

# Resetting a forgotten Firefly password



1. In your browser, go to:  
<https://caludoncastle.fireflycloud.net/>

2. Select **Forgotten your password?**

A screenshot of the Caludon Castle login page. The page has a red header with the Caludon Castle logo. Below the header, there's a section titled "Log in using your email address or username". Under this, it says "Student, Parent & Staff login". There are two input fields: "Email address or username" and "Password". Below the password field is a checkbox labeled "Show password". To the right of these fields is a blue "Log in" button. Below the "Log in" button is a green box with the text "Logging in for the first time? Activate your account." To the right of the main login section, there's a section titled "Or log in with" with a link for "Other Users". A large black curved arrow points from the "Log in" button to the "Forgotten your password?" link, which is circled in blue.

3. Enter your school email address.

A screenshot of the "Forgotten your password?" page. The page has a red header with the Caludon Castle logo. Below the header, there's a section titled "Forgotten your password?". Under this, it says "Student, Parent & Staff login". Below that, it says "To reset your password, enter the email address or username you use to log in." There is an input field labeled "Email address or username". Below this field is a blue "Reset password" button. To the right of the main section, there's a section titled "Or log in with" with a link for "Other Users". Below the "Reset password" button is a green box with the text "Logging in for the first time? Activate your account." A large black curved arrow points from the "Reset password" button to the "Email address or username" input field, which is circled in blue.

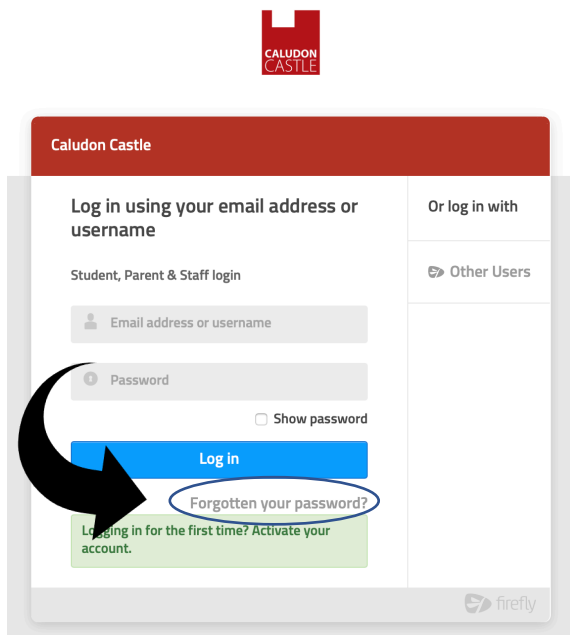
4. Choose **Reset password**.

5. In your school emails, follow the reset link that was sent to you to choose a new password.

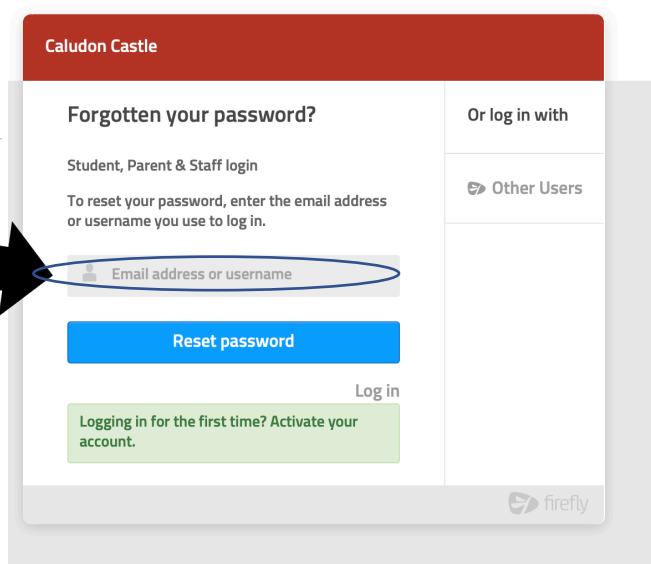
# Resetting a forgotten parent Firefly password

1. In your browser, go to:  
<https://caludoncastle.fireflycloud.net/>

2. Select **Forgotten your password?**



3. Enter your personal email address.



4. Choose **Reset password**.

5. In your emails, follow the reset link that was sent to you to choose a new password.