

FIREFLY PROBLEM SOLVING GUIDE

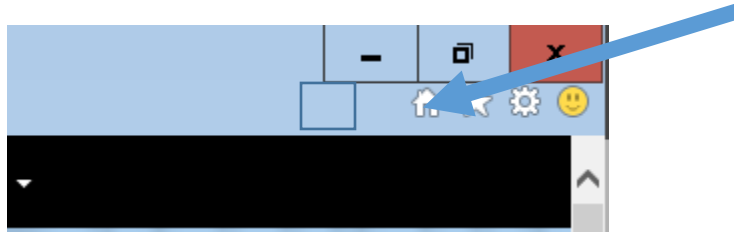
Smith, Sam (BEL)

THE BELVEDERE ACADEMY

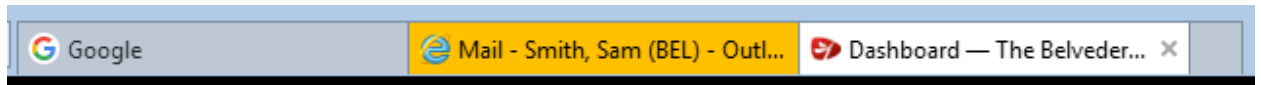
FireFly

Logging in (School)

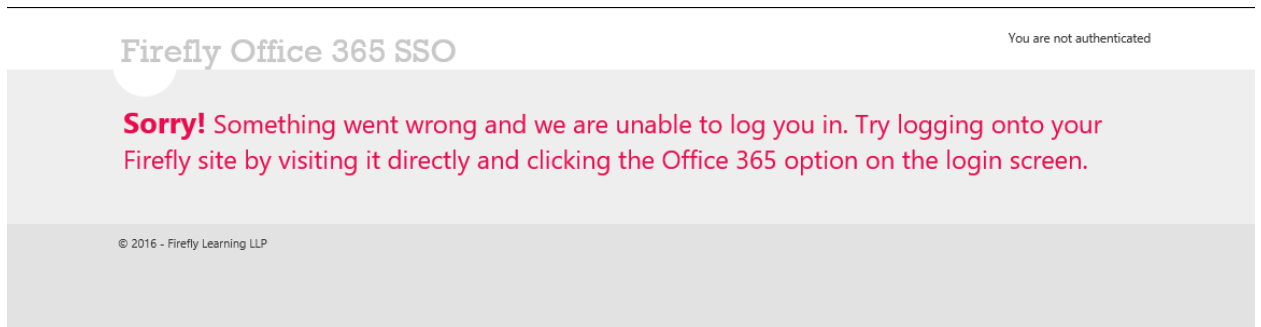
1. If Firefly doesn't open automatically, navigate to the "Home" button in the top right hand corner.



2. You should see three tabs open.
 - a. Google, Your Email, and Firefly



3. Make sure that your Email is open; Firefly uses this to automatically log you in.
4. If Firefly loads before your email this will prevent the automatic login, and you will be shown the following. To



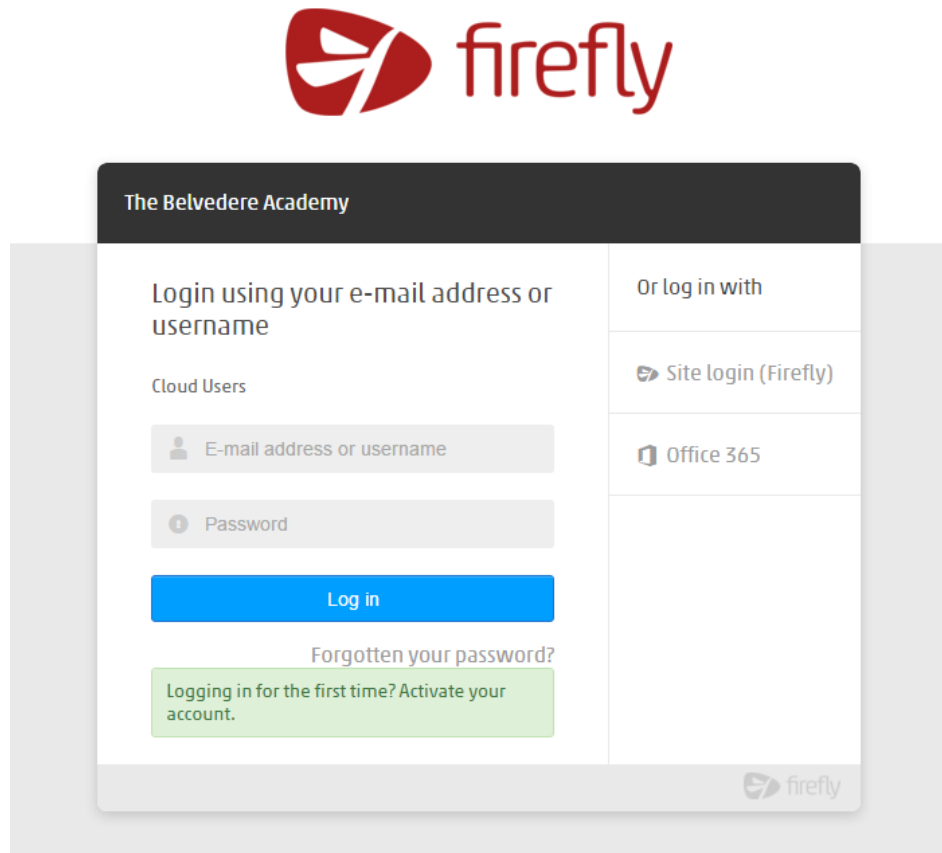
fix this make sure that your email is open and click "Refresh (F5)"

