User Guide – ILD Parent Mobile app
Designed for parental engagement

The ILD Parent mobile app can be downloaded from the Apple, Android and Windows app stores using the search term: **ILD Parent.** It has been specifically designed for you to view your child's online portfolio and to contribute in the form of text, photo and video observations from home. You can also receive bespoke notifications from your nursery or school direct to your mobile devices.

PLEASE NOTE: To use the app you will require a letter from your child's childminder, nursery or school which contains your unique registration code and further instructions on the registration process.

Registration and Signing In

If you don't have an account but have received a letter containing your unique code from your childminder, nursery or school, you will have to register for access.

To register your parent account, open a web browser and type in the following address: https://portal.interactivelearningdiary.co.uk then click the **Parent Portal Self-Registration** button.

When you have submitted your registration, you will receive an email containing a link to click on in order to verify your email address. Once you have verified your account, your childminder, nursery or school will review and approve your account where a final activation email will be received.

Once you have completed the instructions on the final activation email to, you will be able to login on the ILD Parent app and begin contributing to your child's learning.

Note: Please ensure you keep your unique registration code for the final activation step.

When the app has been downloaded, installed and opened for the first time you will have the opportunity to sign in using your existing or new ILD username and password from the registration process.
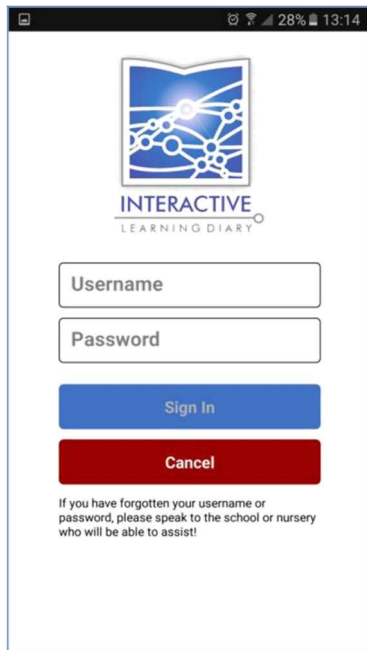
When your request to access the portal has been approved, you can return to the app and sign in using your ILD username which will be contained in the email you received after approval and the password you chose. Enter your details and press **Sign In**.
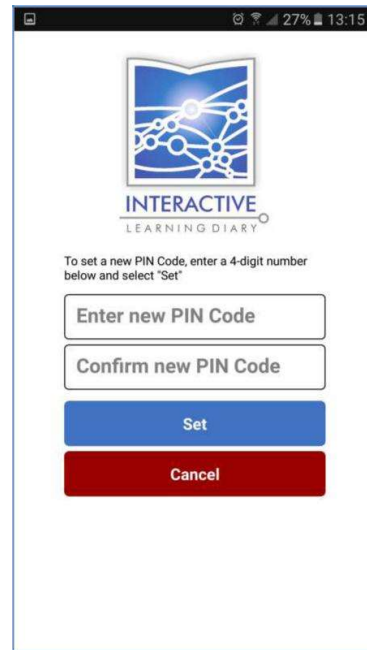
You will then be asked to create your PIN Code. Choose your PIN and confirm it by typing again then press **Set**.
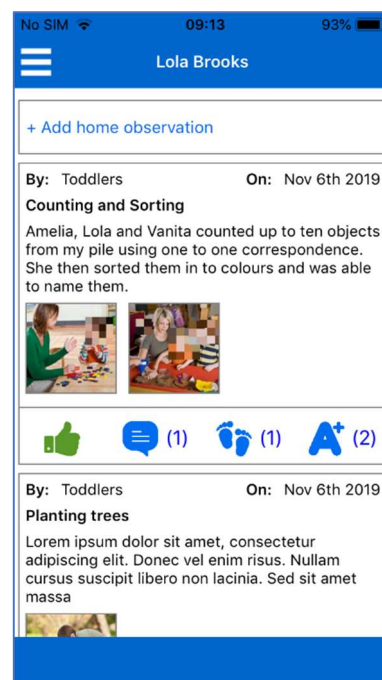
Your PIN code must be a 4-digit number. e.g. 1234

This code can then be used to quickly gain access to the app in the future rather than having to use your username and password.

