**I used my DRDPtech© username and password, but I cannot get into the DRDP (2015) Portfolio Application (App).**

*The DRDP (2015) Portfolio App and DRDPtech are two separate systems. You must start as a new user with the DRDP (2015) Portfolio App.*

**I used my DRDP (2010) Portfolio App username and password, but I cannot get into the DRDP (2015) Portfolio App.**

*The DRDP (2010) and DRDP (2015) apps are completely separate applications. You must start as a new user with the DRDP (2015) Portfolio App.*

**Can I create an account using the same email that I used to register for the DRDP (2010) Portfolio App?**

*Yes, you may have an account registered to the same email address in each application.*

**Will the children and notes stored in my DRDP (2010) Portfolio App automatically be transferred to the new DRDP (2015) Portfolio App?**

*The DRDP (2010) and DRDP (2015) apps are completely separate applications; therefore portfolio evidence will not transfer between them.*

**Does the DRDP (2015) Portfolio App connect to DRDPtech?**

*The DRDP (2015) Portfolio App is a tool teachers may use to electronically organize observations and anecdotal notes. DRDPtech is used to complete the ratings.*

**Is the app available on any other platforms?**

*Versions of the DRDP (2015) Portfolio App have been developed for iPad, iPhone, and any device with a functioning browser, including desktop and laptop computers as well as many Android devices. The iPhone app can be used on an iPod Touch.*

**I created an account on my iPad. Can I access that account on my desktop or laptop computer?**

*Yes. To access your account from any browser, go to (insert link) and login with your DRDP (2015) Portfolio App username and password.*

**Where is the data stored?**

*The DRDP (2015) Portfolio App is a cloud application; so all data is stored securely on a virtual server.*

**Why can’t I use the app without the Internet?**

*The app is a cloud application and does not reside on your device. However, there are many ways to save documentation offline and then upload to your application. View the* [*DRDP Portfolio Application webpage*](http://desiredresults.us/resource_drdp_app.htm) *on the* [*Desired Results website*](http://desiredresults.us/index.htm) *for tips and recommendations for completing tasks offline.*

**How do we save the portfolios since we are required to save CDE-EESD documents for five years?**

*It is not required to save your child portfolios, only the DRDPs. Please consult with your administrator as to when the data may be deleted.*

**We have a state review coming up soon. Do my co-teachers and I have to print out all of our anecdotal notes?**

*Observations collected and stored electronically are considered acceptable by the state of California.*

**How can I print from the app?**

*When logged in to the app on a desktop or laptop device, you may export anecdotal notes to PDF or EXCEL format. However, this is a cloud application; it is not designed to be printed. Photos and videos will not export.*

**How can I save the pictures inside of the app?**

*The photos will be in your photo album on your device, until you remove them. The photos may be saved to an SD card or other photo system supported by your device*

**My co-teacher and I share children in our classroom; do I need to create those shared children again in my app account?**

*The app allows users to share portfolio evidence for individual children and groups of children with administrators and other teachers that provide care to the children and that have a DRDP (2015) Portfolio App account. The portfolio(s) will be electronically sent to their app account and will be viewable under the Groups/Children section as “shared.”*

*\*This feature can be accessed under the Manage Groups/Children section of My Account.*

**My co-teacher and I share children in our classroom; do you have a recommendation for how we should create groups in the app?**

*Yes, because all of the classroom teachers will be collecting evidence for all of the children in the class, it is recommended that one teacher or administrator creates the class/group and then shares it with his or her co-teacher(s). This will make it possible for teachers to tag notes with the names of any child in the class/group. If you have a separate morning and afternoon session, you may wish to create two groups; morning and afternoon.*

**When I share a group or child with my co-teacher, I get a popup asking if I want to share for view only or for edit. What’s the difference?**

*If you share a child or group of children for view only, the user you shared with will be able to view notes but will not be able to add notes to the shared portfolio(s). If you share with edit privileges, the user you shared with will be able to add notes to the portfolio(s) and you will be able to view those notes as well.*

**What are the Shared Children and Shared Groups sections for under Groups/Children?**

*Shared Groups are those groups shared to you by another user. Shared Children are those children whose files have been shared with you individually, without an associated group.*

*\*All children, including those you have created and that have been shared with you, are viewable under the View all Children section.*

**What is the “title” section for in New Note?**

*The title section may be used to label specific pieces of evidence for easy sorting, e.g., spring, fall, outdoor.*

**I’m not sure exactly which measure(s) to tag my note with. Can I save the note and tag the measures later?**

*Yes, all notes are completely editable by the user who created the note. You may tag a note with simply a domain and then review and edit your note at a later time, choosing to tag individual measures, add attachments, or even enter a few more specific details from your observations.*

*\*We highly recommend that you tag your notes with specific measures so that you get the full benefit of the Domains/Measures feature.*

**I created and saved a note for a child, but it’s not showing up when I look under the Domains/Measures section and choose the Measures view.**

*Once you tag your note with a specific measure, it will be viewable in the Measures view.*

**I tried to edit a note and received a popup saying that I can’t edit or delete a note that has been shared with me. I created the child’s file on my own app. Why can’t I edit the note?**

*A note can only be edited or deleted by the creator of the note. If a user you shared the child’s portfolio with adds a new note, you will not be able to edit or delete that note.*