the **+Objectives and Dimensions** button will appear. Tap the button to view the list of objectives and dimensions. Tap each objective to view any associated dimensions. Tap to add a check mark next to an objective or dimension.

Can I use the *GOLD™* online Sandbox with the app?
Yes, you can use the Sandbox with the app. This is a good way to practice using the app. You can try out the features without having to worry about making a "mess" in your real classroom account. You will see the Sandbox classes in your list of classes in the app. If you do not see the Sandbox classes in the app, log in to *GOLD™* online. On the **Dashboard**, select the **Professional Development** tab

and then select **Sandbox**. On the **Sandbox** screen, select **Access Sandbox**. Selecting **Reset** on the **Sandbox** screen will clear out any documentation that you already uploaded using the app.

Why do I have to use the camera in the Documentation app?
Why can't I use the regular camera on my device?
Using the camera inside the app keeps the documentation you collect in a secure environment. Photos and videos that you capture with the app will not be mixed in with the camera roll on your device. This helps to prevent unauthorized access, safeguard confidentiality, and ensure the correct use of user and child data.

Can I use the app on multiple mobile devices?
You can download and use the app on each of your mobile devices. However, on the app's **Documents** screen, you will see only the documentation that you captured with that particular mobile device. Captured documentation is not shared across multiple mobile devices.

Uploading

The Upload button is missing. Why can't I upload photos or videos?
You must first associate the photo, video clip, audio recording, or text note with at least one child before you can upload it. (You do not need to assign objectives or dimensions or add preliminary levels before uploading, but we recommend that you do so while the documentation is still fresh in your mind.)

Also, the **Upload** button will appear only if you have Internet access through a wireless connection or cellular data service.

Can I save documentation on my device without uploading?
Any photos, video clips, audio recordings, or text notes that you capture will be saved on your device until you upload them to *GOLD*™ online. Once you upload a documentation item, it will no longer appear on the **Documents** screen.

NOTE: Certain alarms enabled on your device (such as calendar alerts, clock alarms, and timers) will cause UPLOADING to fail if you switch to the calendar or clock app. If your device "auto-locks" while you are uploading, UPLOADING will fail. If you press the Home button while you are uploading, UPLOADING will fail. To change the auto-lock delay on your device, tap the **Settings** icon in the device's home screen. For iOS devices, Tap **General,** then **Auto-Lock.** For Android devices, Tap **Settings**, then **Screen Timeout**. Choose an auto-lock delay time of more than one minute. Similarly, telephone calls, calendar alerts, and clock alarms will cause CAPTURING audio or video media to fail.

Can I use the app to upload photos and videos that I already have on my device?
No. The app uses only photos, video clips, audio recordings, and text notes created within the app. It cannot pull media from another app.

After Uploading to *GOLD*®

I uploaded my documentation—now what?
The next time you log in to *GOLD*™ online, you will see the pieces of documentation that you captured with the app added to each child's portfolio. Go to the **View Documentation** screen in *GOLD*™ online to see the most recently uploaded documentation. For each piece of documentation, select the **Action** menu, then select **Edit** to review documentation, add additional notes, set preliminary levels (if you did not set them in the app), individualize documentation, or share it with families.

What about individualizing documentation?
What about sharing with families?
You can individualize, or share with families after you have uploaded a piece of documentation. Go to the **View Documentation** screen in *GOLD*™ and use the Action menu to access these options.

Why don't I see a thumbnail of my video or audio in *GOLD*™ online?
Video and audio uploaded from the app displays in *GOLD*™ online as a "View Video or "Play Media" link rather than as an embedded thumbnail. Clicking on the link opens the

video or audio item. You will be able to play the media from the browser or from your computer's media player.

Lost Devices and Backing up Data

My device broke/I lost my device. Can I retrieve my photos, video clips, audio recordings, and text notes?
If you have backed up the device to Apple iTunes, iCloud or Google Sync service, you can retrieve the data when you sync to a new device. We encourage you to also upload items to Teaching Strategies *GOLD®.* Documentation that you have not yet uploaded will be backed up when you sync with iTunes or iCloud.

Tip: Upload daily!

Error Messages

"At this time, the *GOLD*™ Documentation mobile app is for use by teachers with at least one class. If you think you are getting this message in error, contact us."
You will get this error message if you are an administrator or teacher who is not assigned as a "teacher" to any classes. To use the app, you must be assigned to at least one class as a teacher. You have two options: You can assign yourself to a class, or you can access the Sandbox classes in *GOLD*™ online. To access the Sandbox classes, go to the **Dashboard**, select the **Professional Development** tab, then select **Sandbox.** On the **Sandbox** screen, select **Access Sandbox.** Once you have accessed the Sandbox classes in Teaching Strategies *GOLD®,* you will be able to log in to the app and practice using it with the Sandbox classes.

"At this time, only teachers assigned to a class can log in to the Teaching Strategies**®** *GOLD*™ Documentation mobile app. If you think you are getting this message in error, please e-mail us at techsupport@teachingstrategies.com or call us at 1-866-736-5913."**
You will get this error message if you are a Family Central user or an administrator or Team Central user without any classes. The app is not designed for use by Family Central or Team Central users.

"Password reset required. Sign in to GOLD online to resolve the issue."
<u>What it means:</u> You are using a temporary password to log in to the app.

You will get this error message if 1) you are a new user and have been issued a temporary password, or 2) you have requested a password reset via *GOLD™* online and are attempting to log in to the app with a temporary password. To use the app, you will first need to log in to *GOLD™* online with your temporary password and then create a new password.

"Invalid Username. Please try typing again."
"Invalid Password. Please try typing again."
<u>What it means:</u> You entered your username or password incorrectly or the username and/or password that you entered is invalid.

You will get this error message if you entered your username or password incorrectly or if you are not a registered user of *GOLD™* online**. If you are not a Child Plus user,** you may change your username and password on your own by logging in to *GOLD™* online. Once logged in, select **Dashboard,** then select the **My Profile** tab, then **Change Username** or **Change Password**, as appropriate.

Apple, App Store, iPad, iPad Air, iPad mini, iPhone, iPod touch, Mac OS, and Retina are trademarks of Apple Inc., registered in the U.S. and other countries.

Android, Google Play, and Nexus are trademarks of Google Inc.

Amazon, the Amazon logo, and Kindle Fire are trademarks of Amazon.com, Inc. or its affiliates.