Accessing the Parents' Portal

There is a great deal of information available on our Parents' Portal, including your child's report, home learning tasks, attendance and behaviour. If you have not activated your Parents' Portal account before, we would encourage you to do so. Please also let us know as soon as possible if you are not receiving our email correspondence so that we can update the contact details we hold for you.

If required, all parents can use the following procedure to activate their Portal account or reset their password:

- Go to the Portal: https://frog.backwellschool.net
- Click on the "forgot password" link.
- Select 'Parent'
- Enter your email address (this must be the address you provided to the school) and submit.
- Check your inbox for an email from FROG (you may need to check your spam folder).
- When the email arrives, click on the reset link.
- You will be taken to a page which shows you what your username is (your username is <u>not</u> your email address) – please make a note of your username.
- Fill in the boxes to create a new password and finish.

You can also access the same information via the FROG app using the procedure below:

- Search the app store for "My Frog"
- Download the app
- When prompted for a url enter: frog.backwellschool.net
- Enter the same username and password you use to access our Parents' Portal (see above if you need a new password)

To watch a short video that explains how the app works, visit this address:

www.frogeducation.com/community/training/gettingstarted/parents/myfrog

When you have logged in (via the app or a desktop) the report can be found on the Dashboard under "My Child / Reports"

If you have more than one child at Backwell you can toggle between students' names using the cog button:

You will now be able to view, download and print the report as necessary. Over time, a library of all progress reports will build and you will be able to refer back to them at any time.

If you encounter any problems while trying to set up your account, please email mailbox@backwellschool.net for help.