5. If Firefly continues not to load, please contact: fireflysupport@belvedereacademy.net

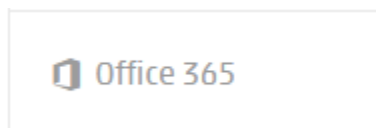
FireFly

Logging in (Home)

1. Head to the school website and navigate to the FireFly (VLE) section in the top menu bar. Click the Firefly logo on the page and this will take you to the academy's FireFly page. (or just type in the URL <https://belvedere.fireflycloud.net>)



2. There are two ways to get logged into Firefly, first is using Office 365
 - i. Click the "Office 365" tab on the right hand side of the login screen



FireFly

- ii. This will take you to the O365 login page, where you will be asked to input your login



Sign in with your organizational account

Sign in

information (i.e. your Belvedere email address and password)

- iii. Once you have inputted your email and password Firefly will open showing your dashboard.
3. The alternative way of logging in is through the “Firefly cloud login”.
 - a. Note: This may have a different password to your school login but can be reset using the forgotten your password button. We would recommend keeping the passwords the same to prevent confusion.

A screenshot of the Firefly login interface for The Belvedere Academy. The page has a light blue header with the school's name. The main content area is divided into two columns. The left column is for 'Login using your e-mail address or username' and includes a 'Cloud Users' list with the email 's.smith@belvedereacademy.net' highlighted, a password field, a blue 'Log in' button, and a 'Forgotten your password?' link. The right column is titled 'Or log in with' and offers 'Site login (Firefly)' and 'Office 365' options. A 'firefly' logo is in the bottom right corner.