The portfolio‾‾


If you have access to more than one child, you will see a list where you can select which portfolio you wish to view.

Otherwise, after entering or creating your PIN code, you will see your child's portfolio on screen.
You can tap any photo to enlarge or any video to playback.

You can also use a swipe-down access to refresh the portfolio to see if anything new has been added **PLEASE NOTE:** Windows mobile devices use a Refresh icon, top right of the screen, to perform this action.
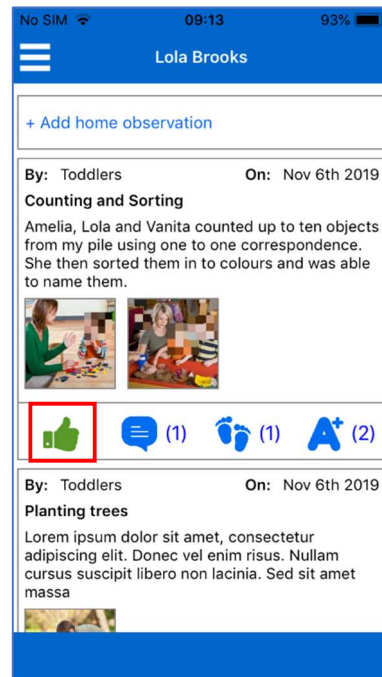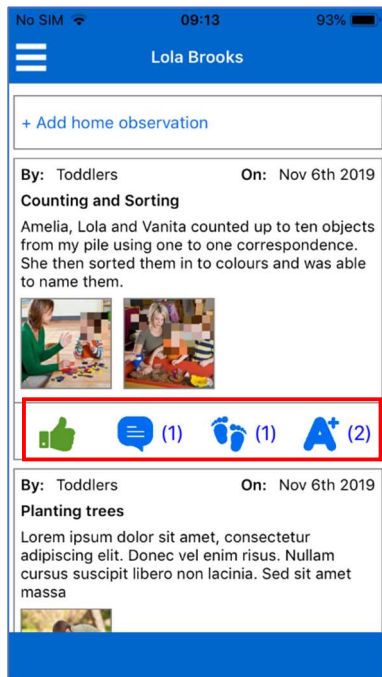
Each entry or observation on the portfolio has 4 options to choose from.

What you can see under each option will depend on the nursery or school settings they have chosen.

The first option is the ability to simply **Like** an observation that you see. When you select the blue thumb icon it will turn green.
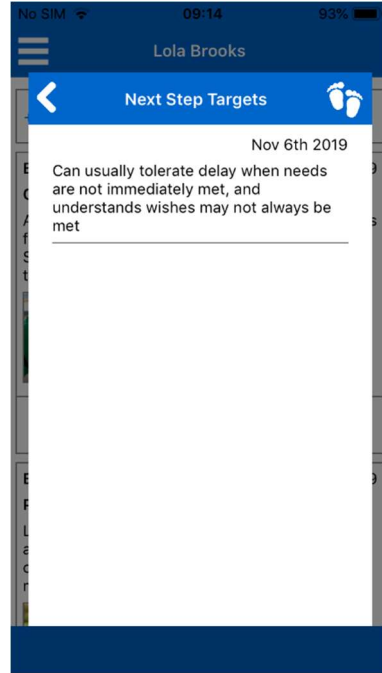
The nursery or school will be able to see that you have Liked this activity.

