



## Parent's Guide to VSWare Application

### 1. Downloading the app and logging in via a device (phone/tablet etc.)

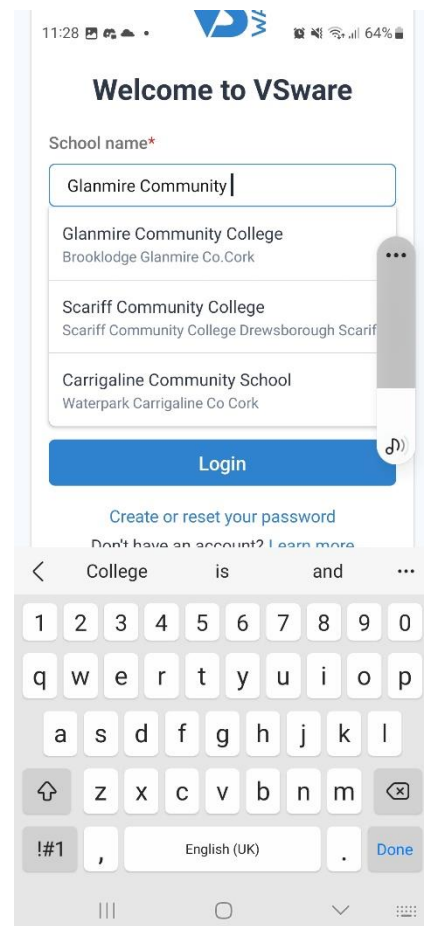
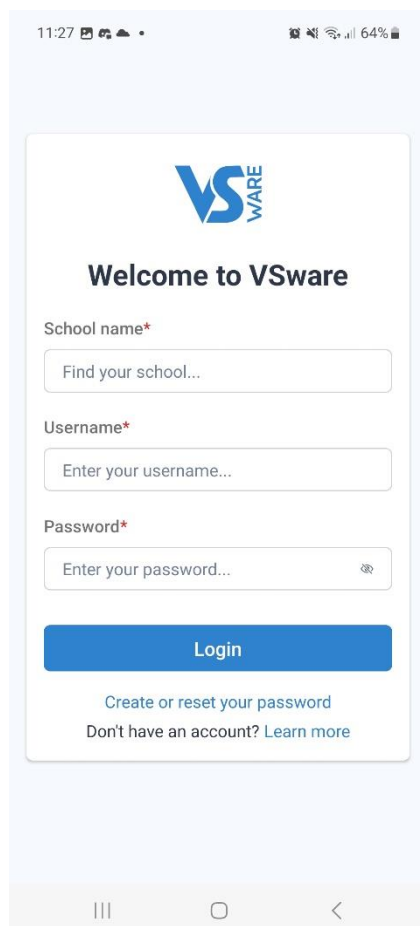
For Android devices: Visit the **Google Play Store** on your device and search for '**VSWare**'



For iOS devices (Apple): Visit the **App Store** on your device and search for '**VSWare**'. Tap '**Install**'.

If you have already downloaded and an update is available, you can tap '**Update**' instead.

Once the app is on your device, start typing the name of the school, then select it from the dropdown list when it appears.



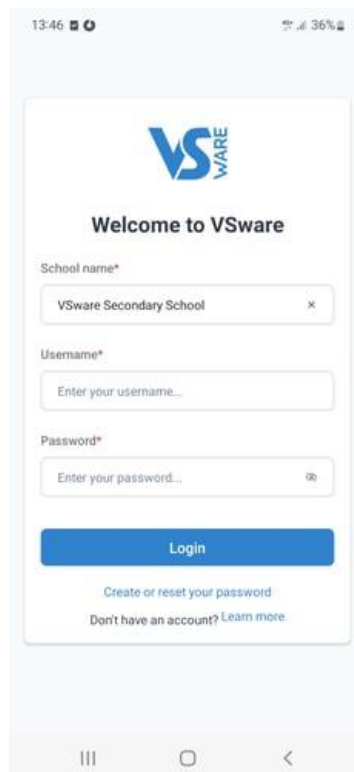
## 2. Username & Password

You will have received a text message from Glanmire Community College with your **username** to access VSWare. Your username is **case sensitive**.

You will now need to set up your own unique **password**, if you haven't already got one (applies to all new parents). You will need to use your mobile phone number that your registered with the school to set up your password.

How to create your password if you don't yet have one.

- If you don't yet have a password, click **Create or reset your password**
- Enter your username and the last 4 digits of your mobile number, hit **Send Code**.
  - You will receive an SMS code on your mobile phone which you then enter, along with your new chosen password.
  - Follow the instructions on screen and hit **Change Password**.
  - You will be brought back to the login screen where you can enter your username, new password and hit **Login**



### Blank screen issue on Android Apps

Some users have been experiencing an issue where they get stuck on the loading screen of the VSware Android App when trying to log in (either a blank screen or a continuous spinning wheel). We have already fixed this issue, but if the problem is still happening for a you, simply to clear the cache in your app settings and the problem will be fixed going forward.

