

# ClassDojo Guide for Parents

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## What is ClassDojo?

In Oak Hill School ClassDojo is used across the whole school.

Class Dojo is an interactive way of sharing communication between home and school.

After you have signed up, you will be able to see what your child's class is doing in school through the 'Class Story' feature. Class Story will be updated regularly and will include key events and photographs.

Messaging is another integral part of ClassDojo and parents and teachers can communicate with each other very easily on matters pertaining to, e.g. class announcements and reminders, school events, notifications of changes to routines and one to one contact for general messages

Please note:

- Messaging through Dojo should not be used for sensitive issues.
- Parents should not report child absence through Dojo.

You can use ClassDojo on an app for iOS and Android, and also from a computer at: [www.classdojo.com](http://www.classdojo.com)

## Create a Parent Account

### Why should I create a ClassDojo parent account?

ClassDojo deepens understanding between teachers, parents, and pupils. In the classroom, teachers can use ClassDojo to set work (homework/remote learning) Parents can send work back to school using this portal - photographs, documents etc.

Teachers can also send real-time messages to parents using the Messaging portion of ClassDojo to provide parents with updates on what is happening at school.

Parent accounts can be set up with a Parent Code, or with an email invitation. Both of these methods can be acquired through your child's teacher.

**Please note:** email invites may only be used to create a parent account on the web. Once the account is created, you can access it on both the website and the app.

## From the Web

### To Create a Parent Account with a Parent Code:

1. Go to [home.classdojo.com](http://home.classdojo.com) and click on the
2. Click on the "Enter Your Code" link at the top of the screen
3. Enter your code and click on Join Class
4. Click on "I'm \_\_\_\_'s Parent"
5. Enter your first and last name, your email, and create a password and click "Sign Up"

### Create an Account Using an Email Invite:

1. Click on the link in your email invite
2. Click on the "I'm \_\_\_\_\_'s Parent" button
3. Enter your first and last name, email, and create a login password and click "Sign Up"

## iOS

1. Download the ClassDojo app from the App Store
2. Click "Parent"
3. Enter your email address and create a login password (must be at least 6 characters long)
4. Tap "Next"
5. Enter your first and last name, then tap "Next"
6. Swipe past the introduction, then tap "Get Started"

## 7. Enter your Parent Code then tap "Check Code"

If you do not have a parent code to enter, you can request one from your teacher, or click the purple "Find Teacher" button to request approval to connect to your child's class. If your teacher's name, or your school is not yet on the list, you can click the blue "Can't Find Your Child's School" to send an invite to your child's teacher using their email address and your child's name.

## Android

1. Download the ClassDojo app from the Google Play store
2. Scroll down and click on the blue "I Need to Create a New Account" button
3. Click on "Parent"
4. Enter your email address and a password (must be at least 6 characters long)
5. Click "Next"
6. Enter your first and last name
7. Click "Finish Account Setup"
8. Enter your parent code (between 7 - 9 characters long, starts with a "P") and click "Check code"
9. A valid code will bring you to your introduction page. Scroll through the pages and click the blue "Finish" button to be brought to the parent account home screen

If you do not have a parent code to enter, you can request one from your teacher, or click the purple "Find Teacher" button to request approval to connect to your child's class. If your teacher's name, or your school is not yet on the list, you can click the blue "Can't Find Your Child's School" to send an invite to your child's teacher using their email address and your child's name.

## Adding Multiple Students or Classes to a Parent Account

ClassDojo have made it easy for parents to have one account if you have more than one child, or your child has more than one teacher using ClassDojo.

To start, you will need a parent code from each class.

Repeat steps to add additional codes.

### From the Web

1. Click on the "Your Kids" tab
2. Click on the "Add Student" link on the left under your current students
3. Enter your parent code (this code is 7-9 digits and starts with a "P"), and click on "Verify Code". Each student will have a unique parent code.

You can now toggle between your students to view their reports.

### iOS

1. Tap on the "My kids" tab (icon of two people) at the bottom of the screen
2. Tap the blue "+ Add a Parent Code" button
3. Enter your parent code (7 - 9 digits, starts with a "P") and tap the blue "Check code" button

You can now toggle between your students to view their reports.

## Android

1. Tap on the "My kids" tab (icon of two people) at the bottom of the screen
2. Tap the blue "+ Add a student" button
3. Enter your parent code (7 - 9 digits, starts with a "P") and tap the blue "Check code" button.

You can now toggle between your students to view their reports

# ClassDojo Messaging Overview for Parents

ClassDojo Messaging helps teachers and parents safely and privately communicate with each other in real time.

ClassDojo's messaging feature is similar to Facebook Messaging. As long as you have internet access, you can use ClassDojo Messaging!

## How to turn on ClassDojo Messaging

Messaging is already a part of your ClassDojo Parent Account. You can access it from your ClassDojo iOS or Android app, or by logging in from the web.

On the website and apps you'll see a "Messages" tab where you can select a teacher, then view and compose messages.

