

QCHIRP · STANDARD OPERATING PROCEDURE

Using the Educators area

Reflections, the team book, Family voice, Our QIP and policy inductions, for educators and the leaders who support them.

Document	SOP-EDU-01 · Qchirp Educators area
Version	1.0 · 6 September 2026
Applies to	Qchirp web app at qchirp.com , on any phone, tablet or computer browser
Audience	Educators, room leaders, educational leaders and early childhood teachers. Section 9 is for directors and nominated supervisors.
Owner	Qchirp · hello@qchirp.com
Review	Every 6 months, or when the Educators area changes

Screens in this document come from the Riverbend Early Learning demonstration centre. Names, reflections, policies and results are sample content.

Contents

1. Purpose, scope and how to read this SOP
2. Roles and responsibilities
3. SOP-1 · Getting started: your invitation and first sign-in
4. SOP-2 · Writing a reflection
5. SOP-3 · Team reflections: reading and replying
6. SOP-4 · Family voice: reflecting on what families said
7. SOP-5 · Our QIP: adding a progress note
8. SOP-6 · Policies: completing a policy induction
9. SOP-7 · Your account, theme and signing out
10. SOP-8 · For directors and leaders: setting the team up
11. Standards: what makes a good reflection, and what never goes in one
12. Privacy and AI: what Qchirp does with your words
13. Quick reference card and troubleshooting
14. Document control

1 · Purpose, scope and how to read this SOP

The Educators area is the part of Qchirp that the whole team uses. It has five doors, and every one of them feeds the centre's Quality Improvement Plan (QIP):

Door	What it is for	Where it goes
Reflect	Write or dictate a short reflection on something you noticed in practice.	Your journal, the team book, and the QIP as educator-voice evidence.
Team	Read what colleagues wrote and reply to it. One shared book for the centre.	Threads are kept with the reflection.
Policies	Read a policy you have been assigned and pass a short comprehension check.	A dated certificate on your induction record.
Our QIP	Read the improvement plan your director has accepted, and add a progress note when something happens.	Progress notes sit on the plan item.
Family voice	See what families answered on the sign-in kiosk, and reflect on a result.	A reflection linked to that question.

Each procedure below has the same shape: **when to use it**, **numbered steps**, and **the standard the result must meet**. Screens are shown at phone and computer size where the layout differs. On a phone the five doors are the bottom bar (Reflect · Team · Policies) plus the account menu (Our QIP · Family voice · Your account). On a computer they are the left rail.

The one rule that covers everything

Everyone at your centre can read what you write in Qchirp, and your director reviews it for the QIP. Write about practice, not about people. Never name a child or a family member. Say "a toddler in the Possums room", not the child's name.

2 • Roles and responsibilities

Role	Responsibilities in the Educators area
Educator any team member with an educator login	Write reflections at the agreed cadence. Read the team book and reply where you can add something. Complete policy inductions by their due date. Keep child and family names out of everything you write. Keep your password private.
Room leader / Educational leader / ECT	Everything above, plus: model the reflection standard in section 10, reply to colleagues' reflections to keep the conversation going, use Family voice results to prompt room-level reflection, and add progress notes to Our QIP items your room owns.
Director / Nominated supervisor admin login	Invite educators and set their role. Assign policies and follow up overdue inductions. Review reflections on the Reflections page and mark them reviewed. Accept plan items so they appear on Our QIP. Archive (never delete) educators who leave.

3 · SOP-1 · Getting started: your invitation and first sign-in

When: once, when your director adds you to Qchirp. **Time:** 3 minutes.

1. **Open the invitation email** from Qchirp (sender noreply@qchirp.com). If it is not in your inbox, check Junk, then ask your director to resend the invite from your educator page.
2. **Tap the set-up link** and choose a password. Use one you do not use anywhere else. Your name and email are already filled in from the invite.
3. **Sign in at qchirp.com/login** with your email and that password. Directors and educators use the same login page.
4. If you belong to more than one centre, or you also hold a director login, Qchirp asks you to **choose a centre and role**. Pick the centre you are working at today. You can switch later from the account menu.
5. You land on **Team reflections**, the shared book. Take 30 seconds to read the latest entry so you know the tone.
6. **On a phone or tablet**, add Qchirp to your home screen (Share → Add to Home Screen on iPhone; the browser menu → Add to Home screen on Android). It then opens like an app.

chirp

Log in to Qchirp

Directors and educators sign in with the same email and password.

Email

you@yourcentre.com.au

Password

☐ Keep me signed in [Forgot password?](#)

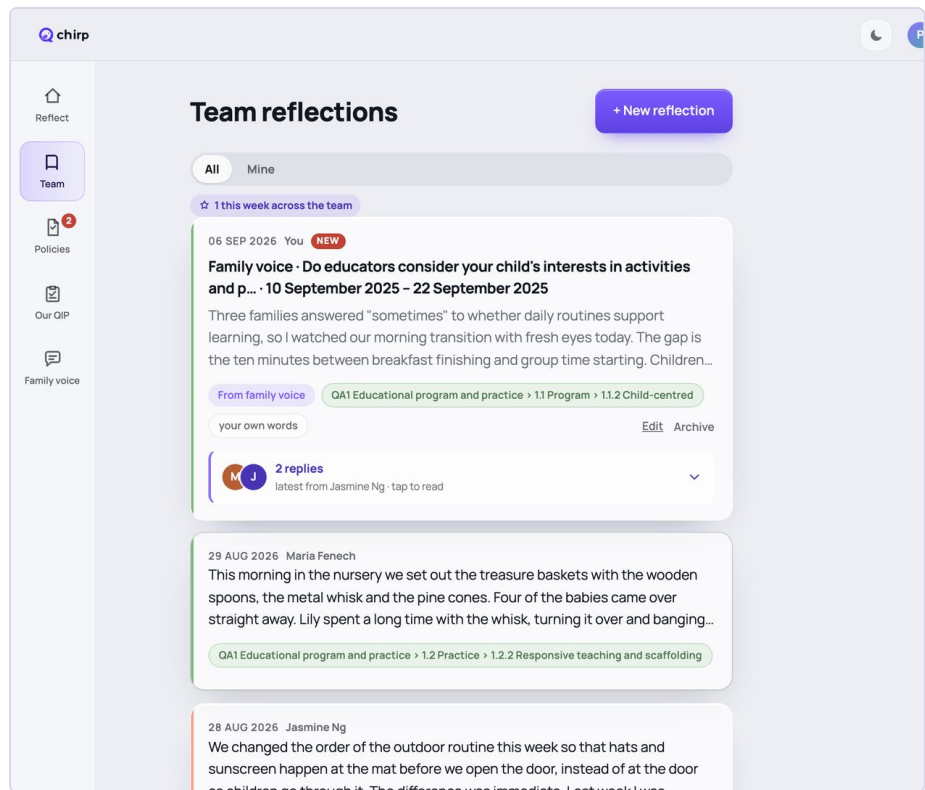
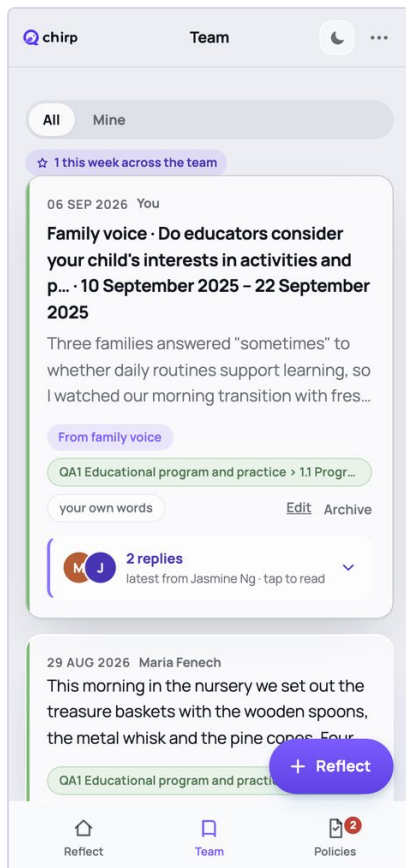
[Log in →](#)

