

Firefly App for Apple and Android

You can now see all the Firefly information about your children on your Apple or Android device, including their reports. For instructions on how to install the App and for further information, go to this link for:

- **Apple** - <http://helpcentre.fireflylearning.com/parents/app/ios/getting-started>
- **Android** - <http://helpcentre.fireflylearning.com/parents/app/android/getting-started>

You will need your usual Firefly credentials:

- **Email address**
- **Password**

plus

- **School code – BURGATE**

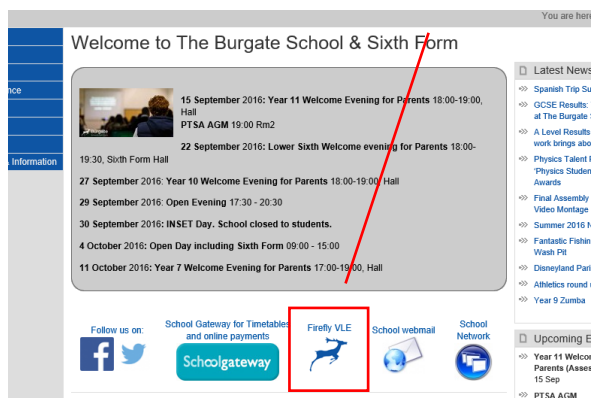
Note: where parents or carers need individual logins (because of separation or divorce), you must first register your second email address with the school office so that a separate Firefly account can be created for you.

Instructions for website login are on the following pages

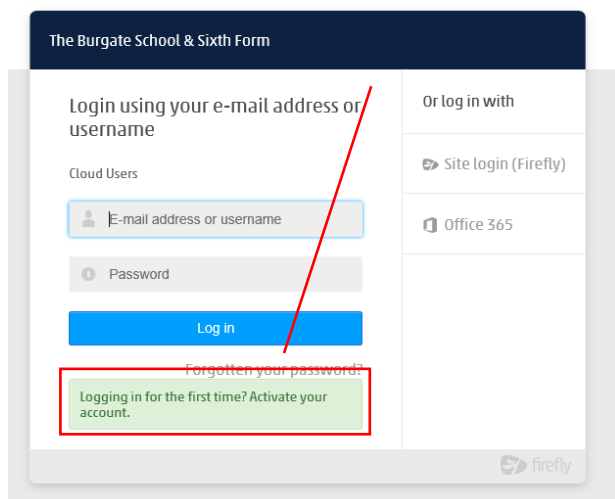
Parents logging-in to Firefly Website

If you are logging in for the first time

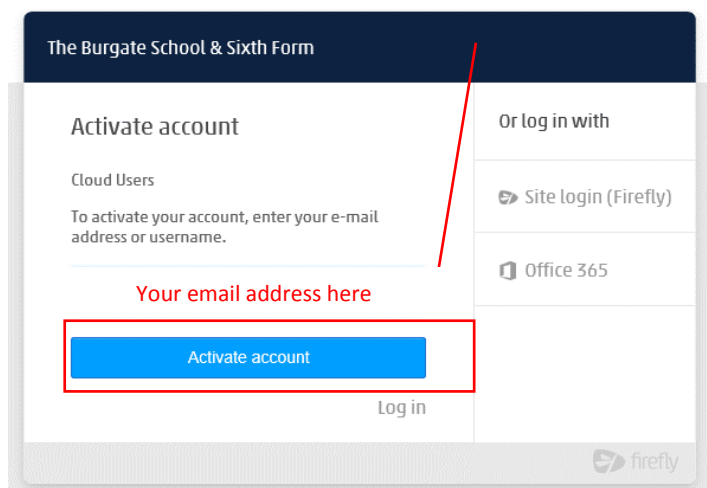
1. Open your browser (Internet Explorer, Edge, Firefox, Chrome, Safari)
2. Navigate to the school website – <http://www.burgate.hants.sch.uk>
3. On the front page click the link for Firefly



