Product Name: ClassDojo
Document Type: End-User Manual
Version: 1.0
Last Updated: 12/28/2025
Audience: Non-technical end users
Language: English
Purpose: Explain primary workflows, tasks, and error handling
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1. Document Scope & Definitions

Term	Definition
End User	Parents of students whose schools have ClassDojo community
Application	ClassDojo web and mobile application
System	The ClassDojo platform, including all supported features
Administrator	School staff responsible for managing user access
Document	This End-User Manual

2. Table of Contents

3. Introduction

This document is to guide the end-users on how to use the App. The interface is the same for both mobile and web apps; this guide's screenshots are taken from the web app.

This guide is to support parents in creating their accounts, adding their child/ren, interacting with events, and communicating with teachers and administrators.

ClassDojo is an educational social media platform where teachers and parents have communication channels through reward points, private messages, and broadcasts.

4. System Overview

ClassDojo allows communication between parents and teachers/School administrators by:

I.   Private messages.
II.   Broadcasts
III.   Positive and negative points system.

The end-user has access to their child/ren performance reports, and can communicate directly with teachers and administrators.
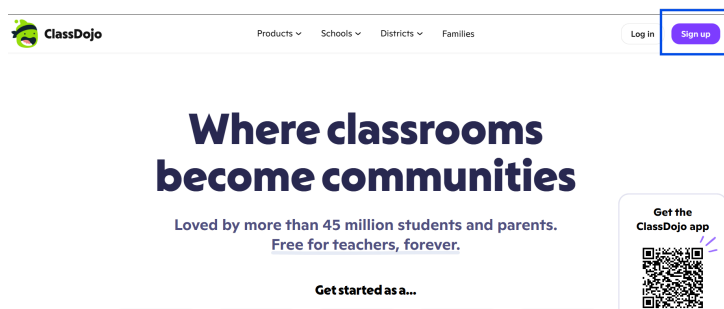
5. Getting started

I.   Login requirements
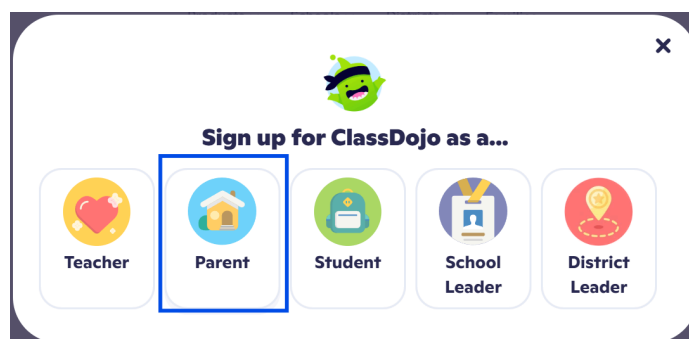   End-user will need an active email to create the account with and use for account recovery if needed.

II.   Access steps and first time setup
        a. Go to www.classdojo.com
        b. From the upper right corner, choose Sign up

        c. From the pop-up window, choose Parent

d. Fill in the email you are using to create the account and click continue. You have the option to create the account with Google.

ClassDojo

Get started as parent

Email

Continue

OR

By signing up, you agree to ClassDojo's Terms of Service and Privacy Policy

G Continue with Google

e. Next page, click continue

Get started

youremailhere

Use your school email to join your school community!