[New to Qchirp?](#)

Run a centre? [Get started free](#)

[Trouble signing in? Email \[hello@qchirp.com\]\(mailto:hello@qchirp.com\)](#)

The shared login at qchirp.com/login. "Forgot password?" sends a reset link to your email.



After sign-in: the team book on a phone (bottom bar: Reflect · Team · Policies, plus the floating Reflect button) and on a computer (left rail with all five doors). The red badge on Policies is how many inductions are waiting for you.

Standard

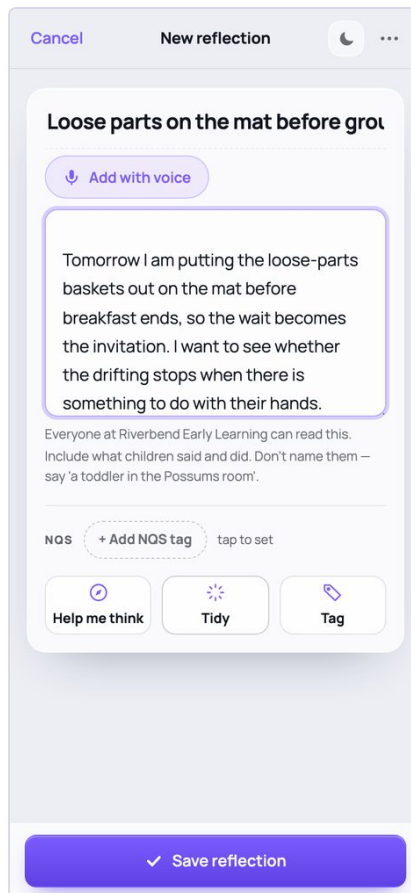
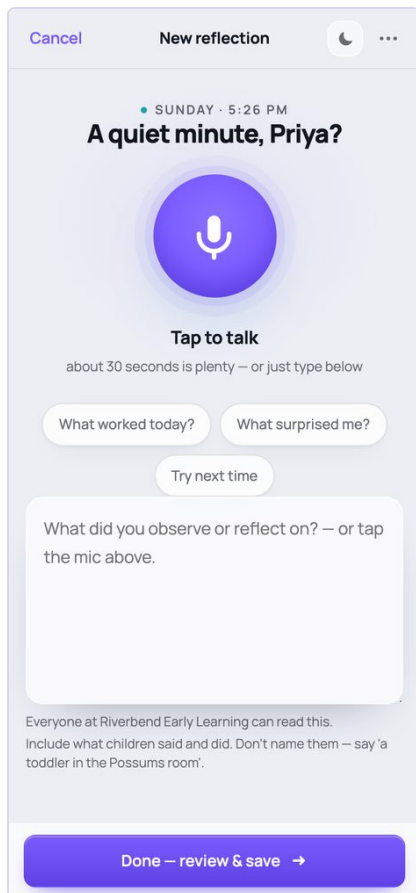
Every team member signs in with their **own** email and password. Never share a login or leave one signed in on a shared device: reflections and policy certificates carry the signed-in name, and that name is what the assessor sees.

4 · SOP-2 · Writing a reflection

When: whenever something in practice made you think, and at least at the cadence your centre agrees (one a week per educator is a good default). **Time:** 2 to 5 minutes. A reflection is short: what you noticed, what it made you think, what you will try next.

4.1 On a phone: tap to talk

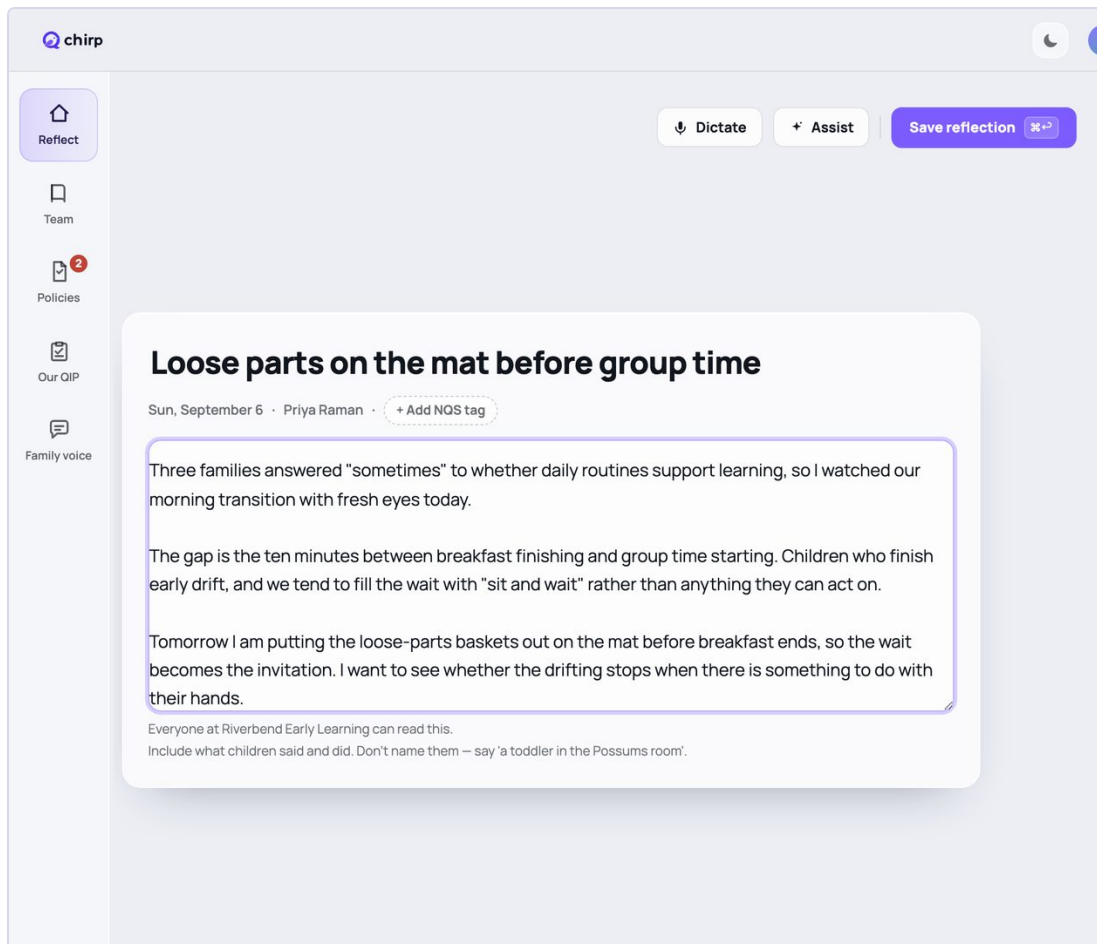
1. Tap **Reflect** in the bottom bar (or the floating **+ Reflect** button).
2. Tap the big **microphone** and talk for about 30 seconds, in English. Your words appear as you speak. Say "a child" or "a toddler in the Possums room", never a name.
3. Stuck for a start? Tap a starter chip: **What worked today?** · **What surprised me?** · **Try next time.** Or ignore the mic and type in the box.
4. Tap **Done — review & save**. You land on the review screen with your words in the box. Recording stops on its own after 2 minutes or after about 12 seconds of silence.
5. Fix anything the transcription got wrong. Tap the title to give it a short heading if the suggested one is not right.
6. Optional helpers (all safe to ignore): **Help me think** asks one question to deepen the reflection · **Tidy** removes filler and repeats without changing your meaning · **Tag** suggests the NQS Quality Area and element. Anything a helper writes is a suggestion; you accept or dismiss it.
7. Tap **+ Add NQS tag** if you know the Quality Area (or accept the Tag suggestion). Tagging is what places your reflection under the right standard in the QIP.
8. Tap **Save reflection**. It appears in your journal and the team book immediately.