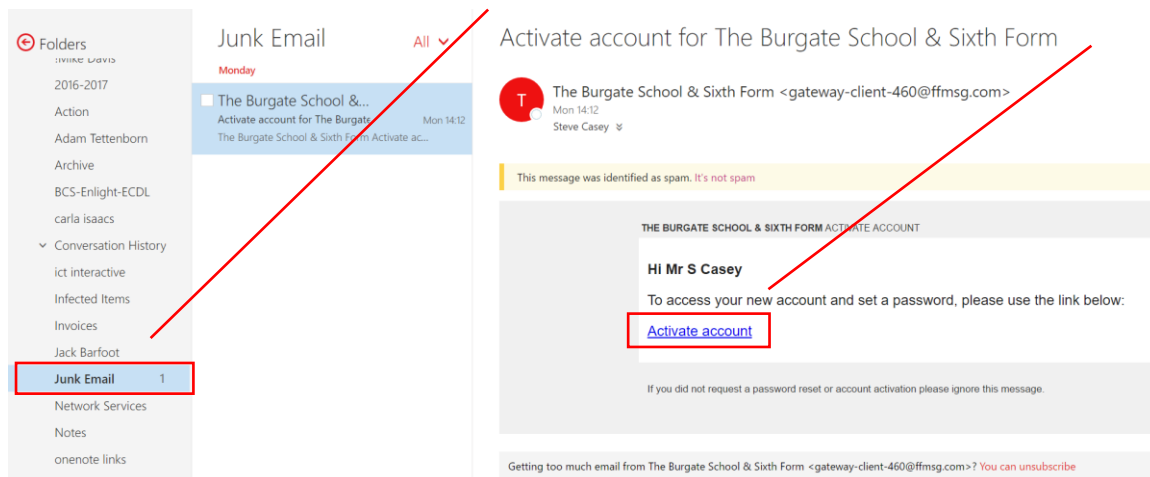
4. The following page appears, click the GREEN button labelled **Logging in for the first time?**



5. The page changes to this, enter the email address you have registered with the school as your main contact address, then click the blue button labelled **Activate Account**



- Navigate to your email account and locate the email that has just been sent to you. (Note: it is labelled as coming from Burgate but is often in the junk folder) Click the button labelled **Activate account**

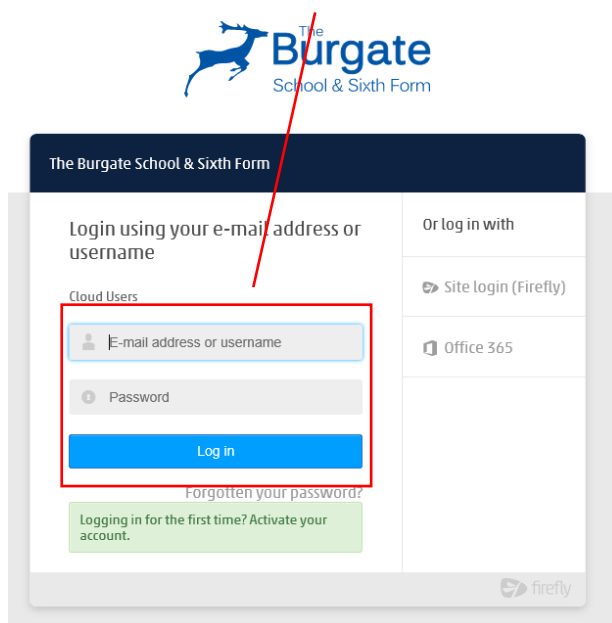


- On the page that opens after you click **Activate account**, enter your chosen password in both the boxes. Your password should be:
 - At least 8 characters, contain a number, contain a capital letter, contain a lowercase letter
- Click login and you are finished

YOU ONLY NEED TO FOLLOW THE PROCEDURE ABOVE ONCE

If you have logged in before

- Simply enter you email address and password in the boxes shown in the link on the school website and click the blue button labelled login:



Note: This is NOT the same procedure as students use to log in.

For student log in please see the section - Student Login

FAQ

1. I didn't receive an email.

First check your JUNK MAIL folder to see if it is in there. If not, email the school ictsupport@burgate.hants.sch.uk and give them the following details:

- a. Your name
- b. The name and year group of your child
- c. The email address you are using to login to Firefly
- d. A brief outline of your problem

The school will investigate the problem, and inform you when the problem is fixed. Normally within 24 hours.

2. I can log in but I cannot see my child's details.

Please email ictsupport@burgate.hants.sch.uk with the following information:

- a. Your name and your relationship to the child
- b. Your child's name and year group
- c. The email address you are using to login

The school will investigate the problem, and inform you when the problem is fixed. Normally within 24 hours.