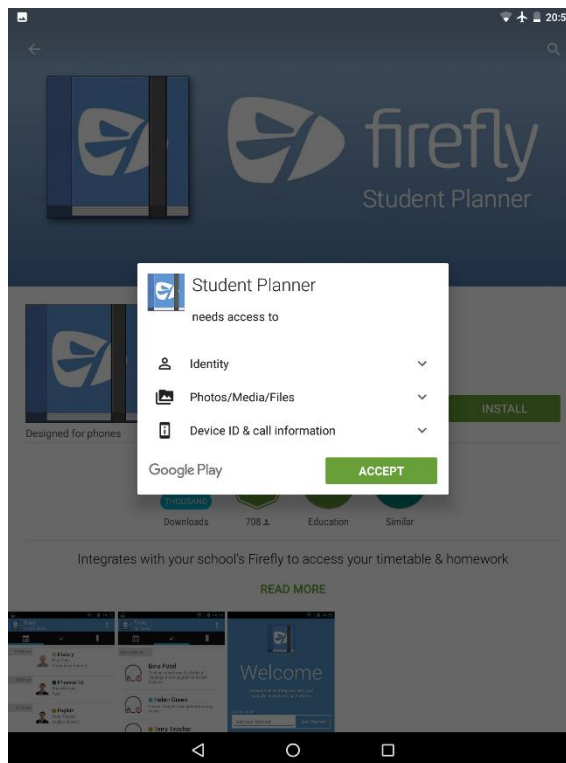
FireFly App

FireFly

1. Head over to the App or Play store and search for “Firefly Student planner”

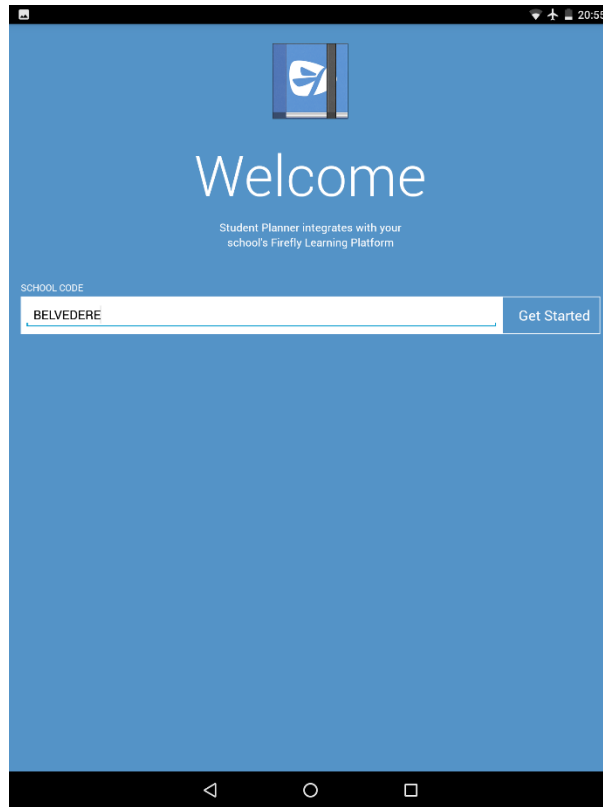


2. Accept the Terms and conditions

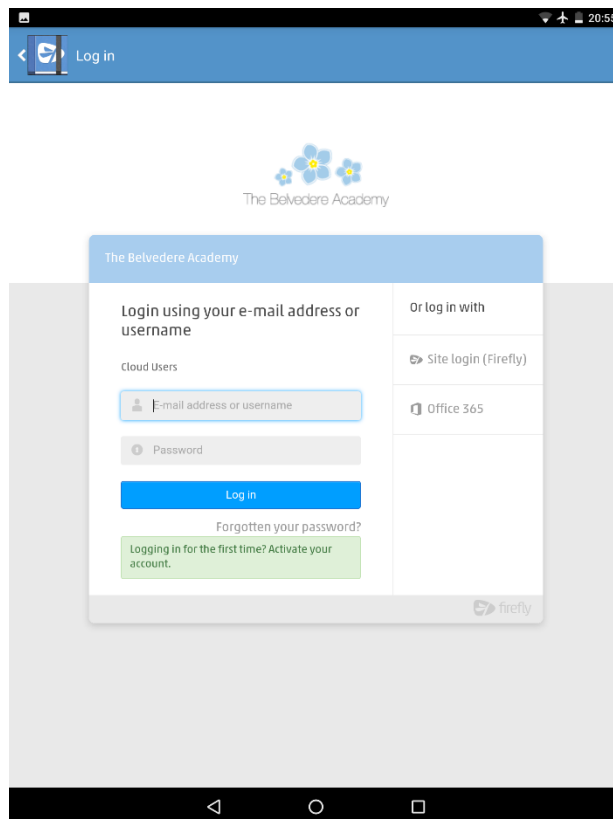


FireFly

3. Enter the School code that is: belvedere

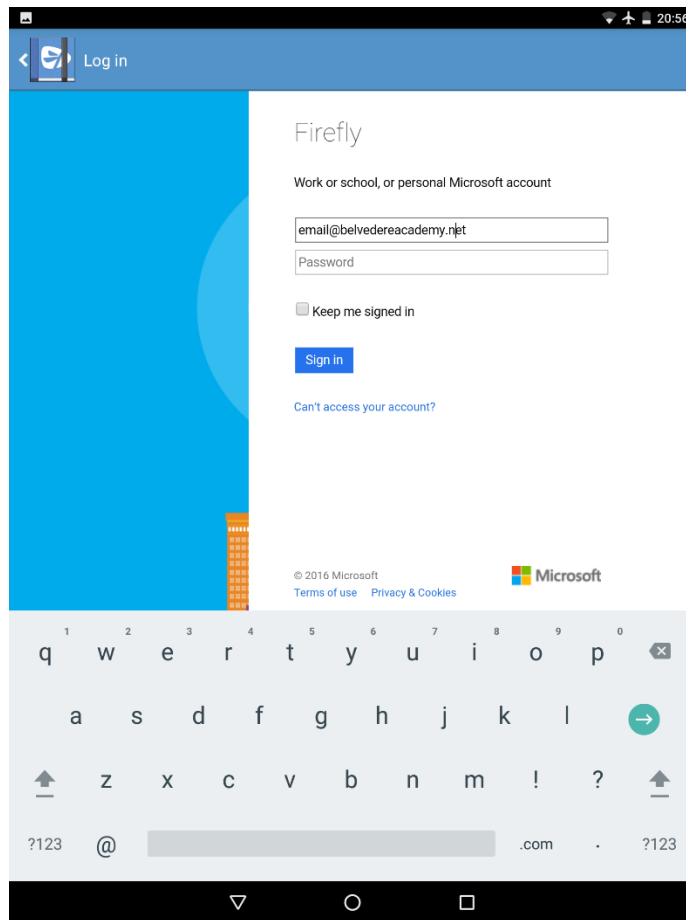