Left: the capture screen, mic first, starters underneath. Right: the review screen with the three helpers (Help me think · Tidy · Tag), the NQS tag control and Save.

4.2 On a computer: type, or dictate

1. Click **Reflect** in the left rail (or **+ New reflection** on any list page). The editor opens straight away.
2. Click the title to name it, then write in the box. Or click **Dictate** (shortcut `⌘D` / `Ctrl+D`) to speak instead.
3. **Assist** opens the same three helpers as the phone. **+ Add NQS tag** sits under the title.
4. Click **Save reflection** (`⌘↵` / `Ctrl+Enter`).



The computer editor: Dictate, Assist and Save in the top bar; the note under the box repeats the two rules (everyone at the centre can read it; never name a child).

4.3 After saving: edit, archive, restore

- **Edit** from your journal or the reflection page. If you dictated, editing changes the English text; the original transcript stays attached.
- **Archive** takes a reflection off the live feed into the Archived section at the back of the team book. It is still readable and still counts as QIP evidence. **Restore to the feed** undoes it. Nothing you write is ever deleted.
- **"Megan Hart read this"** (your director's name) under a reflection means it has been reviewed for the QIP. Your director may also reply.

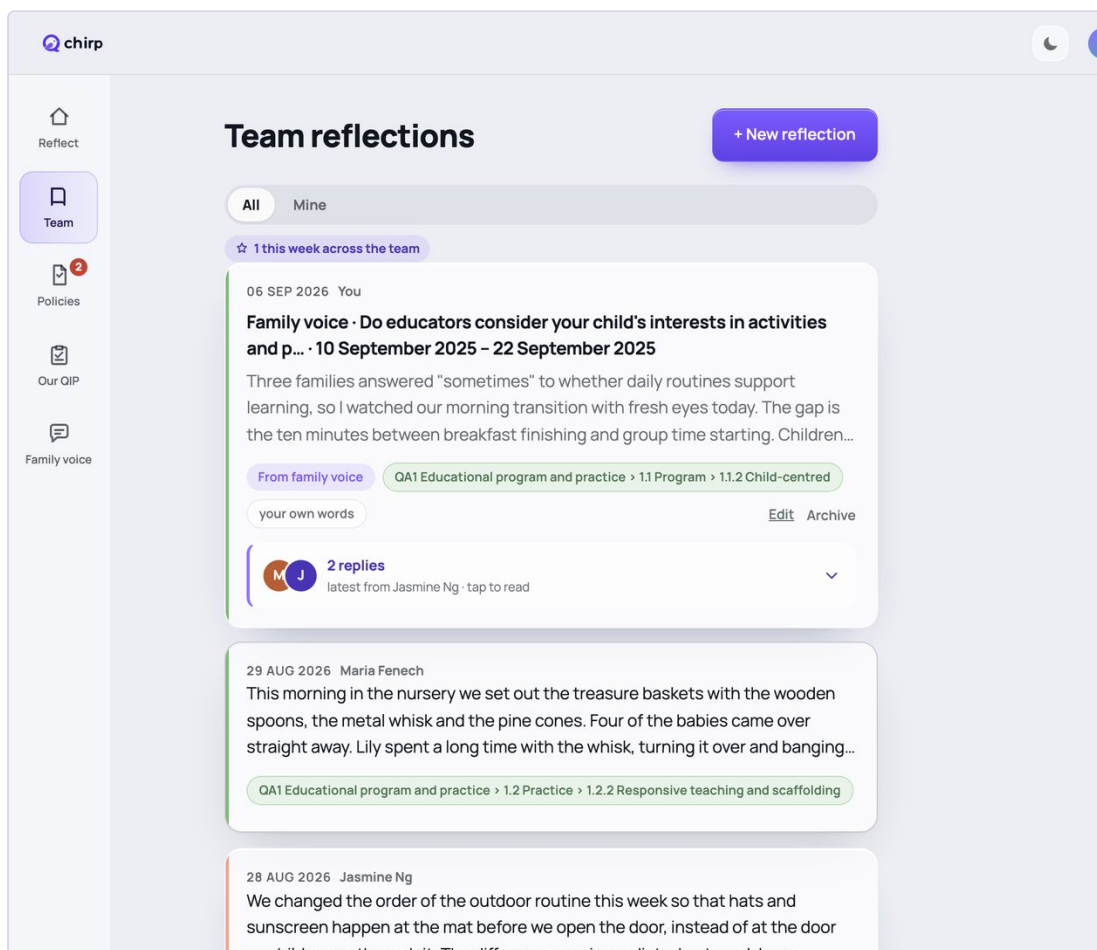
Standard

A saved reflection: describes something that actually happened; contains no child, family or staff surname; says what you thought and what you will try; carries an NQS tag where you can name one. Length is not the measure. Three honest sentences beat a page.