The next option allows you to add written comments and see other comments that have been written by the nursery or school.
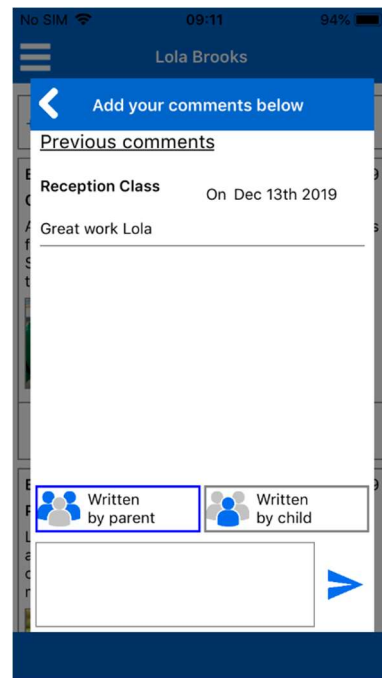
Comments can be written by you or on behalf of your child. By default, it will be written as you, the parent; but to write on behalf of your child select **Written by child**.
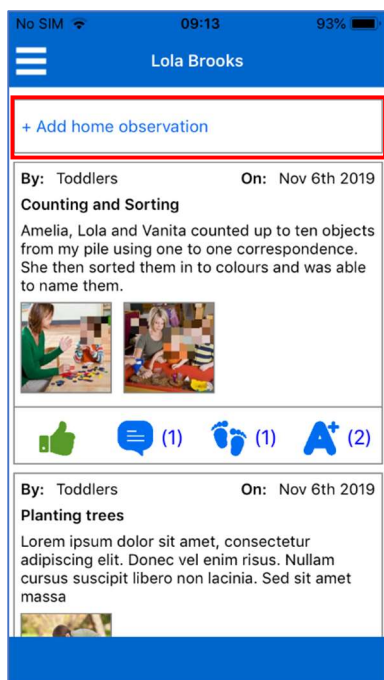
The third option allows you to read any Next Step targets the nursery or school may have assigned.
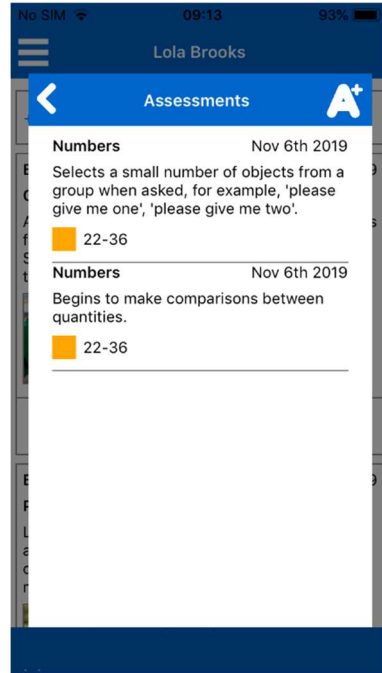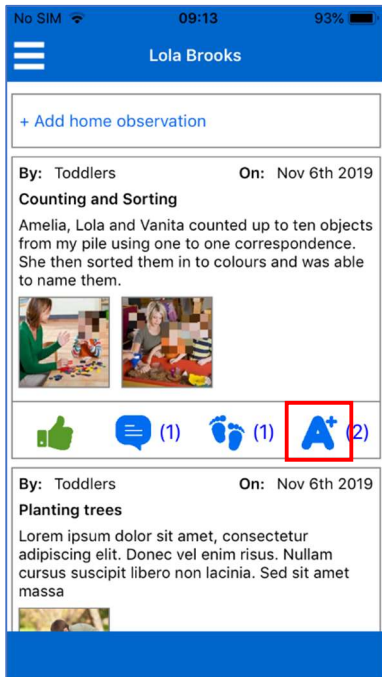

The final option shows any assessments linked to the observation.

You can view any assessments which relate to specific elements of the curriculum(s) that your child has achieved or is working towards.

You have the option to include text, photos and videos in your home observations. These can then be securely transferred to the nursery or school and potentially form part of your child's education portfolio.
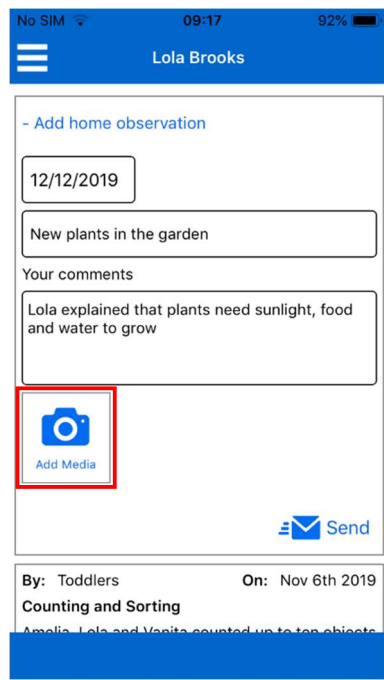

Set the date of your observation; by default, it will display the current date. Add a title and comment to your observation.