4. Login using O365 or the cloud login

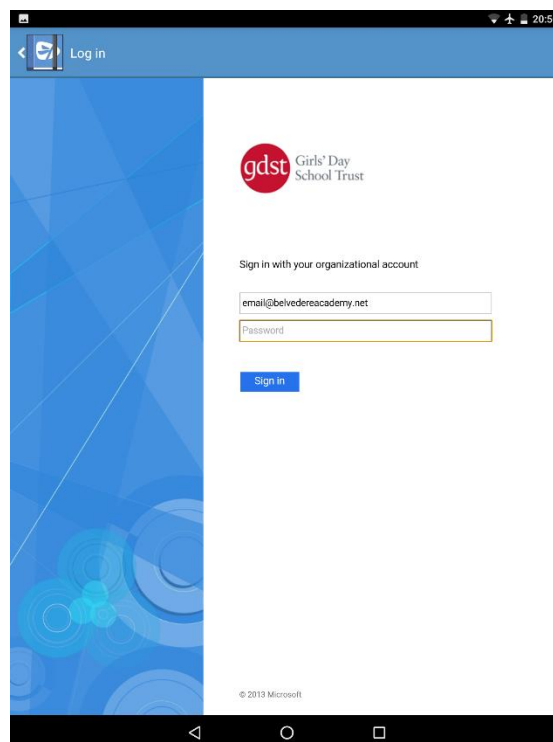


FireFly

- a. Click the Office 365 in the sidebar
- b. Enter your school email address and this will redirect you to a GDST login page

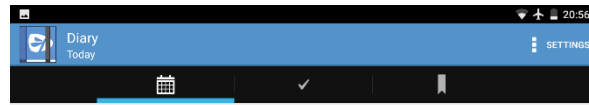


- c. Enter in your school email & password



FireFly

- d. Once in you will see your event(s).

