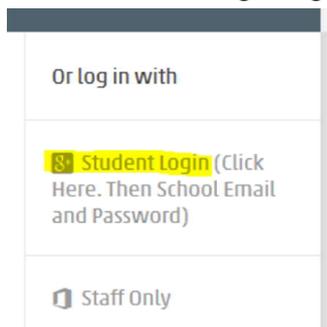# Firefly Login Help

1. **To Use Firefly**
2. **Are you using your school Google Account Credentials and Clicking on Student Login Link?**
   a. Click on Student Login Page link.

   

   b. Enter    username@schoolemailaddress
   c. Normal school password
3. **Do you have a personal google account which you are logged into the browser?**
   a. Logout of the personal account in school. visit www.google.co.uk and sign out:
   b. Open up the firefly link https://ws-wgsf.fireflycloud.net or https://qs-wgsf.fireflycloud.net
   c. Login using the school account. username@schoolemailaddress  and click on the Student Login link.
4. **If you are at home on a computer and have logged into your browser with a personal google account. There are a number of options.**
   a. If you are unable to logout as above.
   b. Try to login to Firefly on a browser that you don't normally use. Firefly should work on all HTML5 browsers,
   c. If you use 1 of the 5 most popular below Install one of the others and use that for Firefly in the future. Firefox and Chrome can be installed on all major platforms in addition to the default browser which comes with the system.
       i. Google Chrome
       ii. Mozilla Firefox
       iii. Microsoft Internet Explorer
       iv. Microsoft Edge
       v. Apple Safari
   d. If for some reason you are "logged into" all 5, or cannot install another browser, then opening a separate "In Private Browsing", "InCognito", "Private" mode window and login using the standard links on the school website.
5. **Problems using a mobile phone and logging into google.**
   a. Within Google's mobile applications you can be logged on as more than one user.
   b. Make sure that you select the school user account when logging into the app or browser on that device.
   c. If you wish to use the website functionality, do this on a browser which isn't your main browser.
6. **If you receive a blank page when logging in**,
   a. Check that you aren't logged in under a personal account to google. (See above)
   b. Try reopening your browser and logging in again.
7. **In any other circumstances please see ICT Support in your school for further advice**, it might be something that we haven't encountered before.
8. **Is there anywhere else I could find help or Information as it is outside normal school hours?**
   a. http://help.fireflylearning.com/students

# Firefly Using the Pupil App

1. **Which Version of Firefly are we using in school?**
    a. We are using Firefly 6 within school. So please ensure that you have the correct Firefly App by checking the description of the app.
2. **Where is the School Code for the app?**
    a. The school code can be found within firefly itself by logging into Firefly on a PC.
    b. Clicking on your name in the top right corner of the screen.
    c. Account Settings.
    d. Apps
    e. And there you should find the school code and any devices which you have linked to your account.
3. **Is the App not updating with tasks, but they are there on the website.**
    a. Try clicking on "Go to Firefly Website" link, do you have any tasks there? If So then.
    b. Check to see if there is an update to the app.
    c. Logout of the App. (iOS instructions below)
        i. Press More
        ii. Settings
        iii. Logout
    d. Log back in as previous.
4. **If you have any other issues with the App please contact ICT Support in your school for further advice**, it might be something that we haven't encountered before.
5. **Is there anywhere else I could find help or Information as it is outside normal school hours?**
    a. http://help.fireflylearning.com/students