USING FIREFLY SCHOOLPOST TO VIEW AND MANAGE RECEIVED MESSAGES
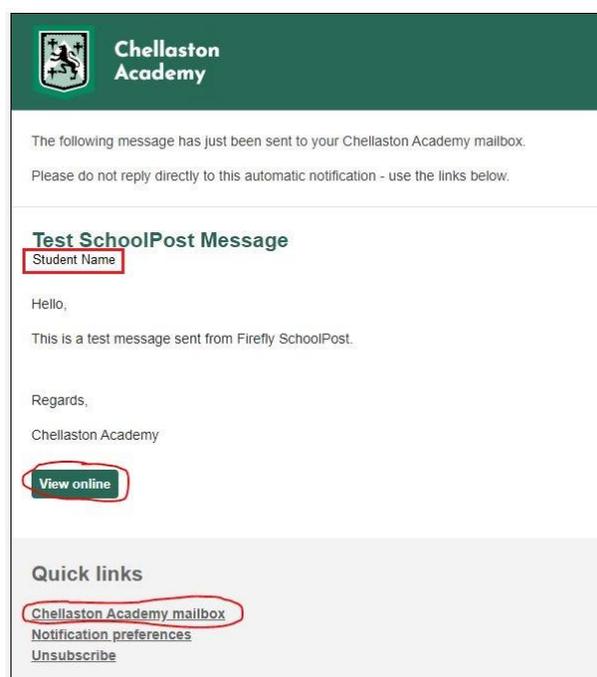
We have made a switch to using **Firefly SchoolPost** for general messaging from the Academy. This will bring a number of advantages to both us as a school and you as a parent/carer. These include, but are not limited to:

- More reliable message delivery;
- Easily accessible message history, so that you can review what has been sent out previously;
- Rich-content messages will allow images, web links and file attachments to be displayed clearly;
- When requested, replies to messages are easily directed and traceable.

What happens when I receive a message?

When a message (now known as a publication) is sent, the following steps will help you to view the content:

- Firstly, you will receive an email notification (to each parent/carer's primary address you have registered with us) of the message being received.
- You can click the email to view the content of the message.
- In many cases this will be all you need to do – the message is likely to contain all information required and it will display all images and links if you have allowed these to display in your settings.
- The message will display in the format below. *Note via the highlighted areas, that the student name that the message relates to is stated at the top of the message*:

- You will notice that there are also options to **view the message online** (it will open in a browser window if you select this) and also to go to the **Chellaston Academy mailbox** too.
- The **Chellaston Academy mailbox** is the area where all messages you have received will be available to view and not just the current one you are viewing. More on that later….

Responding to messages

- The message on the previous page was for information only and a reply was not possible. If a reply is possible, or perhaps requested, then as well as the View online button, there will also be a **Reply** option:

- If you click the **Reply** button, you will be taken to this screen where you can enter you reply message in the highlighted box and then click the **Send** button. The message will be sent directly to the correct contact in school for review and a confirmation message will be received once it is successfully delivered:

Viewing previous message history

It is possible to view all messages previously received in your Chellaston Academy mailbox. This is useful to you, as you may have misplaced or deleted an email from your personal mailbox, or would prefer a central place to see all school communications.

In order to view your Chellaston Academy mailbox, please follow these steps:

- Either click the **Chellaston Academy mailbox** link at the bottom of a previous message received from us, or go directly to this link – https://chellaston.schoolpost.co.uk
- You will then see this login screen – click the **Login with Firefly** button:

- The credentials you usually use to access Firefly should allow you access your **Firefly SchoolPost** account and take you to the screen below. *If you have any issues gaining access, please contact itservices@chellaston.derby.sch.uk for assistance:*

- Click the **My mailbox** button highlighted and you'll be taken to your Chellaston Academy mailbox from where you will see a history of all previous messages sent:

Please note that messages will *usually* be sent at the end of a school day and will contain one consolidated message thread with numerous headings within. This helps to ensure that you are not receiving lots of separate message notifications each day.

You will also now receive more regular text messages from us than you have previously. We will use text messages to alert you to items or events that are particularly important or need urgent attention.