

Product Name: ClassDojo  
Document Type: End-User Manual  
Version: 1.0  
Last Updated: 12/22/2025  
Audience: Non-technical end users  
Language: English

## 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

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### 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.

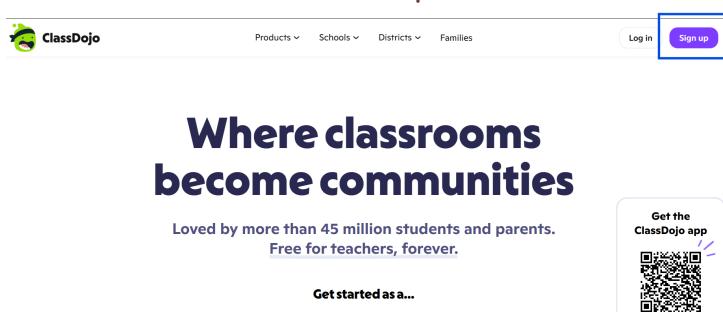
### 5. Getting started

#### 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

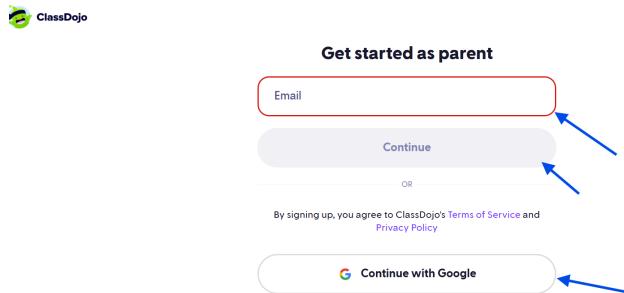
- a. Go to [www.classdojo.com](http://www.classdojo.com)
- b. From the upper right corner, choose Sign up



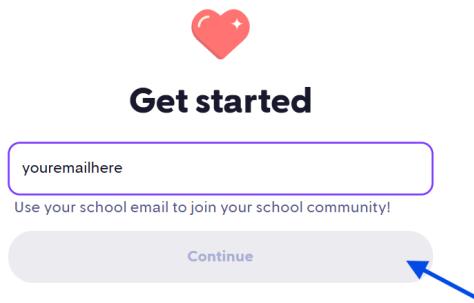
- c. From the pop-up window, choose Parent



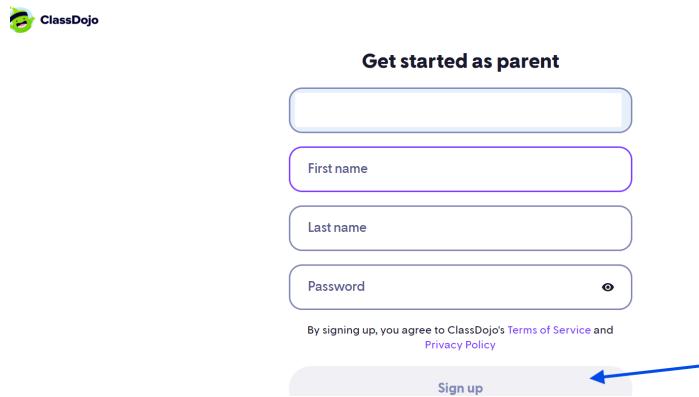
- d. Fill in the email you are using to create the account and click continue. You have the option to create the account with Google.



