Caludon Communications

There will be two platforms you need to be able to access.

Arbor

GET IT ON Google Play   Available on the App Store

App Available
Free messaging from and to school
View rewards and behaviour data
check in on your child's attendance, behaviour
achievements and progress.
Sign up and pay for trips/clubs
Purchase items from the school shop
View timetable
Easily update your own details, such as your
contact details

firefly

App Available
View all home learning

Book parents evening appointments

Instructions on how to download and log into both apps can be found below.

Arbor

GET IT ON Google Play   Available on the App Store

You can download the Arbor App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

How to get started

1. Go to the App or Google Play Store on your phone and search 'Arbor'

2. Click 'Install' on Android or 'Get' on iPhone then open the App

3. Enter your email, select the school, then click on "re-set your password" to set up your password

4. Accept the Terms & Conditions and enter your child's birthday

5. Only relatives who are **Primary Guardians** of a child will be able to log in.

If you have trouble setting up your password for Arbor email
pastoral-attendanceoffice@caludoncastle.co.uk

If you are unable to download the Arbor App you can log in to the Parent Portal instead which is a version of Arbor accessible to guardians on a laptop or computer via this link: https://login.arbor.sc/.

Then follow instructions above

In your browser (on any device, PC, Mac, iPhone, iPad, Android etc), go to the parent portal address:

http://firefly.caludoncastle.co.uk

1. Ensure that above the username box it says 'Student, Parent & Staff login'.
2. Click the 'Activate your account' link.

Caludon Castle

Login using your e-mail address or username

Student, Parent & Staff login

E-mail address or username

Password

Log in

Forgotten your password?

Logging in for the first time? Activate your account.

Or log in with

Other Users

Caludon Castle

Login using your e-mail address or username

Student, Parent & Staff login

E-Mail address or username

Password

Log in

Forgotten your password?

Logging in for the first time? Activate your account.

Or log in with

Other Users

3. On the next screen, enter the email address that the school already holds on record for you, and click 'Activate account'.
4. The parent portal will then send you a validation email. Please check your junk filters if you do not receive the email.
5. Click the link that appears in your email.
6. The next screen will ask you to create and confirm a password of your choice.

Caludon Castle

Activate account

Student, Parent & Staff login

To activate your account, enter your e-mail address or username.

E-mail address or username

Activate account

Log in

Or log in with

Other Users

Hi

To access your new account and set a password, please use the link below:

Activate account

If you did not request a password reset or account activation please ignore this message.

Please enter a new password

Your username is parent@fireflysolutions.co.uk
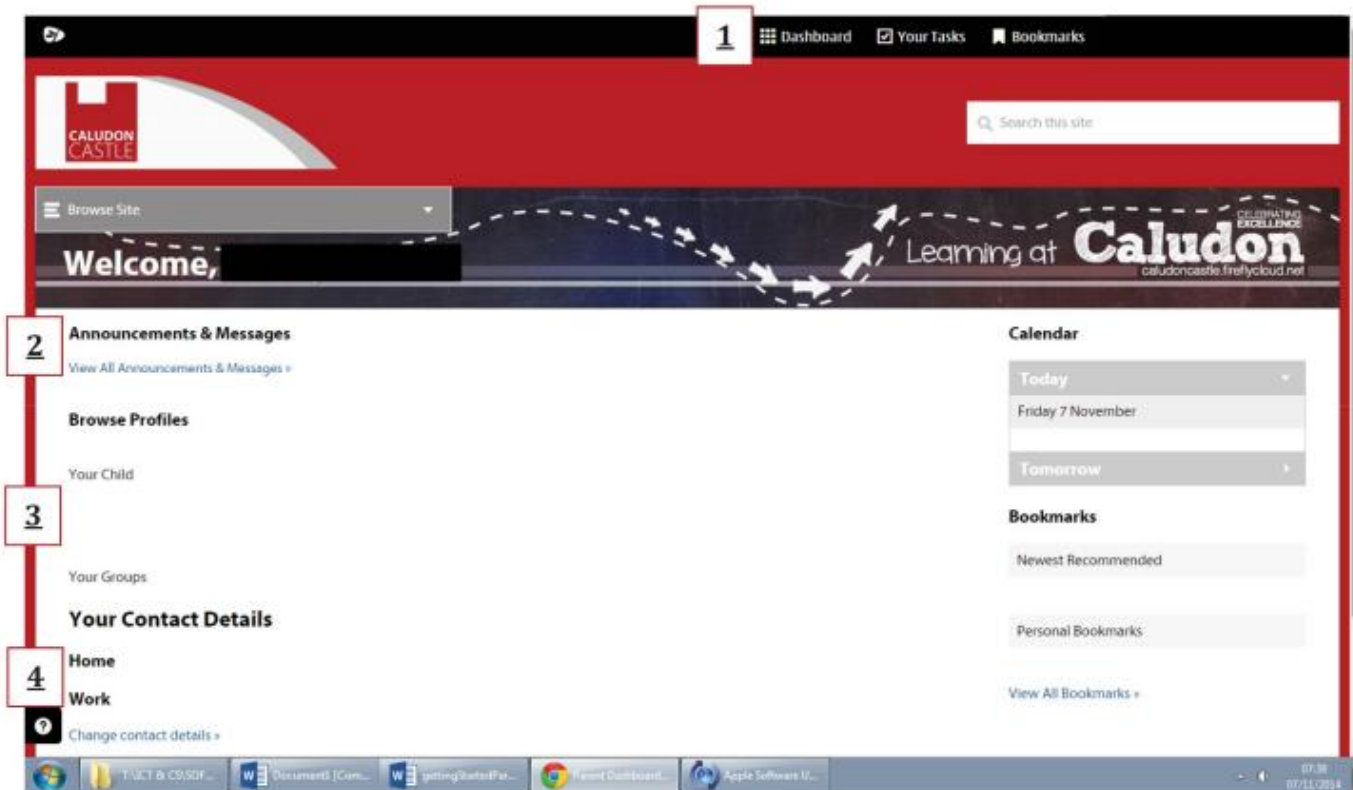
Password

Activate account

Activation is now complete and you will be logged on to the parent portal.

The next time you log on, simply select the SIMS Parent Portal and use your email and the password that you have just created.

Return regularly to keep up-to-date with your child's progress and the school's latest information for parents. We will endeavor to add further hints, tips and videos to

help you make the most of Firefly.

Using Firefly:

1. This 'Dashboard' link appears on every page you navigate to and takes you back to this login homepage.

3. This is where your child of children will be listed. If you click on them, you will be able taken to a screen where you can see their timetable, active home learning tasks and any other necessary information.

4. Your contact details will appear in this section; please check they are correct.

How can I get help?

Some tips to try:

1.   Ensure your username is the email address you have given to the school. If you are unsure ask us to check the email address linked to your account.

2.   Reset your password from the login page,

3.   If you are still having issues;
        for Firefly, please contact **helpdesk@caludoncastle.co.uk**
        For Arbor, please contact pastoral-attendanceoffice@caludoncastle.co.uk