Top 10 Questions
for iOS and Android™ Apps

Who can use the *Teaching Strategies GOLD*® *Documentation* app?
- Teachers who are assigned to at least one class in *Teaching Strategies GOLD*® online can log in to and use the app.
- Administrators or Team Central users who are not assigned to a class as a teacher and Family Central users are **not** able to log in to and use the app.

What can I do with the app?
- You can capture documentation in the form of photos, video recordings, audio recordings, and text notes and assign each piece of documentation to children.
- You can add notes to documentation (optional but recommended).
- You can tag each piece of documentation with objectives and dimensions (optional but recommended).
- You can assign preliminary levels to the children who are associated with a piece of documentation (optional but recommended).
- You can upload documentation to *Teaching Strategies GOLD*® online.

How do I upload documentation to *Teaching Strategies GOLD*® online?
- The **Upload** button will appear in the app when your mobile device is connected to the Internet through a wireless Internet connection or a cellular data service.
- Before you can upload documentation, you must tag the photo, video recording, audio recording, or text note with the name of at least one child. (You do not need to assign objectives, dimensions, or preliminary levels before uploading documentation, but we recommend that you do so while the documentation is still fresh in your mind.)

In *Teaching Strategies GOLD*® online, how do I find the documentation that I uploaded from the app?
Go to the **View Documentation** screen in *Teaching Strategies GOLD*® online to see the most recently uploaded documentation. Make sure you have the view set to the current checkpoint period.

In *Teaching Strategies GOLD®* online, how do I view the video and audio documentation that I uploaded from the app?

- Video and audio recordings uploaded from the app display in *Teaching Strategies GOLD®* online as "Download" links, rather than thumbnail images.
- Click the "Download" link to open the video or audio recording in your browser. To view the video or listen to the audio recording, click the "play" arrow beneath it.

Why do I have to use the camera in the app to capture photos and videos? Why can't I use the regular camera on my mobile device or add photos from my camera roll?

- 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 mobile device. This helps prevent unauthorized access to user and child data, safeguards confidentiality, and ensures the correct use of user and child data.

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.

On which Apple® **mobile digital devices can I use the app?**
The app is compatible with the following Apple mobile devices running iOS 6 or newer:

- iPhone® 6
- iPhone® 6 Plus
- iPhone® 5s
- iPhone 5c
- iPhone 5
- iPhone 4s
- iPhone 4
- iPhone 3GS
- iPad Air™
- iPad mini™
- iPad® (4th generation)
- iPad (3rd generation)
- iPad 2
- iPod touch® (5th generation; 32-GB and 64-GB models only, **not** the 16-GB model)
- iPod touch (4th generation)

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

On which Android mobile devices can I use the app?
As of June 26, 2014, the app works with all Android™ tablets and phones running Android 4.0 and newer.

What do these error messages mean?
- **"At this time, the *Teaching Strategies 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."**

This message means that you are trying to log in to the app as an administrator who is not assigned as a teacher to any classes or as a teacher who is not assigned to any classes. At this time, the app is not designed for these users.

- **"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 <u>implementation@teachingstrategies.com</u> or call us at 1-866-736-5913."**

  This message means that you are trying to log in to the app as a Team Central user who is not assigned to a class or as a Family Central user. At this time, the app is not designed for these users.

Whom do I contact for help with the app? Where can I find additional support?

- 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.

- You can find additional support for the app at TeachingStrategies.com/GOLDAppSupport. On this page, there are links to the following support resources:

  o How to Use the *Teaching Strategies GOLD*® *Documentation* App on the iPhone and iPad)
  o How to Use the *Teaching Strategies GOLD*® *Documentation* App on Android Phones and Tablets)
  o *Teaching Strategies GOLD*® *Documentation* App Frequently Asked Questions
  o *Teaching Strategies GOLD*® *Documentation* App Technical Requirements
  o *Teaching Strategies GOLD*® *Documentation* App Top Ten Questions
  o Video Tutorial: *Teaching Strategies GOLD*® *Documentation* App Version 2.0 with Preliminary Levels
  o Tips for Simplifying Documentation

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