Westfield Primary Community School

Remote Learning Technical Support – Tapestry

In order to support families with Remote Learning and the use of our chosen online platforms, we have created the following documents and supporting videos to help. We hope that these will help solve many technical problems but if parents/carers have any further questions, they can contact the main school office for support.

FAQ Tapestry

What is Tapestry?

Tapestry is an on-line learning journal with photos, observations and comments used to build up a record of children's experiences. It can be accessed via the Tapestry app or website at www.tapestryjournal.com. Tapestry allows communication between home and school.

How do I sign up for my child's Tapestry account?

You will need to complete a Tapestry consent form giving any emails you want connected to the account. Once this has been returned to school, an email link will be sent. You will then need to click on the link and set your own password.

What if my Tapestry isn't working?

- Are you connected to the internet?
- Have you activated your account?
- If you are using the app, is it the most up to date version?
- Get in touch with a member of staff and they will help.

Why am I having trouble logging in?

Have you put the correct email and password in?
During busy times the site may crash, if you see an error code try again later.

How do I submit work to teachers?

If you are using the website, you need to follow these steps:
- Click on +add observation.
- Add your child.
- Make sure you fill in the title box.
- Add any information into the notes box.
- Click add files to access your photos or videos.

- Click on save.

If you are using the app, then follow these steps:
- Click on the + in the top right hand corner of the screen.
- Make sure you fill in the title box.
- Add any information into the notes box.
- Add photos or videos using the icons.
- Select your child.
- Click on the upload button in the top right hand corner.

Can I use Tapestry on any device?

Yes - you can access Tapestry via the Tapestry app or www.tapestryjournal.com on any internet connected device.