Student Login to firefly from home

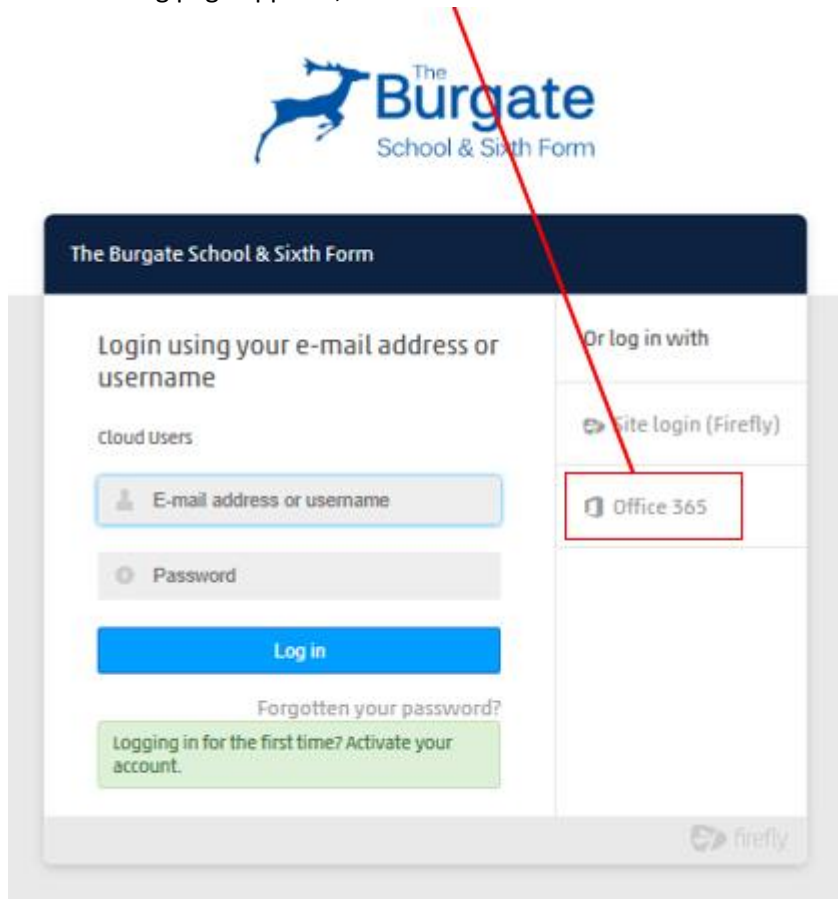
Students who join the school in Year 7 are taught how to login as the first few lessons of their Computing curriculum. **Please do not expect them to be able to login after their first day at school as this process takes about a week.** Young students are instructed to write their username, their email address and their password into their planner (on their birthday page) They can erase or obscure their password once they are confident to use it.

Part of the process we follow in school links the student's Office 365 account with their Firefly account. Once this is done, students can submit work from their OneDrive directly to firefly tasks. Because of this link, the student login process is different to the parent login process.

1. Open your browser (Internet Explorer, Edge, Firefox, Chrome, Safari)
2. Navigate to the school website – <http://www.burgate.hants.sch.uk>
3. On the front page click the link for Firefly

