Dear parents,

We are given to understand that for a few of you, there are some issues with ILD. We have collected the suggestions from the ILD support team below:

- Use the browser portal [here](), you can log in with your regular details to upload pictures, videos and comments.

- If observations are 'stuck' you can reinstall the app and send it again – this error occurs due antivirus software stopping the photo from being used by ILD

- Uploading 4 pictures at a time is easier for the server to handle due to the file sizes and processing of images for ILD

- 2 minute videos are also more effective for the same reason

Please do respond to teachers' comments for further feedback and guidance if required.

Kind regards,

The Foundation Stage Team