Go to your phone settings app > scroll to VSware and tap on it > tap 'Storage' > tap 'Clear cache' > tap 'OK' > close the app and re-open it.

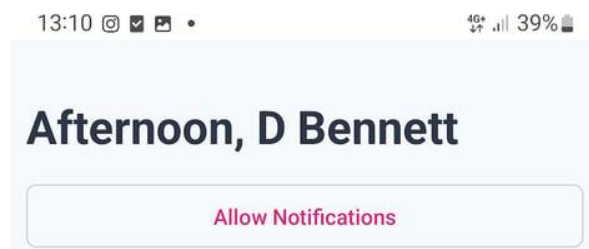
### 3. Turning on Push Notifications for the VSware App

#### What are push notifications?

- They are notifications that appear on your phone's lock screen in the same way that your What's App or SMS messages pop up.

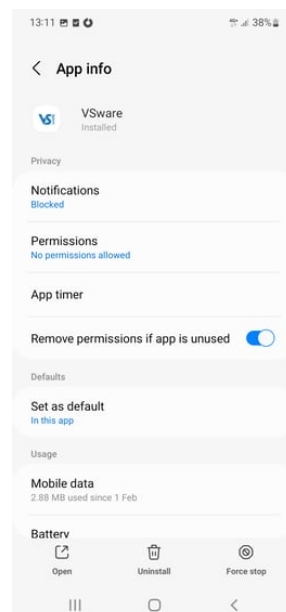
#### How do I know if push notifications are enabled on my phone?

- Log into your VSware app. If there is a button along the top that reads 'Allow Notifications' then you will know that the notifications are **not** turned on.



- If 'Allow Notifications' button does not appear on the top of your screen, this means that notifications are turned on, and you do not need to do anything.

#### For Android phone users:

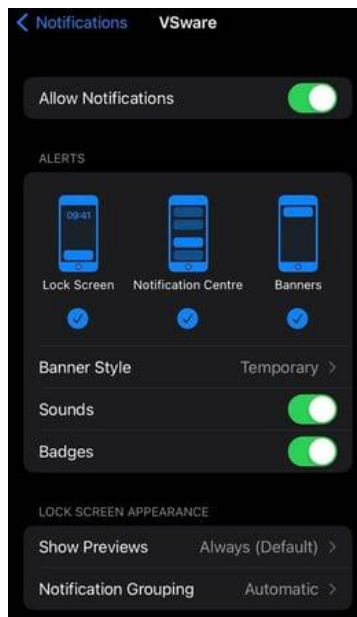


- Tap the 'Allow Notifications' button in the VSware app. It will bring you to the screen on the right (this screen might vary slightly between devices).
- Tap 'Notifications' and turn on the 'Show notifications' button.
- Another way to get to this settings screen:
  - Open your phone's Settings app.
  - Tap **Apps**
  - Scroll to the VSware App

If you have notifications turned on for the app but you are not receiving alerts:

- Make sure you are connected to the internet
- Make sure that Do Not Disturb is off.

**For iOS (iPhone/Apple) phone users:**



- Tap the 'Allow Notifications' button in the VSware app. It will bring you to the screen on the right (this screen might vary slightly between devices).
- Turn on the 'Allow notifications' button in your settings. In addition you can allow the notification to show on your lock screen, in the notification centre and as a banner. You can also set the Banner style. Make sure banners are turned on.
- Another way to get to this settings screen:
  - Open your phone's Settings app.
  - Tap Notifications
  - Scroll to the VSware App

If you have notifications turned on for the app but you are not receiving alerts:

- Make sure you are connected to the internet
- Make sure that you're signed in to your Apple ID.

- Make sure that Do Not Disturb is off.

***Making sure that notifications are enabled for the VSware App will ensure that you don't miss important information that the school sends, for example letting you know that our child is absent without permission or a VS-Mail message.***

