

# Frequently Asked Questions



## What is the difference between the areas on Class Dojo?

**Class Story-** This is where information may be posted by the class team. If you comment on posts, these can be seen by others.

**Messages-** This is where you can communicate with the class team. These messages can only be seen by the team and you.

**Portfolio-** Photos of your child may be shared here.

**School Story-** Messages for the whole school will be shared here.

## Why can't I log in to my account?

Check you are using the correct email address and password, try changing your password and if this fails please contact your class teacher for support.

## Why can't I see messages from the class team?

You may have switched to your child's account- make sure you are logged in as you and your name is showing at the top of the page/on your account and not your child's name.

## How do I translate messages on Class Dojo?

Click on your name in the top right hand corner, select 'Account Settings', under language preference select your desired language and click the blue 'Save changes' button.