## When I respond to a teacher, is it private?

All messages sent by parents on ClassDojo Messaging can only be viewed by the teacher. No other parent (even your child's other parent or guardians) can view your messages. When teachers are unable to view their messages e.g absence an alternative staff member will monitor these and if urgent respond on their behalf.

## What should I send and not send via ClassDojo Messaging?

Send in....general queries and questions that you might ordinarily ask about on in conversations at drop off or collection. These can be very busy times and using Dojo means you don't have to wait around.

Send in....anything you feel we should know about your child as it could affect their day

Don't use it for reporting absence. Contact the office or email [office@oakhill.worcs.sch.uk](mailto:office@oakhill.worcs.sch.uk)

Don't use it for complex issues that need to be resolved. Contact us and ask for a telephone callback.

All parents must sign a user agreement before we will give access rights.

# Change the Email Address for Your Parent Account

## From the Web

1. Click on your name in the upper right corner of your screen
2. Click on "Account Settings"
3. Under "Login Details," edit your email address
4. Scroll down to the bottom of the pop-up screen and click "Save Changes" before exiting

## iOS

This feature is not currently available on the app. Please visit the website to access this feature.

## Android

1. Log into your parent account with your email address and selected password
2. Tap on the three dot menu in the upper right corner of the screen
3. Tap "Account"
4. Tap on your email address, delete the existing address, and type your new email address into the pop up box
5. Tap the blue "Change" button to save any changes made
6. Tap the white arrow in the upper left corner of the screen to go back to your account



# Delete a Parent Account

## From the Web

(This feature is only available from the Web)

1. Log into your account via the website
2. Click on your name in the upper right corner of the screen
3. Click on "Account Settings"
4. Click on the red "Delete Account" button at the bottom of the pop-up
5. Enter your account password, and click on the red "Delete Your Account" button

**Please note:** Account deletions are permanent. After an account is deleted, ClassDojo is unable to retrieve any data from the account, including any messaging history.

# Reset a Lost or Forgotten Password

Forgot your ClassDojo parent account password?

You can reset your password using the Forgot Password feature

If you submit a password reset and aren't getting the email, and the email isn't in your spam or junk folder, please contact ClassDojo at [hello@classdojo.com](mailto:hello@classdojo.com) for support.

## From the Web

1. Go to <https://home.classdojo.com/forgot>
2. Enter your login email address
3. You'll then get an email from ClassDojo with a link to reset your password (if you don't get it right away, check your spam folder)

4. Click on the "Reset Password" link
5. Enter the password you'd like to use and submit

## iOS

1. Click on "Forgot password"
2. Enter your email address
3. Press "Recover password"
4. You'll then get an email from ClassDojo with a link to reset your password (if you don't get it right away, check your spam folder)
5. Click on the "Reset Password" link
6. Enter the password you'd like to use and submit

## Android

1. At the login screen, tap on the blue "Forgot?" button
2. Enter the email address associated with your parent account
3. Tap the blue "Recover password" button
4. You'll then get an email from ClassDojo with a link to reset your password (if you don't get it right away, please check your spam folder)
5. Tap on the blue "Reset Password" button or copy and paste the link provided below the blue button
6. Enter the password you'd like to use and tap the blue "Change password" button

## Safety and Protection for your Child

1. ClassDojo never sell or share any of your students' data. As per ClassDojo privacy policy: "ClassDojo neither rent nor sell your Personal Information or student's Personal Information to anyone" - all personal information is kept secure and entirely private.
2. Furthermore, ClassDojo use professional data security services - like Amazon's Web Services - to store data in the most secure way possible. Their servers are physically located in high-security data centers - the same data centers used to hold secure financial information. You can read more about their security measures here: <http://aws.amazon.com/articles/1697> Classdojo's database provider uses the same https security connections used by banks and government departments to store and transfer the most sensitive data.
3. ClassDojo's site, by default, uses industry-leading SSL encryption across the board in all districts which allow it.
4. The most important regulation with regard to student's information is COPPA. To that end, ClassDojo have vetted all of their data practices with TrustE and , the online security certification provider, and have posted their seal of approval on ClassDojo privacy page here: <http://www.classdojo.com/privacy>
5. Lastly, ClassDojo complies with the U.S. - E.U. Safe Harbor framework and the U.S. - Swiss Safe Harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal data from European Union member countries and Switzerland. Class Twist, Inc. has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and

enforcement. To learn more about the Safe Harbor program, and to view Class Twist, Inc.'s certification, please visit <http://www.export.gov/safeharbor/>

### Update December 2020

Due to Brexit the situation is a changing one. Data transfers to the US were generally covered by the EU-US Privacy Shield but with Brexit, a direct replacement has not been implemented as yet. Data is being stored on a US server which means that should US law enforcement choose to, they can access data held on any US owned server.

We will monitor the situation and continue to use this incredibly useful tool to communicate with you whilst waiting for any more post Brexit guidance.

If you have any concerns and wish to discuss this further please contact our school Data Protection Officer, Mrs Harrison via the school office.