Press **Add Media** to browse your devices photo gallery and choose photos or video to accompany your comments. You will be able to scroll up and down to view all the media added to your observation if you have added many photos or videos.
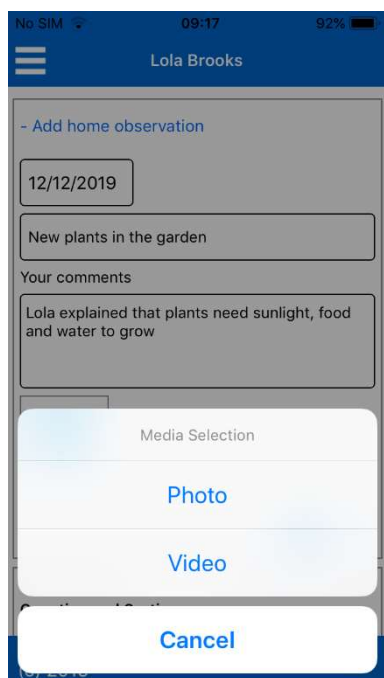
You can add as many media items to an observation as you wish but please make sure the content is relevant and appropriate.
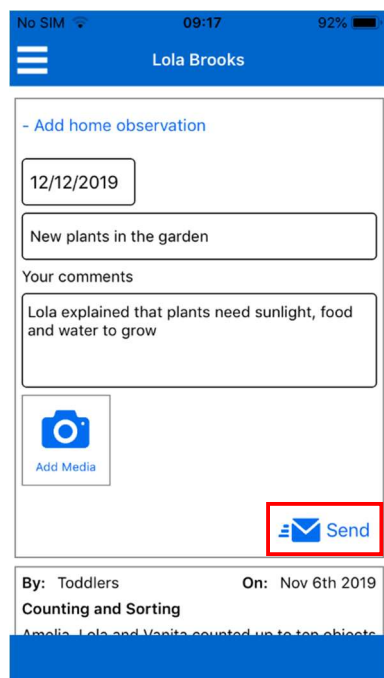
When you have written your observation, you can press **Send**. Bear in mind the more media you attach, the longer it will take to send, based on your internet connection speed.
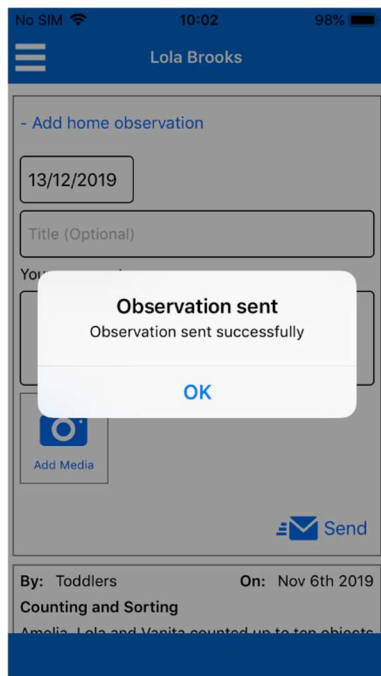
This will transfer your observation securely to the nursery or school and notify you that the observation has been sent successfully.
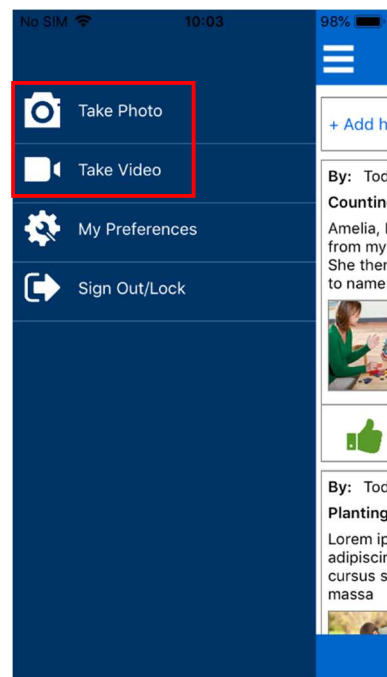
PLEASE NOTE: To send observation data, a Wi-Fi Or mobile data connection will be required.

The Menu_____

By pressing the **Menu** icon at the top of the screen you will have access to additional menu options.