Continue

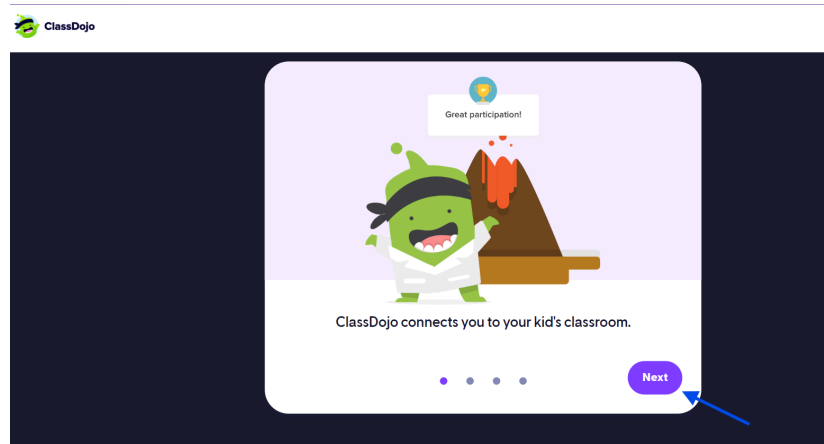f. Fill in your information, first name, last name, password, and then click Signup

ClassDojo

Get started as parent

First name

Last name

Password 👁
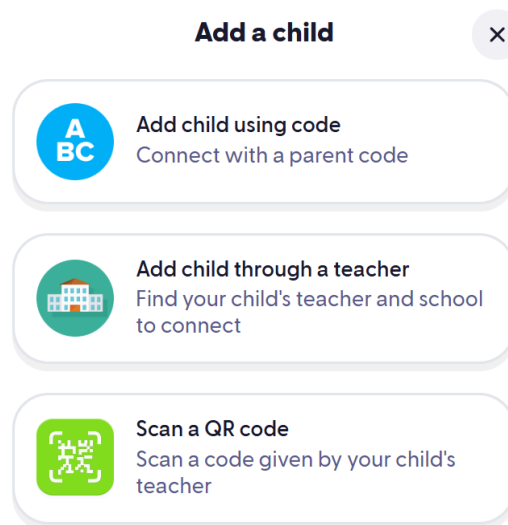
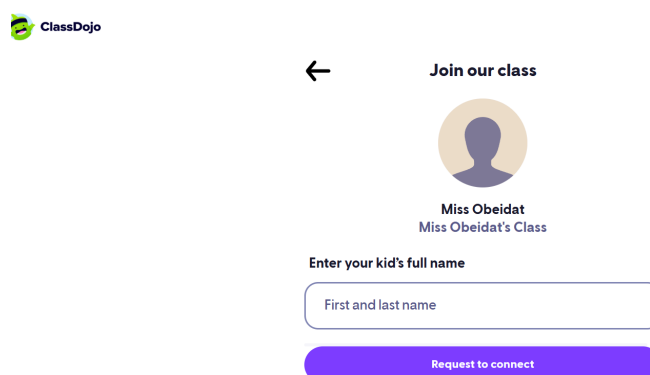By signing up, you agree to ClassDojo's Terms of Service and Privacy Policy

Sign up

g. Verify your email by checking your inbox and following the instructions in the email sent by ClassDojo.

h. After logging in again, ClassDojo shows introductory pop-ups. Click next until you reach the last one, and click Done

i. The next window is to add your child; this is based on how the teacher communicates the connection information to parents.

j. The other way to connect is by visiting a link shared by the teacher/school administration. Once you visit the link, it will ask you to fill in your child's name, then click Request to connect

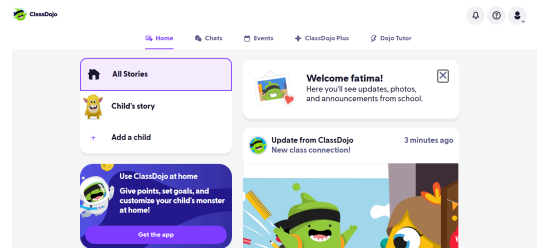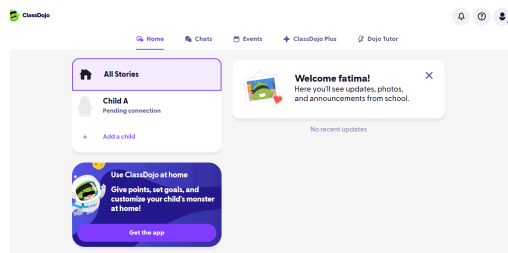k. The next window will ask you to add your relationship to the child, choose, and click add.

l. The application will redirect you to the "Home" page, awaiting the teacher's approval. Screenshots are showing the Home page before and after your request has been approved by the teacher.