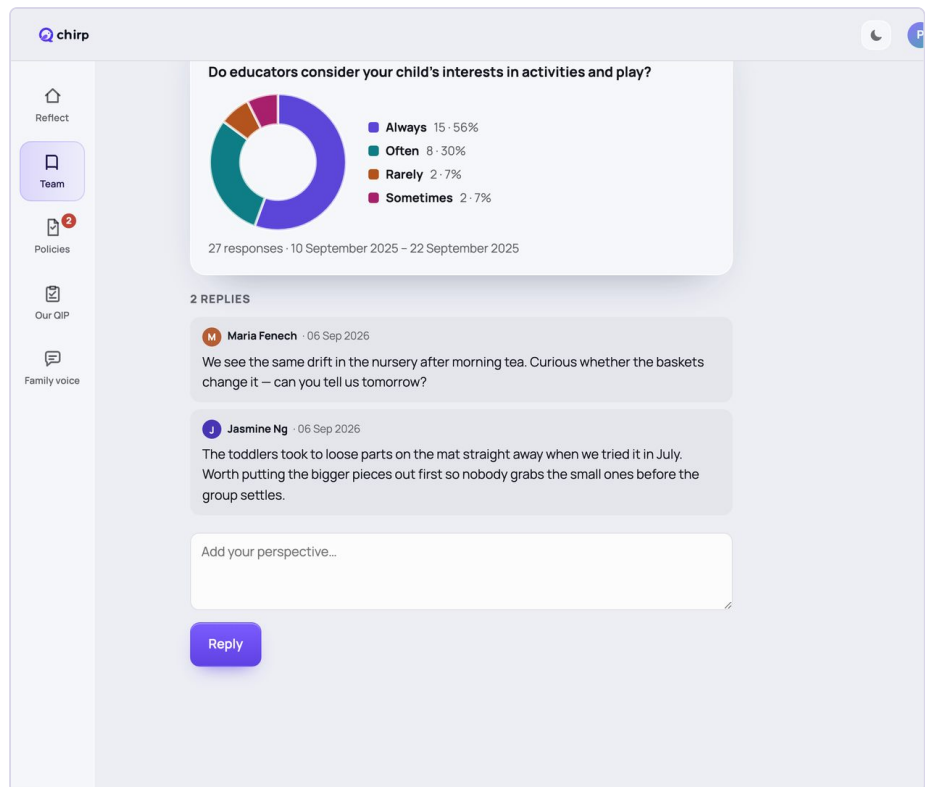
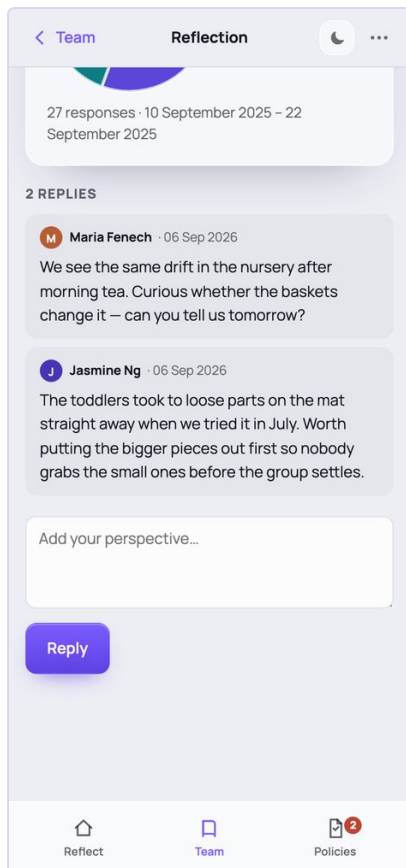
5 · SOP-3 · Team reflections: reading and replying

When: a few minutes at the start or end of a shift. The Team badge shows how many entries are new since you last looked. **Time:** 2 minutes to read, 1 minute to reply.

1. Open **Team**. Entries are newest first. **NEW** marks what arrived since your last visit; "N this week across the team" tells you how active the book is.
2. Use the **All / Mine** switch to see only your own entries. The **Archived** section is at the bottom.
3. Tap a card's **replies** row to unfold the thread in place, or tap the title to open the full reflection.
4. To reply, open the reflection, write in **Add your perspective...** and tap **Reply**. Replies show your name and avatar; the coloured initials on the card show who is in the conversation.
5. You can **Edit** your own reply afterwards. The director can reply too, and replies from any role read the same.



The team book. The top card came from Family voice (purple "From family voice" pill) and has two replies; the initials show who replied.



A thread: the replies, then the reply box. Replies are for adding a perspective, a related observation or a practical suggestion. Keep the same no-names rule.

Reply etiquette

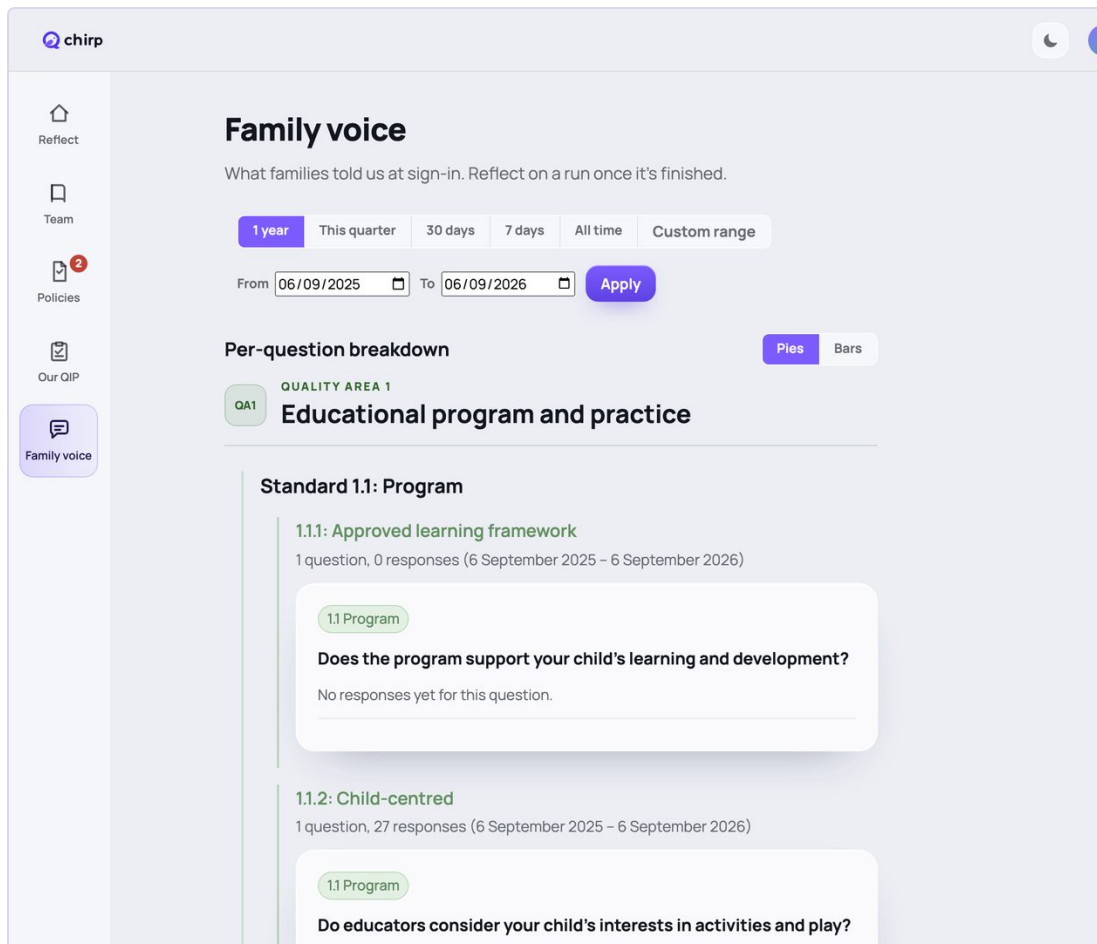
Reply to build, not to grade. Good replies: "we see the same in the nursery", "when we tried that in July the bigger pieces went out first", "can you tell us tomorrow how it went?" A reflection is someone thinking out loud about their practice; treat it that way.