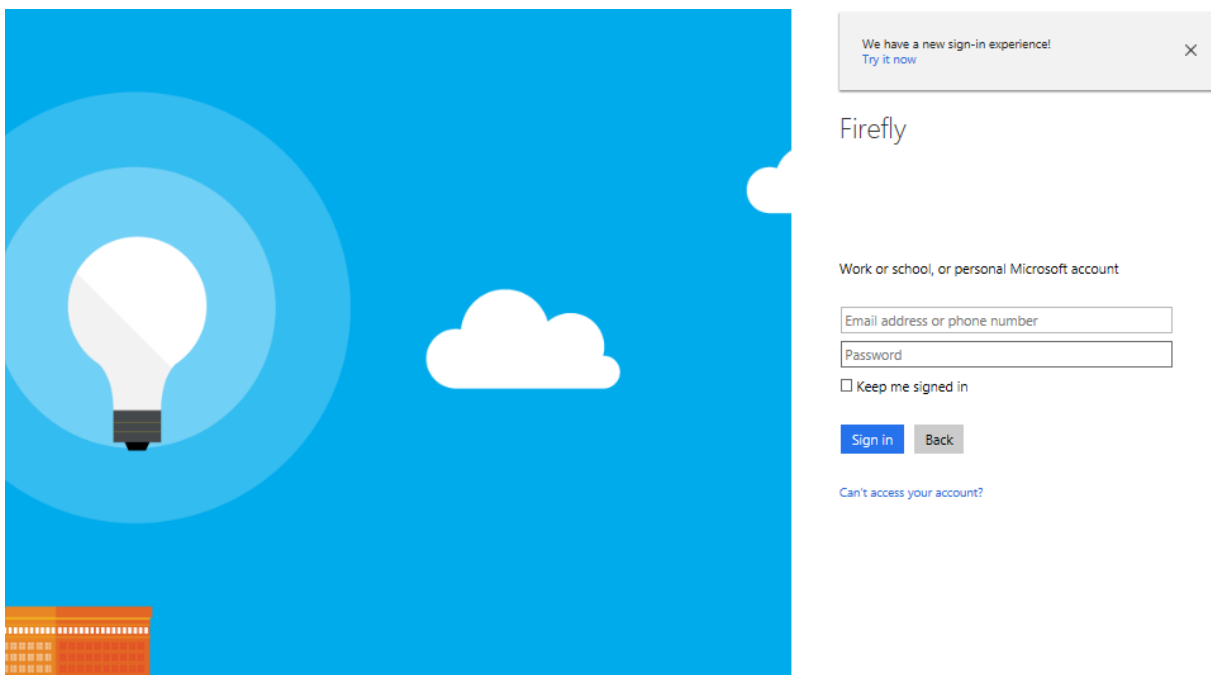
The screenshot shows the school's website with a navigation bar at the top. The main content area features a list of events: '15 September 2016: Year 11 Welcome Evening for Parents 18:00-19:00, Hall', 'PTSA AGM 19:00 Rm2', '22 September 2016: Lower Sixth Welcome evening for Parents 18:00-19:30, Sixth Form Hall', '27 September 2016: Year 10 Welcome Evening for Parents 18:00-19:00, Hall', '29 September 2016: Open Evening 17:30 - 20:30', '30 September 2016: INSET Day. School closed to students.', '4 October 2016: Open Day including Sixth Form 09:00 - 15:00', and '11 October 2016: Year 7 Welcome Evening for Parents 17:00-19:00, Hall'. A red box highlights the 'Firefly VLE' link in the footer. The footer also includes social media icons for Facebook and Twitter, and links for 'School Gateway for Timetables and online payments', 'School webmail', and 'School Network'. A 'Latest News' sidebar on the right lists items like 'Spanish Trip Su', 'GCSE Results: at The Burgate', 'A Level Results work brings abo', 'Physics Talent I Physics Studen Awards', 'Final Assembly Video Montage', 'Summer 2016 h', 'Fantastic Fahn Wash Pit', 'Disneyland Part', 'Athletics round', and 'Year 9 Zumba'. An 'Upcoming E' sidebar lists 'Year 11 Welcor Parents (Asses 15 Sep)' and 'PTSA AGM'.

1. The following page appears, click the button labelled Office 365



2. This page will appear.

- Enter the student's email address, usually lastnameinitial@burgate.hants.sch.uk (caseys@...)
- Enter the student's password, this is the same password as they created at school and wrote in their planners
- Choose whether to stay signed in (this avoids having to enter your details every time as your browser will remember them)
- Click Sign in



FAQ

1. The login screen rejects login with the following message.

We don't recognise this user ID or password
Make sure that you type the password for your work or school account.
[Forgot your password?](#)

Keep me signed in

[Sign in](#)

[Can't access your account?](#)

- a. Check the student planner for the correct login details and re-enter if incorrect
- b. If details are correct, email ictsupport@burgate.hants.sch.uk with the following details:
 - i. The name of the student
 - ii. Year group
 - iii. The email address you are using

ICTSupport will email you with the correct details and a new password.