6. Core tasks

Task1. Interacting with teachers' posts
  I.   Go to Home page
  II. Scroll down to the post you are looking for
  III. Interact with a "Like" and leave a comment
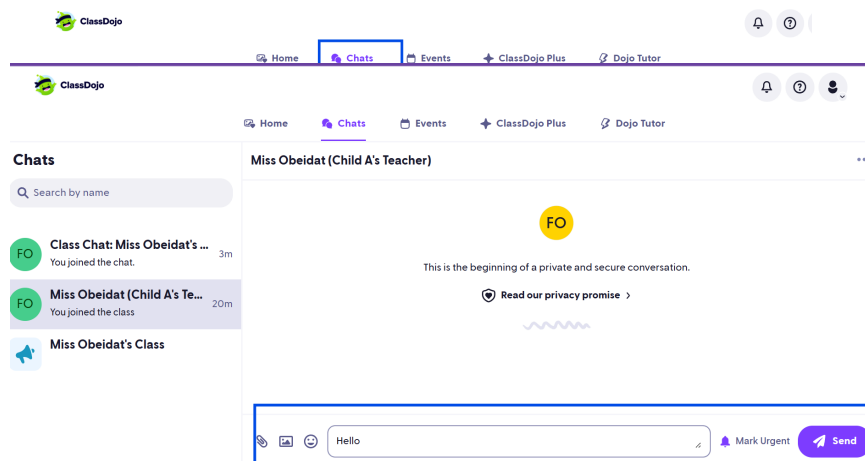
IV.   To delete a comment, hover over the right side and click X. To unlike a post, click the Liked button.
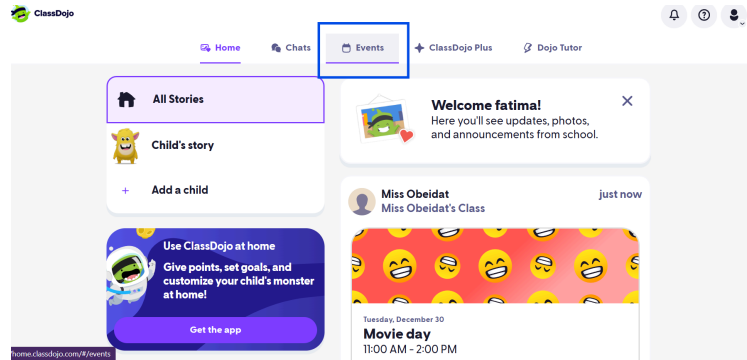

Task2. Messaging a teacher
I.   Go to <u>Chats</u> tab, and choose the teacher you would like to chat with.
II.   You can also chat with the teachers and other parents of the class via ClassChat; the broadcast is for teachers' announcements
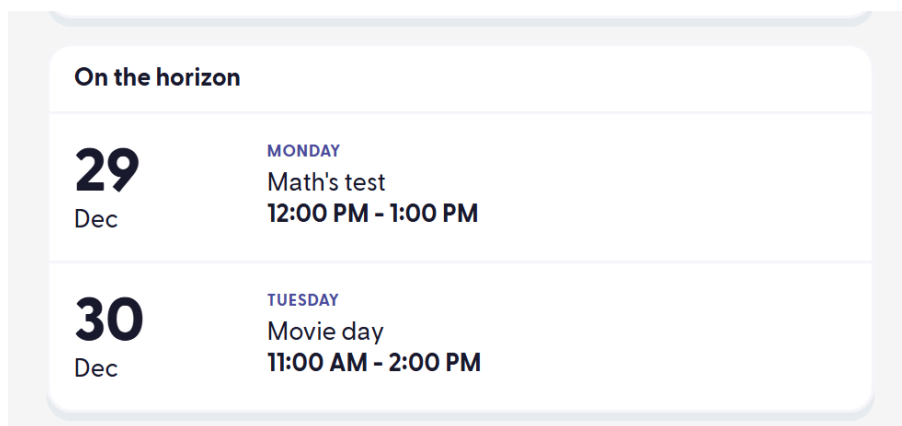

A message can have an attached file, photo, or emoji. It can be marked urgent to be prioritized on the teacher's window.