6 · SOP-4 · Family voice: reflecting on what families said

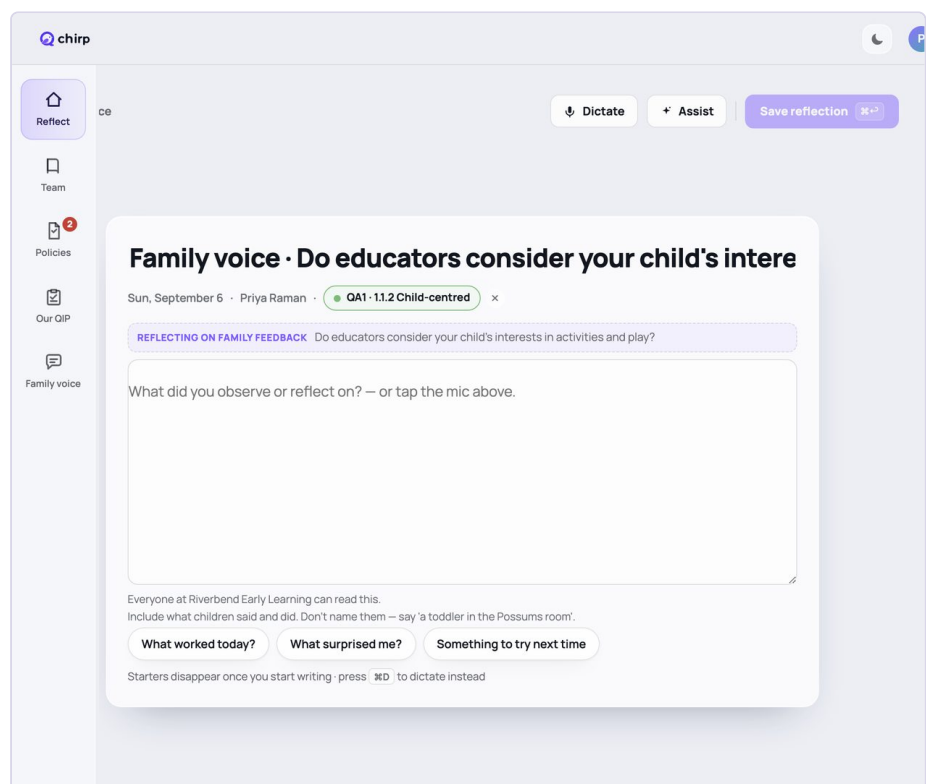
When: after a kiosk question finishes its run, or whenever your leader points the team at a result. **Time:** 5 minutes.

Family voice shows what families answered on the sign-in kiosk, grouped by Quality Area → Standard → Element, the same way the QIP is organised. Each question is a card with a chart, the response count and the dates it ran.

1. Open **Family voice** (left rail on a computer; account menu on a phone).
2. The window defaults to the **last 12 months**. Use the chips (1 year · This quarter · 30 days · 7 days · All time · Custom range) to change it. Qchirp remembers your pick.
3. Switch **Pies / Bars** to whichever reads better for you.
4. Find a result worth thinking about. A card that says "No responses yet" or "still collecting" is a live question; wait for the run to finish.
5. Tap **Reflect on this**. The editor opens with the question as the heading and the NQS tag already set. Write what the result made you notice in your room and what you will try. Save.
6. Your reflection carries a **From family voice** pill in the team book, and the question's chart sits inside the reflection so readers see the numbers you were responding to.
7. "**N reflections on this**" on a card opens the team book filtered to that question, so you can read what colleagues made of the same result.



Family voice: the date picker, Pies/Bars, and cards grouped under 1.1 Program. Live questions show "No responses yet" and no Reflect button.



Right: the editor after "Reflect on this" (heading and tag prefilled; the purple strip names the question). Left: the finished reflection carries the question's chart between the text and the replies.

7 · SOP-5 · Our QIP: adding a progress note

When: something happens on an improvement item your room is part of: a step is done, a first result is seen, a snag appears. **Time:** 1 minute.

Our QIP shows the improvement plan your director has **accepted**, grouped by Quality Area. Each item shows the improvement sought, the issue identified, the steps, the success measure, priority and due date, then a trail of progress notes. Items not yet accepted do not show; achieved items are collapsed at the bottom and read-only.

1. Open **Our QIP**.
2. Find the item. Read the **Steps** and **Success measure** so your note speaks to them.
3. In **What happened?** under the item, write one or two plain sentences: what was done, when, what you saw. Example: "Next-step field added to the Possums observation template on 3 Sept; first five records all have one."
4. Tap **Add note**. Your note appears in the trail with your name and the date.
5. If a note needs more than two sentences, write a reflection instead and mention the item in it.

Standard

Progress notes are **append-only**: they cannot be edited or removed once added, because the trail is the audit record for the assessor. Read your note once before tapping Add note. If you made a mistake, add a second note that corrects it.

chirp

Reflect

Team

Policies

Our QIP

Family voice

Our QIP

The improvement plan your Director has accepted. Add a note when something happens; reflect on an item when you have more to say.

QA1 · EDUCATIONAL PROGRAM AND PRACTICE

IMPROVEMENT SOUGHT

Every documented observation carries a recorded next step, so the planning cycle can be followed end to end.

High priorityBy December 2026

ISSUE IDENTIFIED	Planning cycles are not consistently closed off. Observations are recorded but the next step is often not written down, so it is hard to show how one experience led to another.
STEPS	Add a next-step field to the observation template. Educational leader to review a sample of records each month. Model the practice at two team meetings.
SUCCESS MEASURE	A sample of ten records per room shows a recorded next step.

Added by your Director

PROGRESS NOTES

Megan HartDIRECTOR · 19 Aug 2026

Template updated March 2026. First review found next steps in roughly half of records.

