

Teaching Strategies GOLD® Documentation App

Top 10 Questions

Who can use the app?

- Teachers with at least one class can log in to the app.
- Administrators or Team Central users who are not assigned to a class as a teacher and Family Central users will NOT be able to log in to the app.

What can I do with the app?

- Capture documentation, including photos, video, audio recordings, and text notes.
- Add notes to documentation (optional, but recommended).
- Tag documentation to children and to objectives and dimensions (optional, but recommended).
- Upload documentation to *Teaching Strategies GOLD®* online.

How do I upload documentation?

- The **Upload** button will appear only if you have Internet access through a wireless connection or cellular data service.
- Before you can upload documentation, you must first tag the photo, video clip, audio recording, or text note with least one child. (You do not need to assign objectives or dimensions before uploading, but we recommend that you do so while the documentation is still fresh in your mind.)

How do I find documentation that I have uploaded from the app to *Teaching Strategies GOLD®*?

- Go to the **View Documentation** screen in *Teaching Strategies GOLD®* online to see the mostly recently uploaded documentation. Make sure you have the view set to the current checkpoint period.

How do I add preliminary levels?

- You need to log in to *Teaching Strategies GOLD®* online to add preliminary levels. (We are considering this feature for a future version of the app.)

How do I view video and audio uploaded from the app in *Teaching Strategies GOLD®* online?

- Video and audio uploaded from the app displays in *Teaching Strategies GOLD®* online as a “Download” link rather than as an embedded thumbnail.
- Select “Download” to open the video or audio file. To view the video or audio, click the “play” arrow beneath it.

Why do I have to use the camera in the Documentation app? Why can't I use the regular camera on my 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 device. This helps to prevent unauthorized access, safeguard confidentiality, and ensure the correct use of user and child data.

With what devices can I use the app?

- As of December 4, 2012, the app will work on the following Apple devices running iOS 5.1 or later:
 - iPhone: 3GS, 4, 4S, and 5
 - iPad: 2, 3rd generation, 4th generation
 - iPad mini
 - iPod touch: 4th generation, 5th generation

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>

When is the app going to be available for devices other than Apple devices?

- At this time, the app is available only for Apple products. Teaching Strategies continues to explore additional smartphone and tablet platforms.

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.”:** You are an administrator or teacher who is not assigned as a teacher 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 implementation@teachingstrategies.com or call us at 1-866-736-5913.”:** You are a Team Central user without any classes or a Family Central user. At this time, the app is not designed for these users.

Contact Information and Additional Support

- Please e-mail us at implementation@teachingstrategies.com or call us at **1-866-736-5913**. Hours: Monday through Thursday, 8:00 a.m. to 7:00 p.m. ET; Friday, 8:00 a.m. to 6:00 p.m. ET.
- Additional support for the *Teaching Strategies GOLD*® Documentation App can be found here: <https://www.teachingstrategies.com/page/support-gold-online-app-10-2012.cfm>
 - How to Use the Teaching Strategies GOLD Documentation App (PDF)
 - Teaching Strategies GOLD Documentation App Frequently Asked Questions (PDF)
 - Video Tutorial: Teaching Strategies GOLD Documentation App