



## **Parent Portal - Key Facts and Information**

### **FAQs**

#### ***What is the Parent Portal?***

This is the parent-focused part of Firefly, which will allow you access to some key information and also allow us to improve our communications with you.

#### ***What will I be able to see on the Parent Portal?***

The Parent Portal will hold some basic information about your child(ren) but will also be where all academic reports are held. You will also receive all non-urgent communication via this platform rather than via multiple emails. You can also view the Caterham Online Partnership, which holds information about online safety. As this part of the site develops, further information will be added and you will be notified about this.

#### ***How will I know when there is new information to view?***

You will receive one email on a Friday informing you that the week's letters are ready to view. These will be in the 'new this week' section but also categorised by year groups, to make it easier for you to identify relevant information.

#### ***Will I be able to view my child's homework through the Parent Portal?***

No. Homework in the Years 3-6 is set via Microsoft Teams.

#### ***Can I book for Parents' Evenings through the Parent Portal?***

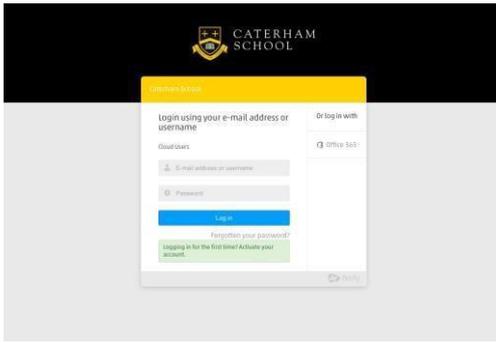
Yes, there will be a link to the booking system on the dashboard of the portal. You will be notified when bookings open.

#### ***What if I have problems logging in?***

If you have any problems logging in, please email [MIS@caterhamschool.co.uk](mailto:MIS@caterhamschool.co.uk) in the first instance.

## How to log in for the first time

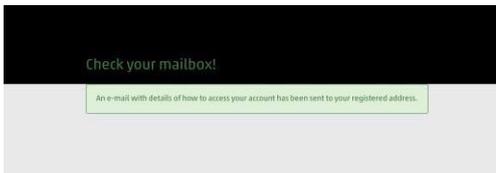
Go to [caterham.fireflycloud.net](http://caterham.fireflycloud.net)



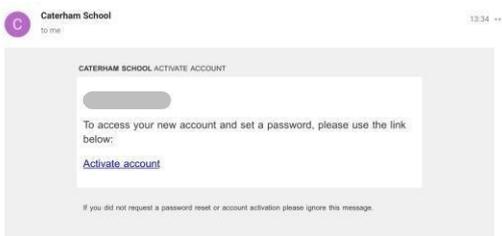
Click on the green box that says 'Logging in for the first time? Activate your account.'

You will then be prompted to enter your email address. The email address you enter **MUST** be the same as the one the school has on file for you.

PLEASE NOTE: if both parents have an email address registered with us, you may each have a separate login.



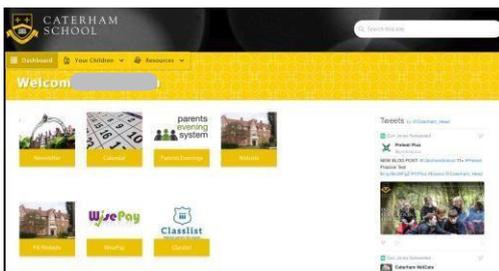
When you have entered this information you will see the message to the left. Please then login to your email account and wait for an email from 'Caterham School.'



You should then click on the 'Activate Account' link in the email.



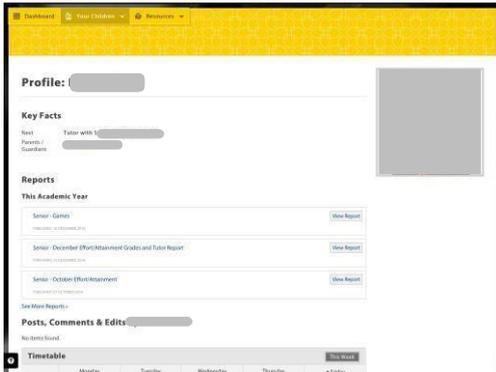
At this point you will be prompted to create a password. This password needs to be at least 8 characters long.



You will then be automatically directed to your Parent Portal Dashboard. Here you will see a range of icons, the configuration of which will vary slightly dependent upon which Year Group your child(ren) are in. A previous configuration for a Senior School parent is pictured here.



If you click on the tab that reads 'Your Child' or 'Your Children' their names will appear in a dropdown box. Select a child and you will be taken to their profile page.



Their profile page is where you will find current and historical reports. Click on 'See More Reports' to view reports that don't appear under 'This Academic Year'.

PLEASE NOTE that if you press the 'Dashboard' button at any time, or the School crest in the top left hand side of your screen, you will be taken back to your main dashboard.

Every Friday you will be sent an email that lets you know new letters are ready to view. All new letters are held in the 'New this week' category and you will only see letters there that are relevant to your child(ren).

Should a letter not be visible to you, but you feel that it should be, please contact [MIS@caterhamschool.co.uk](mailto:MIS@caterhamschool.co.uk) in the first instance.



PLEASE NOTE: Whilst an email will be sent out on a Friday, you may access letters at any time by navigating from your Dashboard to the letters area. To do this, click on 'Resources' followed by 'Parents' followed by 'Letters & Forms'.