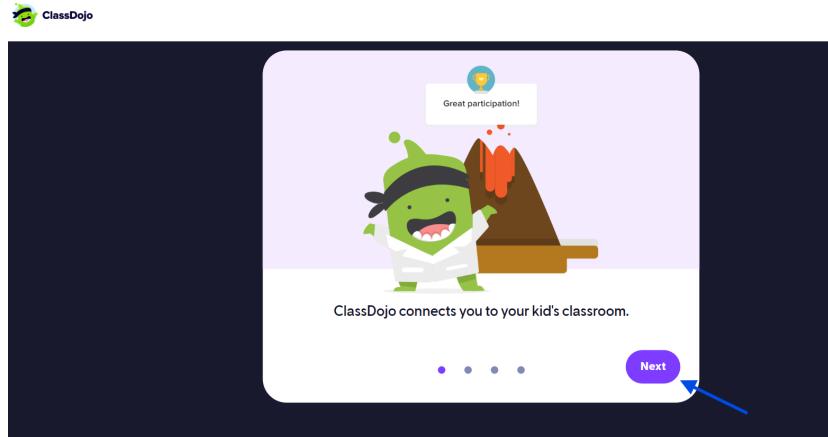
- e. Next page, click continue



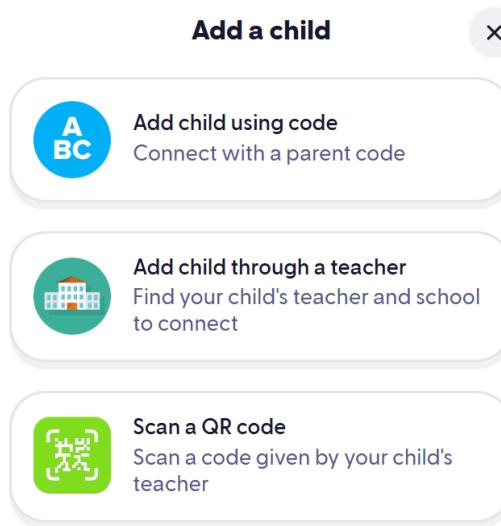
- f. Fill in your information, first name, last name, password, and then click Signup



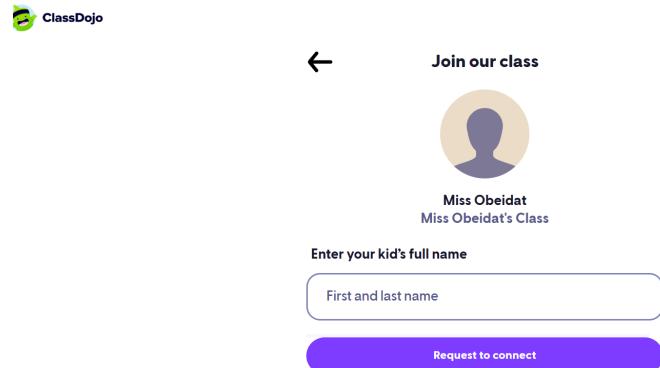
- g. Verify your email by checking your inbox and following the instructions in the email sent by ClassDojo.
- h. After logging in again, ClassDojo shows introductory pop-ups. Click next until you reach the last one, and click Done



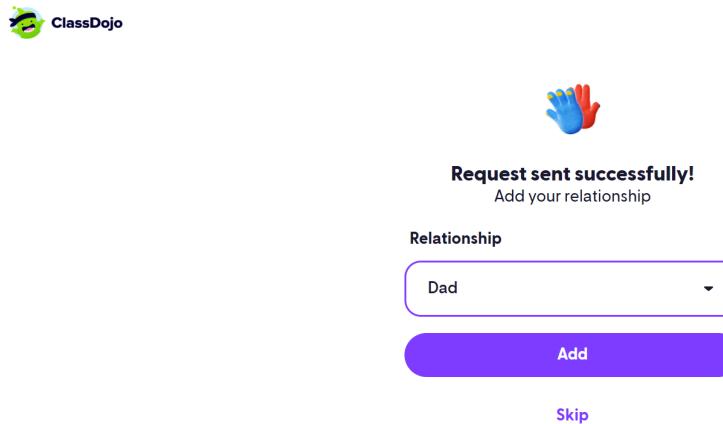
- i. The next window is to add your child; this is based on how the teacher communicates the connection information to parents.



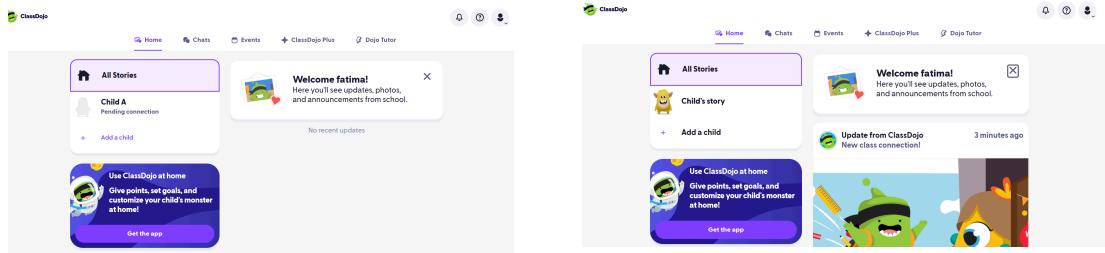
- j. The other way to connect is by visiting a link shared by the teacher/school administration. Once you visit the link, it will ask you to fill in your child's name, then click Request to connect