If you have more than one child linked to your account, the top menu option will allow you to select which portfolio you wish to view.

Pressing **Take Photo** or **Take Video** will give you quick access to your device's camera.

Any media that you record in this way will be saved in your devices gallery which can be selected when adding Home Observations (described earlier in this guide).
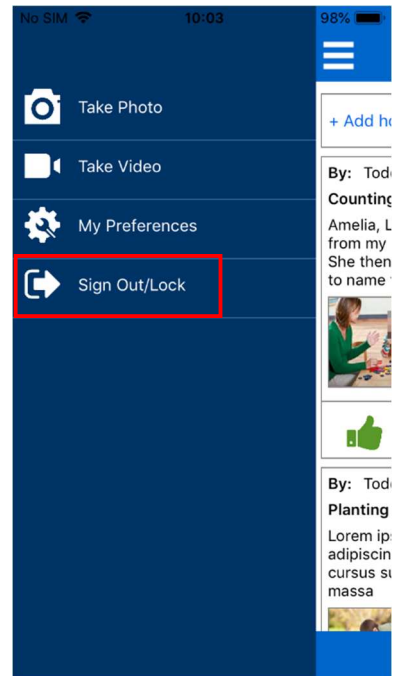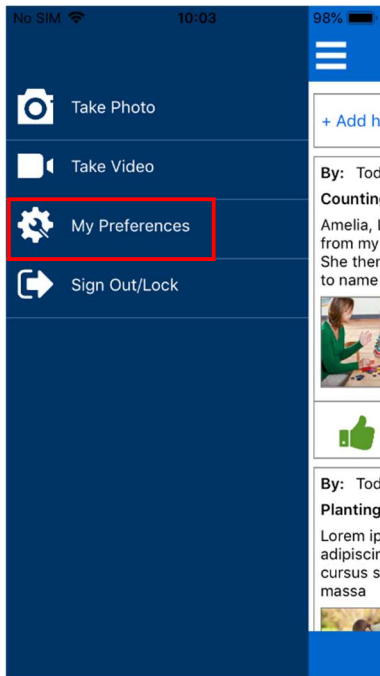
My Preferences enables you to perform actions such as update your name, change your language, and update your email address/username, set a new PIN code and select notification options.

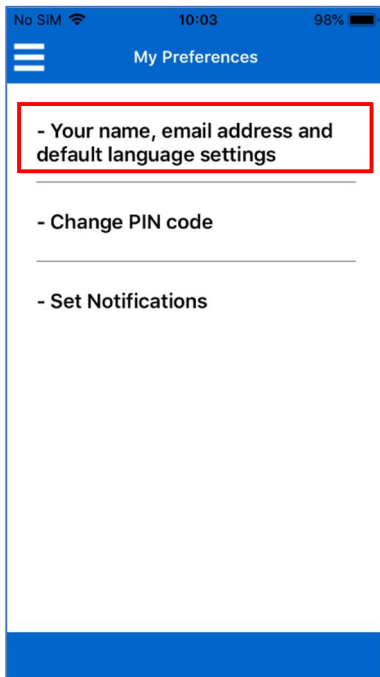Selecting **Sign Out/Lock** will close and lock your app and will require entry of your PIN code to log in again.

My Preferences_____

When accessing **My Preferences** from your menu options you will see three (3) options. You can return to the portfolio at any time by pressing your Menu icon and then **View Portfolio**.

The first option allows you to update your details including, your name, email address and default language when using the app.
When you have finished making any changes select the **Checkmark** icon, top right of your screen.