What happened? e.g. Soft-start corner set up in the Possums room

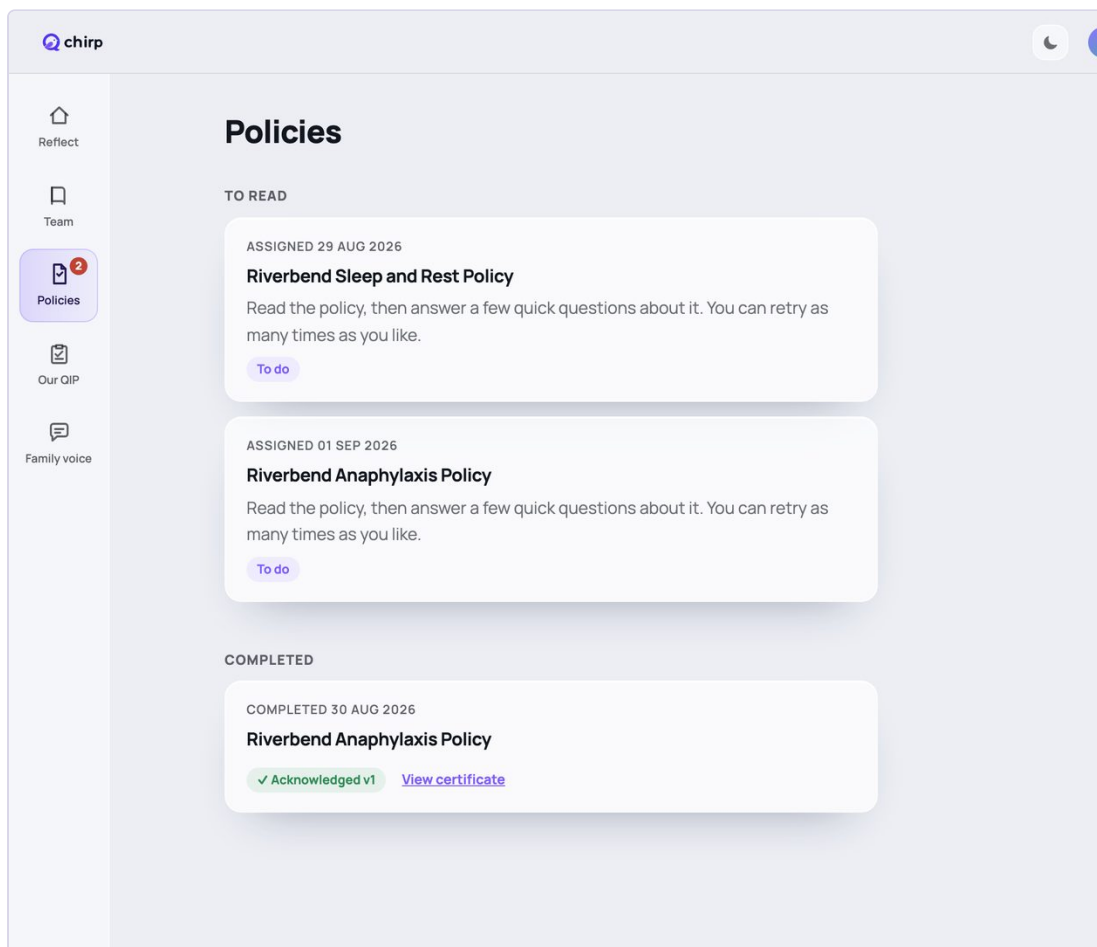
An accepted item under QA1 with its progress trail and the note box. "Added by your Director" marks who authored the item.

8 · SOP-6 · Policies: completing a policy induction

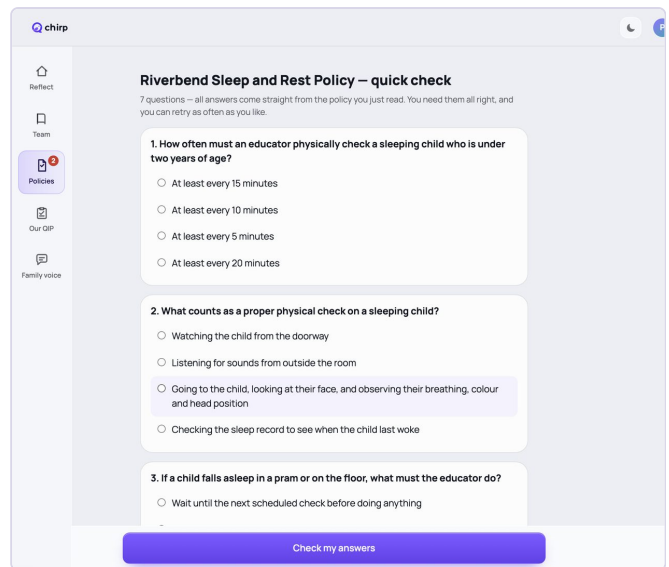
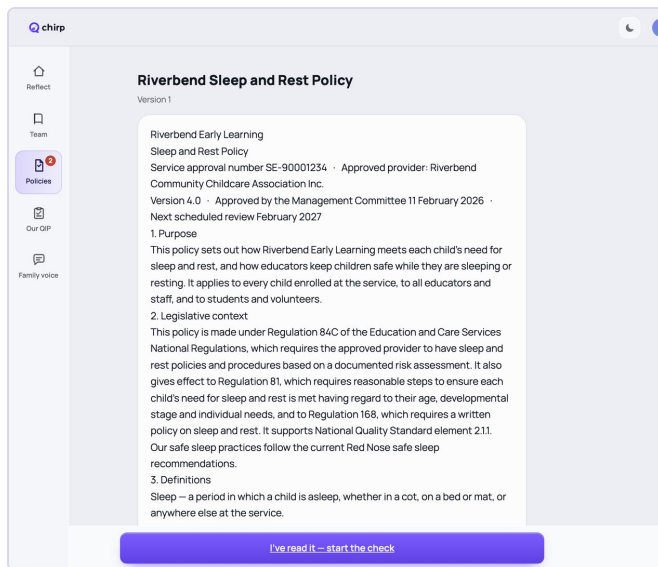
When: the Policies badge shows a number, when you start at the centre, and whenever a policy is revised.

Time: 5 to 15 minutes depending on the policy.

1. Open **Policies**. **To read** lists what is assigned to you with its assigned date; **Completed** lists what you have passed, with a certificate link.
2. Tap a policy under To read. The full policy text opens. Read it properly: the check draws its questions straight from the text.
3. Tap **I've read it — start the check** at the bottom.
4. Answer every question (usually 5 to 7, multiple choice). Tap **Check my answers**.
5. You need **every answer right** to pass. If any are wrong, Qchirp shows which ones; go back to the policy, re-read that part, and try again. There is no limit on retries and no score is recorded, only the pass.
6. On a pass, the policy moves to **Completed** with the date and version, and **View certificate** opens your acknowledgement record. Your director sees the same on your educator page.
7. If a policy is revised, it comes back under **To read** with the new version number. The old certificate stays on your record; you complete the check again for the new version.



To read (two assigned) and Completed (one passed, "Acknowledged v1", certificate link).



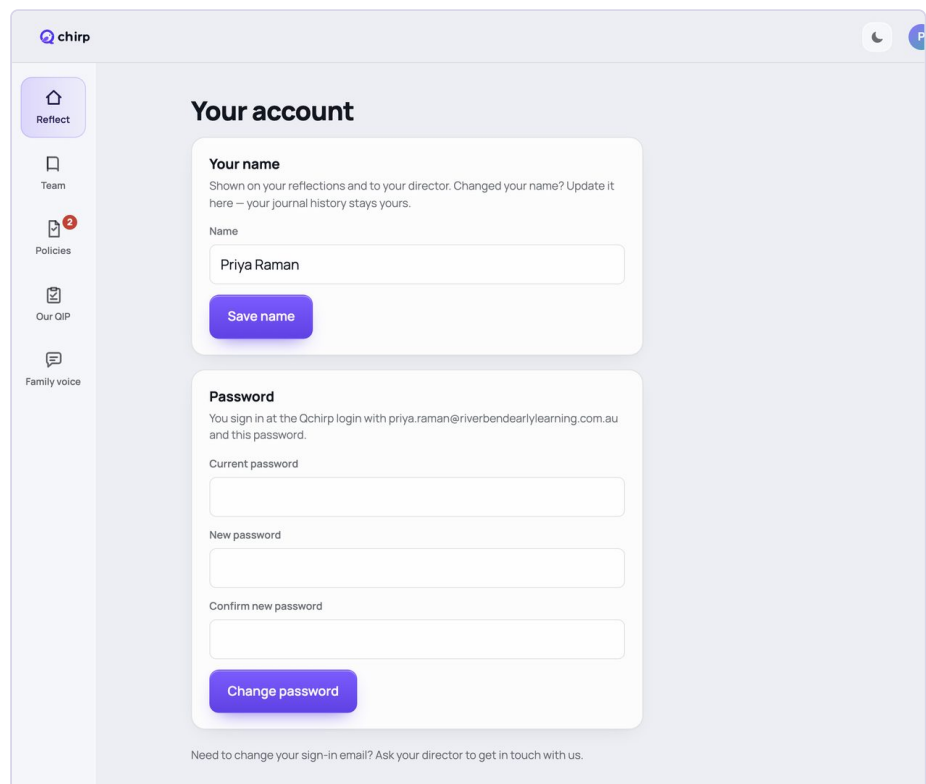
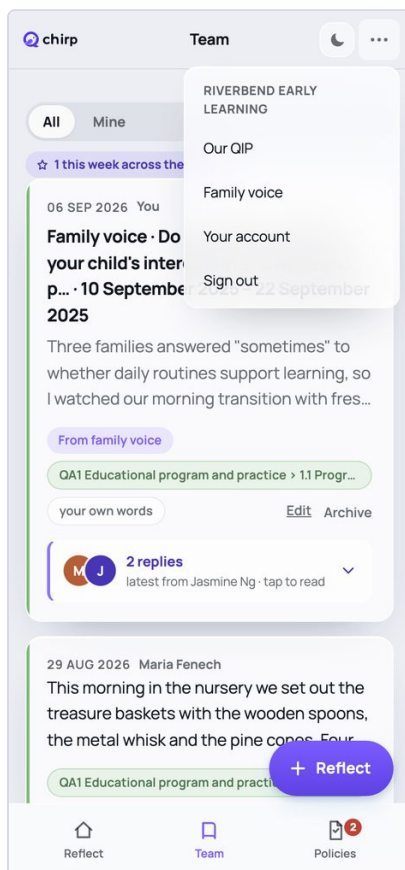
Left: the policy, with the start-the-check button pinned at the bottom. Right: the quick check.