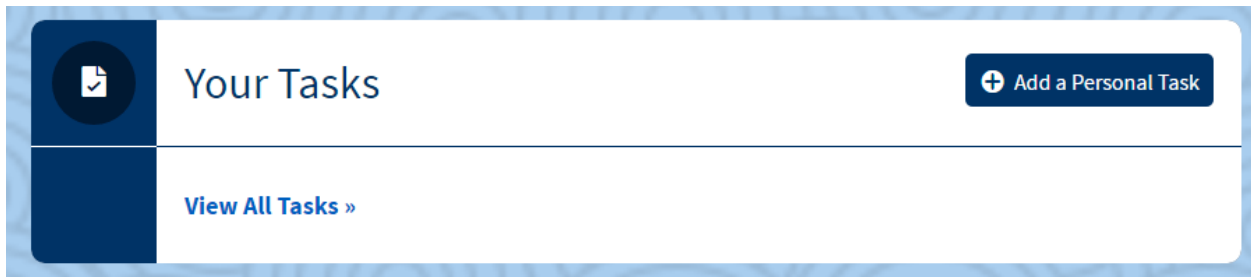


No events for this day

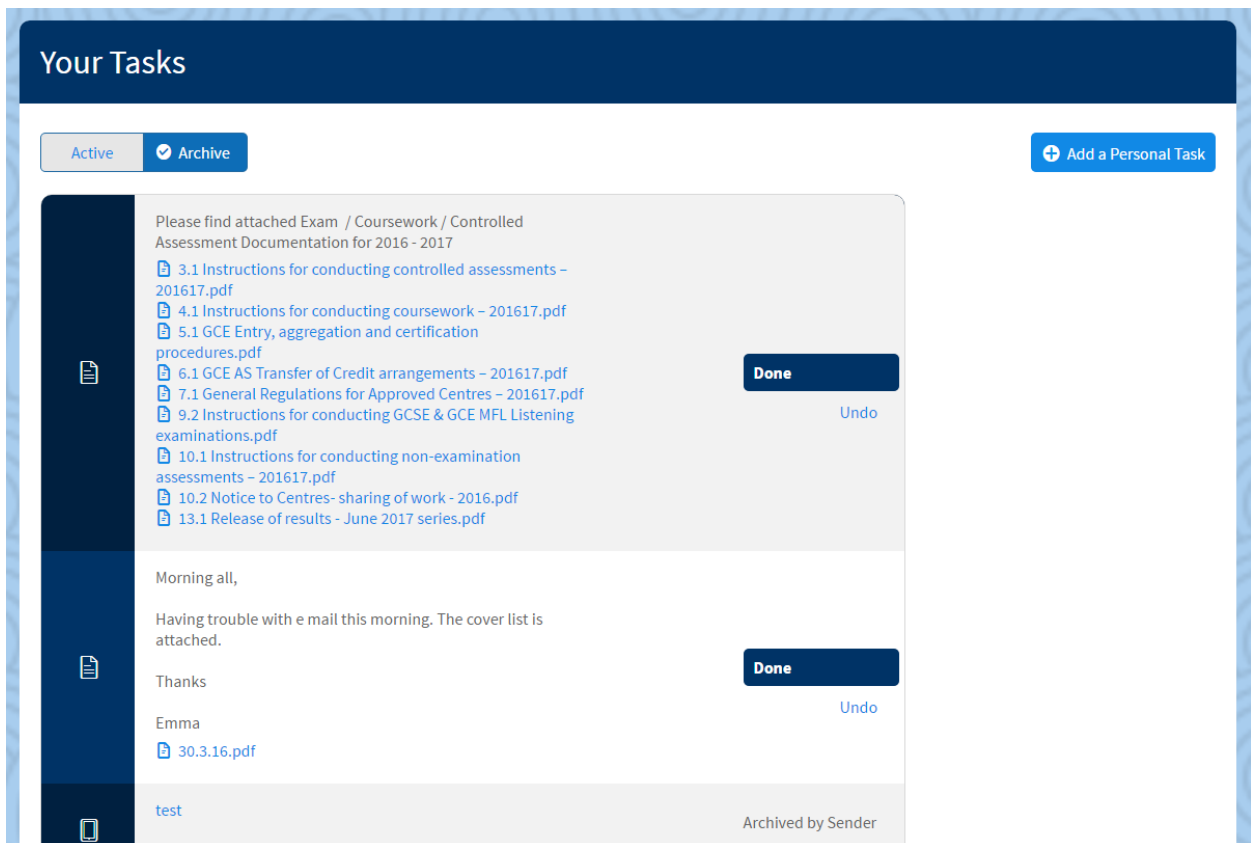


5. Any problems please email: fireflysupport@belvedereacademy.net

Location of Tasks



1. It is important that you regularly archive your tasks once you have 'marked them as done.' You can also use the 'bulk archive' feature to help you archive multiple tasks at once.



Problems logging in

1. If you see the following error, please make sure that you are logging into the correct area. As Firefly is a cloud based product you will need to be logging into the “Cloud Users” area.

The Belvedere Academy

The Belvedere Academy

The details you entered were incorrect. Please try again.

Please enter your details to log in

Site login (Firefly)

Username or email address

Password

Log in

Forgotten your password?

Or log in with

Cloud Users

Office 365

firefly

2. If you have logged in before and then try logging in again but are presented with the following error, you will need to navigate to “<https://belvedere.fireflycloud.net/logout>” (type this in to the address bar). This will force your account to logout and then will allow you to login again using the link on the Belvedere Academy website.

Firefly Error

Back

Access Denied

Insufficient access privileges to perform requested action.