

## Dear Parent/Caregiver

We're pleased to introduce **Frog GO** to our school, the new communication app designed to keep you informed, engaged and connected with your child's learning.

**Frog GO** is the complete communication app for our school community. It delivers the information you need every day, right to your mobile device. From important messages to assignment notifications and school updates, everything is in one place, making it easier than ever to stay involved in your child's school life.

We've included a step-by-step guide on how you can install and access the **Frog GO** mobile app. Please follow the instructions below to get started.

### You Need To: Download the App

If you're using an Apple device, such as an iPhone or iPad:

1. Open the **App Store**.
2. Search for "**Frog GO**".
3. Tap **Download** to install the app.
4. Open the app once installation is complete.

### If you're using an Android device:

1. Open the **Google Play Store**.
2. Search for "**Frog GO**".
3. Tap **Install** to download the app.
4. Open the app once the download is complete.

### How You Access the App

1. Open the **Frog GO** app on your device.
2. Type in your school's **Frog site URL** (e.g. khs-02345.frog.civica.education), then tap **Next**.
3. On the login screen, select **Caregivers** to continue.
4. You'll be redirected to the **Community Portal Login Screen**. Enter your **Community Portal Login Credentials** then tap **Login**.
5. **Frog ID Check** - When prompted, tap **Allow** to confirm your identity.
6. You're all set! Once logged in, you'll be taken straight into the app.



## What You'll See Inside

Once you're logged in, you'll have access to useful information such as important school messages, term dates, your child's homework and any other updates we share with you.

And coming soon... Journals, this will provide children and their families with photographs and videos of themselves and their work.

Finally, please ensure you review our communication policy (add your link here) for guidance on acceptable use and response timeframes.

## Need Any Help?

If you have any issues with downloading the app or logging in, please contact **[CONTACT PERSON/ROLE – e.g., the school office or IT support]**. We're here to help and make sure you get connected easily.

We're excited to begin using **Frog GO** and look forward to sharing this new way to keep you informed, involved, and connected with your child's school life.

Kind regards

**[School Contact, Details and Signature]**