Standard

Complete the check yourself, from your own reading. The certificate says you understood the policy as written. Do not read answers out to a colleague or complete a check on someone else's login.

9 · SOP-7 · Your account, theme and signing out

1. Open the **account menu**: your avatar at the top right on a computer, the ⋮ button in the top bar on a phone. It lists Our QIP · Family voice · Your account · Sign out, plus **Switch centre / role** if you belong to more than one, and **Admin dashboard** if you also hold a director login here.
2. **Your account** lets you change your display name (past reflections keep your history) and your password (current password required).
3. To change your **sign-in email**, ask your director; it is tied to your account across centres.
4. The **moon / sun** button in the top bar switches light and dark theme. It is remembered on that device.
5. **Sign out** when you finish on a shared device. On your own phone you can stay signed in.



Left: the phone account menu. Right: Your account on a computer: name, password, and the note about email changes.

10 · SOP-8 · For directors and leaders: setting the team up

These steps use the director (admin) login. Managers can do all of them; the Viewer role is read-only.

10.1 Adding an educator

1. Go to **Educators** in the admin sidebar and click **+ Add educator**.
2. Enter their name, their role as it should appear (for example "Room Leader — Toddlers", "ECT", "Educational Leader"), and their **work or personal email**. The invite goes to that address.
3. Click **Add educator and send invite**. They receive an email with a set-up link and choose their own password. Until they do, their status reads **Invited**; afterwards **Onboarded**.
4. If the email does not arrive or the link has lapsed, open their educator page and click **Resend invite (regenerates link)**. Tick several rows on the list and use **Resend selected invites** to chase a group.
5. An educator who already has a Qchirp account at another centre keeps their existing name and password; the invite simply adds your centre to their login, and they pick the centre at sign-in.

The screenshot shows the 'Add educator' form in the Qchirp admin interface. The sidebar on the left lists various workspace items, with 'Educators' highlighted. The main content area has a header 'Add educator' and a sub-header 'Educators'. Below this, there are input fields for 'Educator's name', 'Role (optional)', and 'Email'. A note states: 'Used if this is a new account, existing accounts keep their own name.' At the bottom, there are two buttons: 'Add educator and send invite' and 'Cancel'.

The screenshot shows the profile page for an educator named 'Priya Raman'. The sidebar on the left is the same as the previous screenshot. The main content area has a header 'Priya Raman' and a sub-header 'Educators'. Below this, there is a section for 'Onboarded 28 Mar 2025' with the role 'Educational Leader' and email 'priya.raman@riverbendearlylearning.com.au'. A note states: 'They sign in at the Qchirp login with their email and password. If they forget it, they can reset it from the sign-in page. Name and email belong to their own account - they change them from "Your account".' Below this, there are two buttons: 'Edit role' and 'Archive'. The page also has sections for 'Policy inductions' and 'Recent reflections'. The 'Policy inductions' section lists three items: 'Not yet: Riverbend Sleep and Rest Policy v1 - assigned 29 Aug 2025', 'Not yet: Riverbend Anaphylaxis Policy v1 - assigned 01 Sep 2025', and '✓ Passed: Riverbend Anaphylaxis Policy v1 - 30 Aug 2025 - Certificate'. The 'Recent reflections' section lists two items: '06 Sep 2025 - Three families answered "sometimes" to whether daily routines support learning, so I watched our morning transition with...' and '26 Aug 2025 - An has been carrying the same length of guttering around the yard for three days, propping it against the fence and wat...'. At the bottom, there is a 'Danger zone' section with a 'Sign out' button.

Left: Add educator. Right: an educator's page: status and role, resend invite, policy inductions (Not yet / Passed with certificate), recent reflections, and the Danger zone at the bottom.

10.2 The Educators list: what to watch

NAME ▲	ROLE	EMAIL	STATUS	INDUCTIONS	LAST SIGNED IN	LAST REFLECTION	
Amira Haddad	Educator (Diploma)	amira.haddad@riverbendearlylearning.com.au	Onboarded	1 outstanding	27 August 2026	27 Aug 2026	Archive
Ben Kowalski	Educator (Cert III)	ben.kowalski@riverbendearlylearning.com.au	Onboarded	1 outstanding	25 August 2026	12 Aug 2026	Archive
Chloe Bennett	Early Childhood Teacher	chloe.bennett@riverbendearlylearning.com.au	Onboarded	1 outstanding	28 August 2026	—	Archive
Hannah Doyle	Educator (Diploma)	hannah.doyle@riverbendearlylearning.com.au	Onboarded	1 outstanding	30 August 2026	19 Aug 2026	Archive
Jasmine Ng	Room Leader — Toddlers	jasmine.ng@riverbendearlylearning.com.au	Onboarded	2 outstanding	6 September 2026	28 Aug 2026	Archive
Lauren Petrie	Assistant Educator	lauren.petrie@riverbendearlylearning.com.au	Onboarded	2 outstanding	27 August 2026	—	Archive
Maria Fenech	Room Leader — Nursery	maria.fenech@riverbendearlylearning.com.au	Onboarded	2 outstanding	6 September 2026	29 Aug 2026	Archive
Priya Raman	Educational Leader	priya.raman@riverbendearlylearning.com.au	Onboarded	2 outstanding	6 September 2026	06 Sep 2026	Archive

Status, inductions outstanding, last signed in and last reflection for every team member on one screen.