- 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

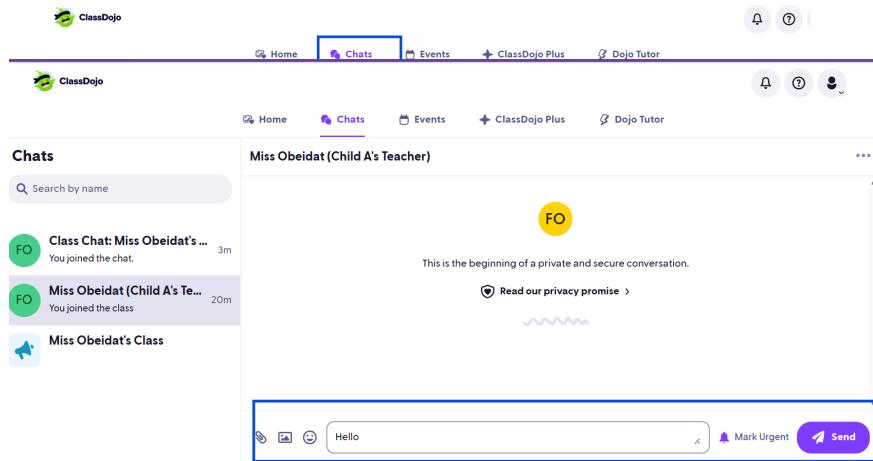


- IV. To delete a comment, hover over the right side and click X. To unlike a post, click the Liked button.



### Task2. Messaging a teacher

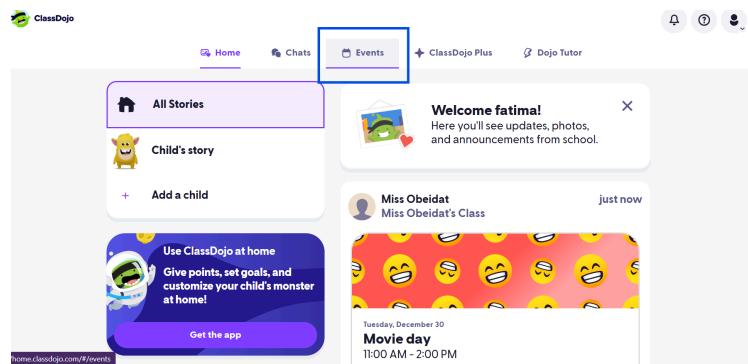
- I. Go to Chats tab, and choose the teacher you would like to chat with.
- II. You can also chat with the teachers and other parents of the class via ClassChat; the broadcast is for teachers' announcements



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 Events tab



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

On the horizon		
<b>29</b> Dec	<b>MONDAY</b> Math's test <b>12:00 PM - 1:00 PM</b>	
<b>30</b> Dec	<b>TUESDAY</b> Movie day <b>11:00 AM - 2:00 PM</b>	

- III. Click on an event to learn more, and to leave a comment

Tuesday, December 30  
**Movie day**  
 11:00 AM - 2:00 PM  
 Bring popcorn and blankets!

**1 Comment**

**fatima Abd (Child A's parent)**  
 So exciting! what movie are you watching?

1m •••

Write 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?"

The image shows the 'Parent Login' screen. It has fields for 'Email' and 'Password'. Below them is a toggle switch labeled 'Keep me logged in'. There are two buttons: 'Sign up' and 'Log in'. A horizontal line with the word 'OR' is followed by two more options: 'Log in without a password' and 'Continue with Google'. At the bottom, there is a link 'Forgot your password?' with a blue arrow pointing to it.

- II. Fill in your email, and click submit

The image shows the 'Reset password' screen. It has a field for 'Email address' and a large purple 'Submit' button. Below the button is a link 'Remember your password? Log in'. The 'Submit' button is highlighted with a blue border.

- 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](mailto: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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