FRA Firefly – Parent Forgotten Password Help Sheet

**Resetting your password**

1. Open up a web browser (Google Chrome, Firefox, Internet Explorer, Safari) and go to <https://foweyriver.fireflycloud.net> - the preferred browser for Firefly is Chrome.
2. Click on **Forgotten your password?** as highlighted below



1. Enter the email address that you provided to Fowey River Academy and then click **Reset password.** An email is then sent to you.
2. Open the email and select click the link to reset your password.
3. If you cannot find the email, please check your Junk and spam filters*.*
4. Enter a password of your choice and then confirm it.
5. You should now be logged into Fowey River Academy’s Firefly website.

**Logging In**

1. Open up a web browser (Google Chrome, Firefox, Internet Explorer, Safari) and go to <https://foweyriver.fireflycloud.net>
2. Enter your login credentials & password and select **Log In**.
3. You should now be logged into Fowey River Academy’s firefly where you will see the Parents dashboard with links to parent resources.

Firefly have provided a number of in depth-guides on their website which you can view at <http://help.fireflylearning.com/parents>