Task3. Viewing Events
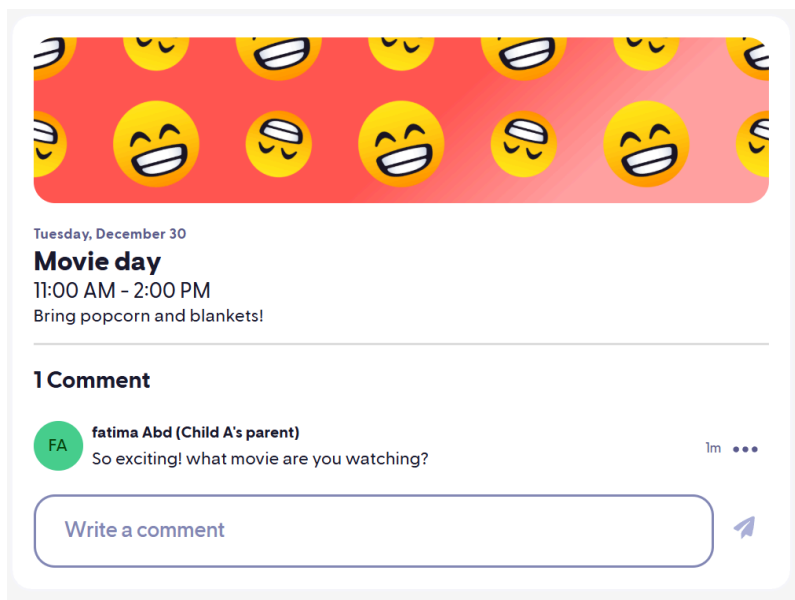I.   Go to <u>Events</u> tab

II.   Find the event you wish to check. The page is organized into three categories: Past, On the Horizon, and This week event.

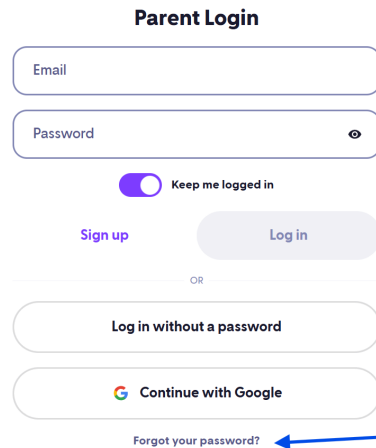III.   Click on an event to learn more, and to leave a comment
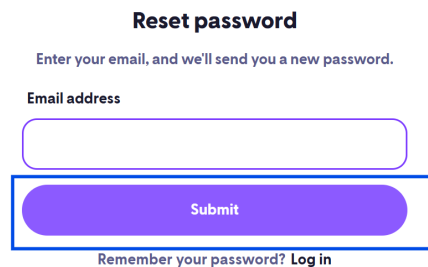
7. Common Errors & Solutions

Issue: Password forgotten
This is a common issue where an end-user can not recall the password, to solve this issue, follow the steps:

   I.   Click on "Forgot your password?"

   II.   Fill in your email, and click submit

   III.   Check the email sent from ClassDojo, and follow the instructions to reset the password

8. Support & Escalation

For support, send an email to fatima.obeidat.jo@gmail.com
In this email, include: the task you are trying to carry out, a description of the issue occurring, or a screenshot of the message appearing.

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