PLEASE NOTE: Changing your email address will also change and update your ILD username.
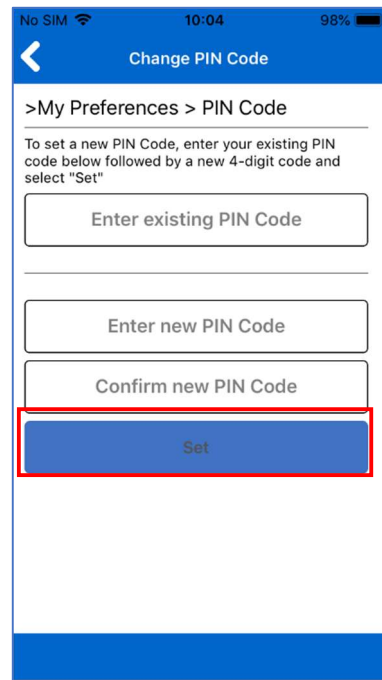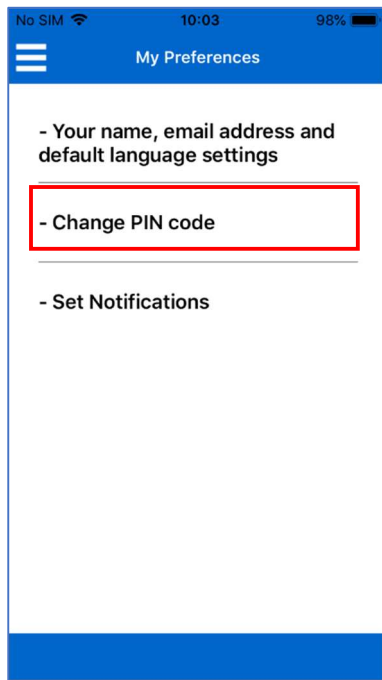
You can update your PIN code at any time by pressing **Change PIN code** from your **My Preferences** screen.

First, enter your existing PIN code, then type your new one and confirm it by typing it again.
Finally press **Set**. You will then be required to use his new PIN code the next time you access the app.

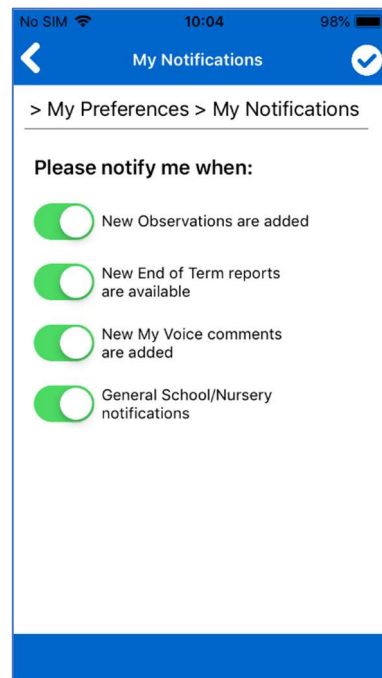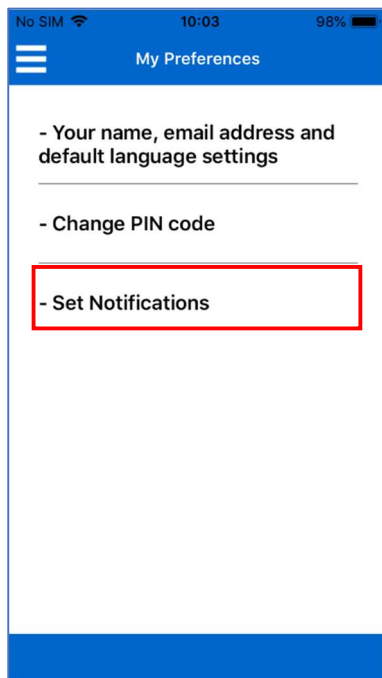Setting notifications will dictate which notifications you receive when certain functions are performed by the childminder, nursery or school.

NOTE: You will only receive notifications if your childminder, nursery or school have enabled them.

1. **New Observations** – this will notify you when new activity is added to your child's portfolio
2. **End of Term Reports** – as soon as end of term/year reports have been published by the nursery or school, you are prompted to sign-in to the web parent portal to view them
3. **My Voice Comments** – This will let you know when the nursery or school have commented on any observation, including those which you have submitted from home
4. **General Notifications** – The nursery or school can send you general updates and notifications about your child directly to your mobile device
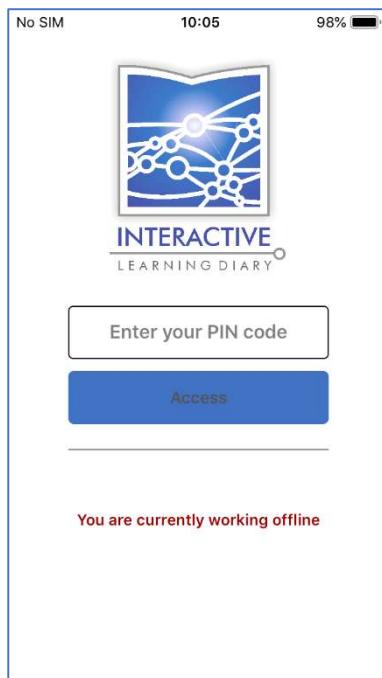
Your ILD Parent app also allows you to work offline. You can create your observations and save for sending later when a Wi-Fi / mobile connection is available.