### **Biometric login**

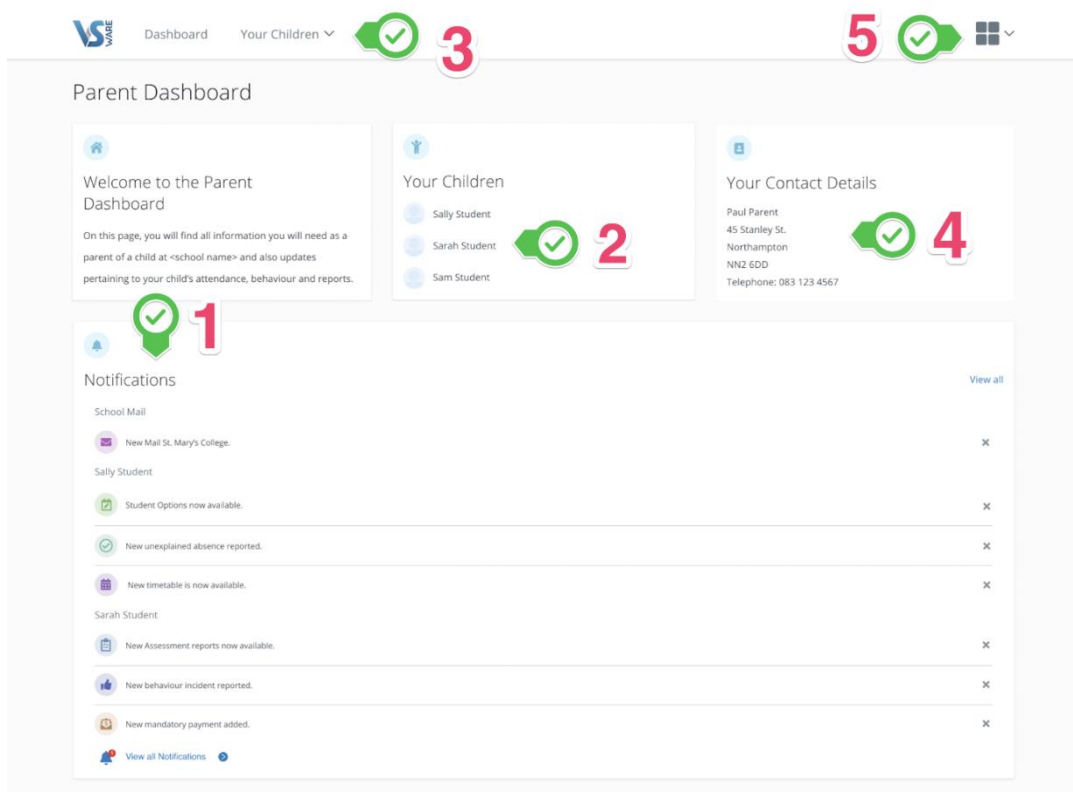
- Parents/guardians can log into their VSware accounts using biometric authentication, provided that their mobile device is enabled with this feature. Biometrics can only be used for logging in to the app on your mobile phone. It cannot be used for tablet, desktop or laptop login.

### **4. Logging into the Parent App via desktop (on a computer/web browser)**

- If you are using a desktop computer or laptop to access the Parent App, you will not need to download anything. You can simply log in via your browser. First, make sure you are using a modern browser. We recommend that you use Google Chrome, Safari or Microsoft Edge. We no longer support Internet Explorer or Firefox.
- Click on <https://glanmirecc.app.vsware.ie/> to access the Glanmire Community College VSWare access portal.
- Enter your username and password and hit **Login**
- ***How to create your password if you don't yet have one.***
  - If you don't yet have a password, click **Create or reset your password**
  - Enter your username and the last 4 digits of your mobile number, hit **Send Code**
  - You will receive an SMS code on your mobile phone which you then enter, along with your new chosen password. Follow the instructions on screen and hit **Change Password**
  - You will be brought back to the login screen where you can enter your username, new password and hit **Login**

## 5. Parent Dashboard

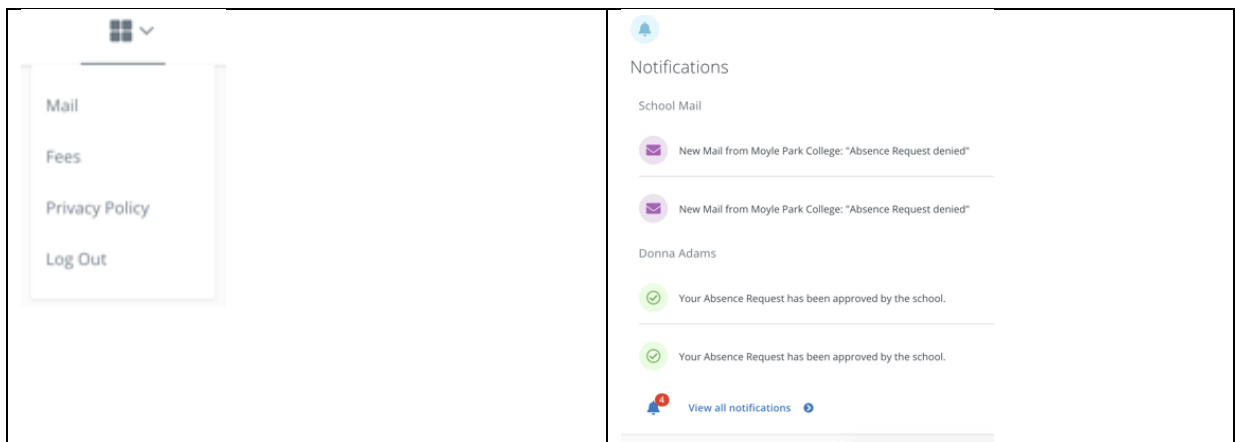
- The dashboard is your one-stop-shop to view live notifications related to your child's attendance, exam results and more. From the Dashboard you can access:



- Notifications**
  - When a notification appears in the main part of the screen, simply click into it to read more. It could be a message for you to read, or there could be an action for you to take, for example, submit student options etc.
- Your Children**
  - The Child Profile section is the central hub for all the information relation to your child. To explore information about your child, click their name either from the dashboard.
  - If you have multiple children at the school but some are missing from this list, contact the school and we will be able to fix this for you. You should only ever have one parent account and all your children should be on it.
- Your Children dropdown menu**
  - The dropdown menu for your children will remain at the top of the page, regardless of which page you're on so you can easily switch between their profiles.
- Your contact details**
  - If these need to be updated, contact the school and we will update your details.

- **'More' button**

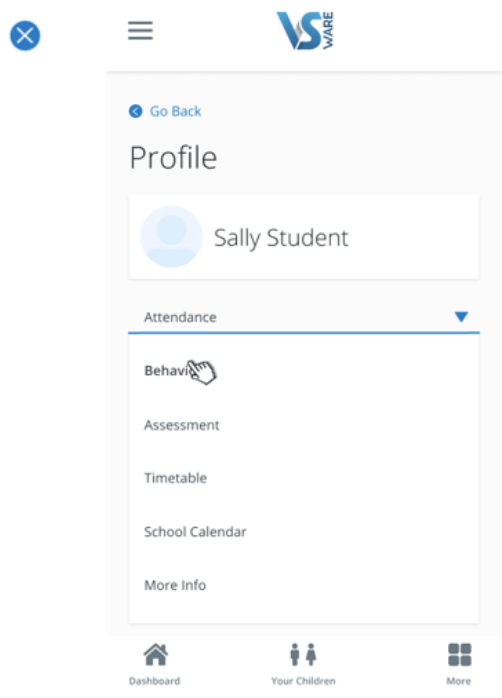
Select this dropdown for quick access to Mail (where you can send and receive messages), Fees, the Privacy Policy and to the Log Out button.



- **On mobile**

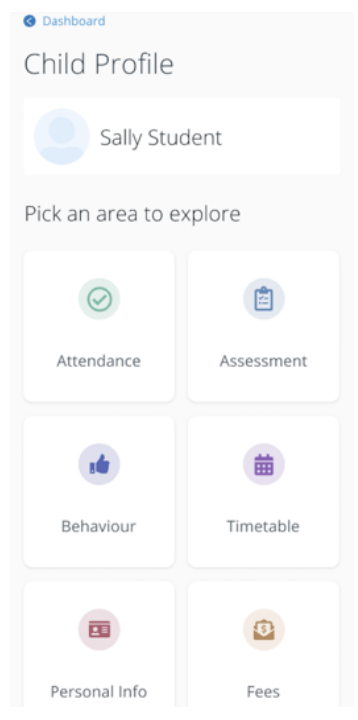
- On a phone, the Dashboard and Child Profile will appear slightly differently, but the same menu items apply.
- Select one of your children on your Parent's Dashboard.
- The school has enabled parents access to assessment, timetable and attendance features. You can click on each of these icons to access the relevant section.
- In attendance, you can view your child's attendance in school. If you've received a notification from the school, it will request you to input an explanation for your child's absence.
- In some cases, your child may be withdrawn, for example for resource teaching. In such cases, your child may indicate some partial absences. You can check the lessons (e.g. Irish) and speak with your child about these absences, if they appear irregular. If you've any queries, please contact your child's class teacher through the school office.

- Dashboard
- Your Children ▾
- Sally Student
- Sarah Student
- Settings ▾
- Student Options
- Student Fees
- Privacy Policy
- Log Out



Navigation menu items: Dashboard, Your Children ▾, Sally Student, Sarah Student, Settings ▾, Student Options, Student Fees, Privacy Policy, Log Out.

Profile Page: Go Back, Profile, Sally Student, Attendance ▾, Behaviour (selected), Assessment, Timetable, School Calendar, More Info. Bottom navigation: Dashboard, Your Children, More.



Child Profile: Sally Student. Pick an area to explore: Attendance, Assessment, Behaviour, Timetable, Personal Info, Fees.