- **Inductions** shows outstanding policy checks per person. Chase anyone with a number here before an assessment visit.
- **Last signed in** and **Last reflection** tell you who has not picked the habit up yet. A quiet team book is a coaching conversation, not a system problem.
- **Archive** an educator who leaves. Their reflections, replies and certificates stay as evidence; they simply can no longer sign in to your centre. **Restore** brings them back. **Delete educator** in the Danger zone is for a record created by mistake, never for someone who worked here.

10.3 Assigning policies

1. Go to **Policies & procedures**. Upload or paste the policy, then publish it (drafts cannot be assigned).
2. Assign it to **all staff**, which is the standing rule for policies everyone must know, or to selected educators. Each assignee sees it under To read and gets a Policies badge.
3. When you publish a **revision**, everyone assigned is re-asked to read and pass the check for the new version; their earlier certificate is kept.

10.4 Reviewing reflections

1. Go to **Reflections**. **Needs review** lists what you have not yet read; filter by Quality Area, educator or date.
2. Read it. Click **Mark as reviewed**. The educator sees "<your name> read this" under their reflection, and the reflection is now flagged as reviewed evidence in the QIP under its NQS element.

3. Reply from the reflection's page when you have something to add; educators see director replies in the same thread as everyone else's.
4. Archiving from the director side is moderation: a director-archived reflection leaves the team book. Use it sparingly and tell the educator why.

The screenshot shows the Chirp interface for the 'Riverbend Early Learning' workspace. The left sidebar contains navigation links for Workspace (Overview, Questions, Library, Kiosks, Educators, Team), Reflections (selected), Analytics, QIP statements, Improvement Plan, Compliance, Policies & procedures, Sector news, Readiness, and Account (Settings, Account, Super-admin, Sign out). The main content area is titled 'Reflections' and includes filters for 'Needs review (3)', 'Reviewed', 'All', and 'Archived'. Below these are QA category filters (QA1-QA7) and an 'Educator' filter set to 'All educators'. A date range filter is set to 'All time'. The reflections are sorted 'oldest first'. Two reflection cards are shown, each with a 'TO REVIEW' label and a 'Mark as reviewed' button. The first card is by Jasmine Ng (28 Aug 2026) regarding outdoor routine changes, categorized under QA2. The second card is by Maria Fenech (29 Aug 2026) regarding treasure baskets, categorized under QA1.

The director's Reflections page: Needs review, QA and educator filters, and Mark as reviewed on each card.

10.5 Making Our QIP useful

Our QIP only shows plan items you have **accepted** on the Improvement Plan page. Accept the items you genuinely intend to work, set the priority and date, and tell the team which rooms own which item. Then progress notes have somewhere to go.

11 · Standards: what makes a good reflection, and what never goes in one

A good reflection has

- **Something observed.** What actually happened, in enough detail that a colleague could picture it.
- **What it made you think.** The link to a child's learning, a routine, a relationship, a practice.
- **What you will try.** Even "I will watch for this again tomorrow" counts.
- **An NQS tag** where you can name one. That is what files it under the right standard in the QIP.
- **Plain words.** Write the way you would tell a trusted colleague.

Never in a reflection, a reply or a note

- **A child's name** or anything that identifies a child (initials, nicknames, "the twins in Wombats").
- **A family member's name** or contact details.
- **A colleague named critically.** Reflect on the practice, not the person.
- **Medical, protective or family-circumstance detail.** That belongs in the child's record, not the team book.
- **Anything you would not want read aloud at a staff meeting.** Everyone at the centre can read it.

Worked example

Weak: "Good day in the toddler room. Kids enjoyed painting."

Meets the standard: "Three families answered 'sometimes' to whether daily routines support learning, so I watched our morning transition with fresh eyes today. The gap is the ten minutes between breakfast finishing and group time starting: children who finish early drift, and we fill the wait with 'sit and wait'. Tomorrow I am putting the loose-parts baskets out on the mat before breakfast ends, so the wait becomes the invitation." Tagged QA1 · 1.1.2 Child-centred.

12 · Privacy and AI: what Qchirp does with your words

- **Who can read it.** Every educator and director at your centre. Nobody at another centre. Qchirp staff do not read centre content.
- **Voice.** When you tap the mic, audio streams to a speech-to-text service (OpenAI) and comes back as text. Qchirp never stores the audio. Speak in English; the live transcription is English-only.
- **Helpers.** Help me think, Tidy and Tag send your draft to an AI model (Anthropic Claude) and return a suggestion. Nothing is changed unless you accept it, and the helpers never see child names because you never wrote any.
- **Family voice.** Kiosk answers are anonymous; there is no way to see which family answered what.
- **Nothing is deleted.** Archiving hides; it does not erase. That is deliberate: the QIP is an evidence record.
- The full policy is at qchirp.com/privacy.

13 · Quick reference card

Where things are

I want to...	Go to
Write a reflection	Reflect (bottom bar / left rail)
See my own reflections	Team → Mine
Read and reply to colleagues	Team
Do a policy check	Policies → To read
Find a certificate	Policies → Completed → View certificate
Read the improvement plan	Our QIP (account menu on a phone)
Add a progress note	Our QIP → item → What happened? → Add note
See what families said	Family voice (account menu on a phone)
Reflect on a family result	Family voice → Reflect on this
Change name or password	Account menu → Your account
Change centre or role	Account menu → Switch centre / role

Keyboard shortcuts (computer)

Dictate	 / 
Save reflection	 / 

Suggested cadence

Reflection	One per educator per week, plus whenever something worth noting happens
Team book	Read at the start or end of each shift; reply when you can add something
Policy checks	Within a week of assignment; before the first shift for new starters
Progress notes	When a step on an item is done or a result is seen
Family voice	Room meeting after each kiosk run finishes

Cadence is a starting point. Your director sets the centre's expectation.

Troubleshooting

Problem	What to do
No invitation email	Check Junk for noreply@qchirp.com. Ask your director to open your educator page and click Resend invite.
Set-up link says it has expired or been used	Ask your director to resend; each resend makes a fresh link and cancels the old one.
Forgot my password	Forgot password? on the login page sends a reset link to your email.
Signed in but see a different centre	Account menu → Switch centre / role, then pick the right centre.

No microphone button	Voice is off for your centre or the browser blocked the mic. Type instead; nothing else changes. On a phone, allow the microphone when the browser asks.
Transcription is wrong	Edit the text on the review screen before saving. Speak a little slower and in English; the live transcription is English-only.
The Tidy or Help me think button does nothing	The AI helper is unavailable for the moment. Your text is untouched; save as you are and try later.
Cannot see a policy a colleague can see	It has not been assigned to you. Ask your director.
Failed the check	Re-read the highlighted parts of the policy and try again. Retries are unlimited and not recorded.
Our QIP is empty	Your director has not accepted any plan items yet. Nothing to do on your side.
Family voice card has no Reflect button	The question is still live and collecting; reflect once the run finishes.
Added a progress note with a mistake	Notes cannot be edited. Add a second note that corrects it.
Anything else	Tell your director, or email hello@qchirp.com with the centre name and what you were trying to do.

14 • Document control

Version	Date	Change	Author
1.0	6 September 2026	First issue. Covers Reflect, Team (with replies and avatars), Family voice, Our QIP, Policies, account, and the director set-up procedures as shipped to qchirp.com on 6 September 2026.	Qchirp

This SOP describes the product as it exists at the date above. When a screen changes, this document is re-issued with a new version number; the previous version is retained.