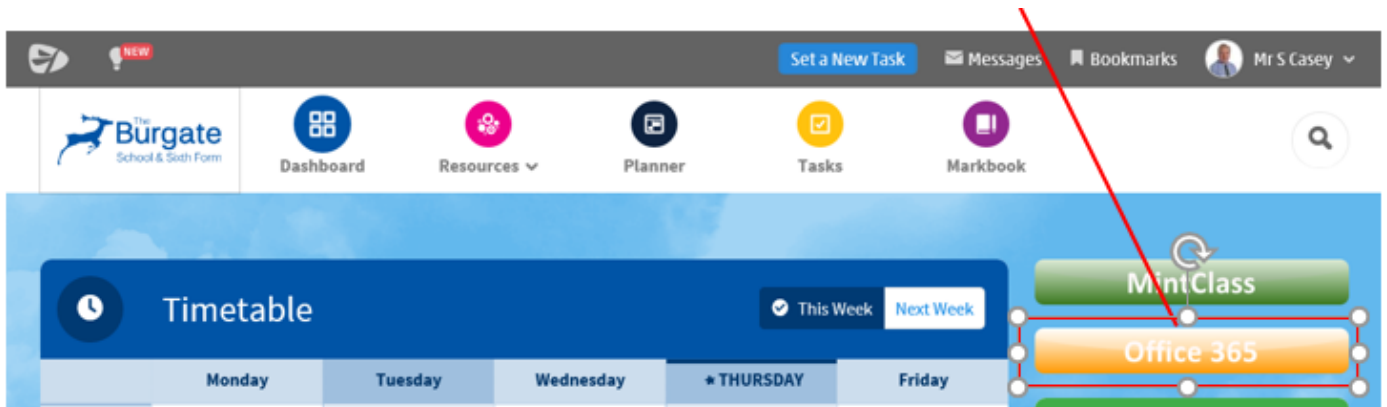
2. I need to change my password

There is NO facility to change the password in Firefly, this must be done in school. Students can contact their Computing teacher, or ICT Support (upstairs in the wheeler building) to do this if necessary.

Please do not attempt to use any other method of logging in

Office 365

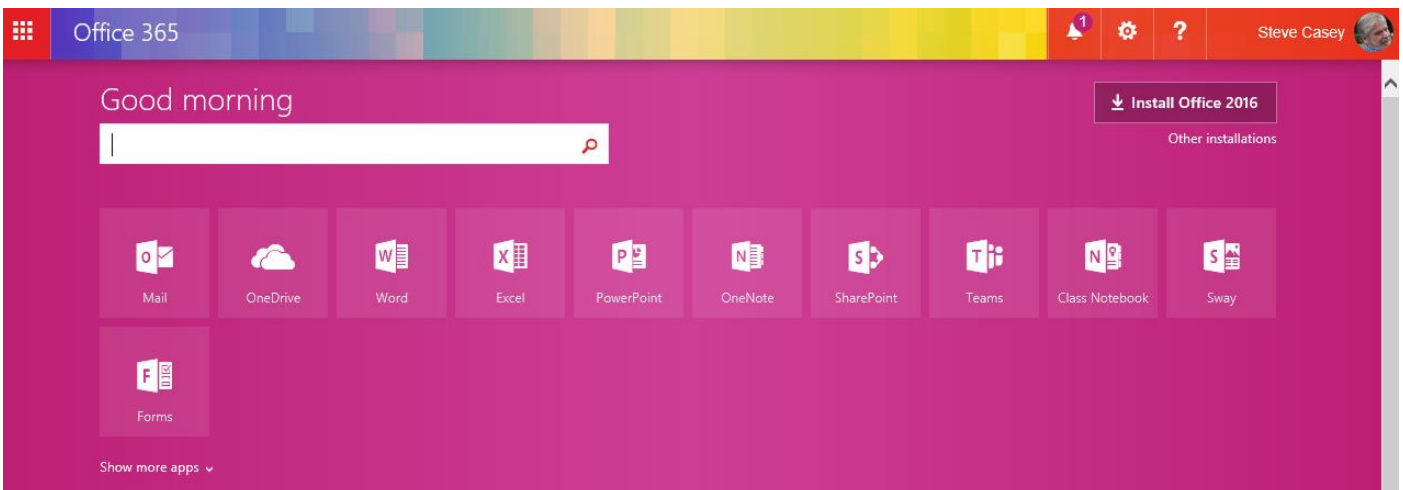
Login to Firefly gives easy access to Office 365, by clicking the link in the top right-hand corner of the dashboard page



Office 365 gives students access to their school email account, which should be used for all correspondence with teachers, as well as their OneDrive storage (1TB). Students are taught how to use these facilities in their Computing classes.

BONUS

On the Office 365 homepage there is a button in the top right which will enable you to install Office 2016 on the computer for everyone to use FREE of CHARGE for as long as the student continues to be a student of The Burgate School



Note: you do not NEED to install Office 2016 as Office 365 provides Online Applications to edit and create documents without needing to use installed applications