If you are not currently connected to a Wi-Fi / mobile network, a yellow notification will appear on screen.
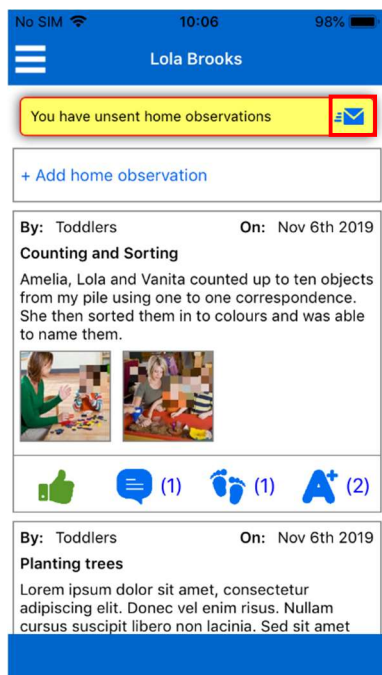
With no Wi-Fi / mobile connection, you can still create observations by adding your comments and selecting media from your device's gallery. These will be stored until a connection becomes available.

When a Wi-Fi / mobile connection is available, simply select the **Email** icon in the yellow bar at the top of your screen to send any observations through to your nursery or school.

Troubleshooting and FAQ

Question	Answer
How do I register for access to my child's portfolio on the app?	Your child's childminder, nursery or school will issue a letter which contains your unique registration code. You will require this code to register from the online Parent Portal at https://portal.interactivelearningdiary.co.uk
I can't see the app in the app store to download to my phone or tablet?	Please make sure you are searching for **ILD Parent**. Also check from the list below that your device software is up to date and the operating system is compatible with the app. Apple iOS — **iOS version 9 minimum** Android — **5 minimum** Windows Mobile — **Windows 10 UWP**
What is my username and password?	To get your username and password you will first have to register with your child's childminder, nursery or school and obtain a letter detailing your unique registration code. Once you have these details and registered, the nursery or school will approve your request and you will receive your account login details via email. Your password will be what you chose during registration.
I've forgotten my PIN code.	If you have forgotten your PIN, press **Forgot PIN** from the app lock screen. This will ask you to sign in again using your ILD username and password after which you can choose a new PIN code.
How will I know if the nursery or school have commented on what I send in from home?	Once your childminder, nursery or school have approved your home observation you will see it appear in your child's portfolio. If comments have been added to an observation, you will see this in brackets next to the speech bubble icon. Press the speech bubble icon to view and add your own comments.
I have selected to receive notifications on the **My Preferences** page but I'm not receiving any?	There are two reasons why you may not be receiving selected notifications: 1. You have disabled notifications at app level through your phone or tablets app settings. Please refer to individual device user guides on enabling notifications for specific apps. 2. The childminder, nursery or school has decided to stop notifications from their ILD.

When I record a video, the screen is just black, or I have no sound?

This is mainly applicable to Apple (iOS) users. Every app must have permissions to access various hardware elements such as your camera or microphone.

Check your **Settings | Privacy | Camera/Microphone** options and ensure it is enabled for the **ILD Parent** app.

What do I do if I need additional help with my account?

For security reasons, you must contact your childminder, nursery or school who will be able to check your account details and reset your password if necessary.

What if I forget my username and/or password?

If you have forgotten your password, you can visit https://portal.interactivelearningdiary.co.uk and click the **Forgotten Password** link. Then simply follow the instructions to reset your password.

If you have forgotten your username, it is usually your email address; however, you will need to contact your childminder, nursery or school directly if you are not sure or have changed your email.