

Step by Step Guide for Setting up and using VSWARE

Please note that you will receive your username by text message in late June or early July.

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

When searching for your school,

1. The 'official' school name – Colaiste an Chroi Naofa

- 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 (that you have received by text) 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**



Turning on Push Notifications for the VSware App

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

Enabling these push notifications to be sent from the VSware App to your device will ensure that you don't miss important information that your school sends such as a VS-Mail message (if your school has opted to use that feature), or a message to say your child is absent from school without an explanation.

Please note that if you do *not* open and read the unexplained absence push notification within 20 minutes (for example if you lose your internet connection), we will automatically send you an SMS, so you can be safe in the knowledge that you will always be kept informed about unexplained absences.

To enable notifications on an **iOS/Apple** device:

1. Go to Settings > Notifications, select the VSware App, and make sure that Allow Notifications is on.
2. If you have notifications turned on for the app but you're not receiving alerts, you might not have Banners selected. Go to Settings > Notifications, select the app, then select Banners.
3. Make sure that you're signed in to your Apple ID.
4. Make sure that Do Not Disturb is off.
5. If you've recently installed the app or restored it from a backup, open the app to start getting notifications.

To enable notifications on an **Android** device:

1. Open your phone's Settings app.
2. Tap **Apps & notifications** or **Notifications**.
3. Scroll to the VSware App
4. Ensure notifications are turned enabled

Logging into the Parent App via desktop

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.
- Start typing the name of your school, then select it from the dropdown list when it appears.
- 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**

Using the App

Parent Dashboard

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

The screenshot shows the Parent Dashboard interface. At the top, there is a navigation bar with the 'V-S WARE' logo, 'Dashboard', and 'Your Children' dropdown. On the right, there are three notification icons: a red '5', a green checkmark, and a grey grid icon. Below the navigation bar, the main content area is titled 'Parent Dashboard' and contains three main sections: 'Welcome to the Parent Dashboard', 'Your Children', and 'Your Contact Details'. The 'Your Children' section lists three children: Sally Student, Sarah Student, and Sam Student. The 'Your Contact Details' section lists Paul Parent, 45 Stanley St., Northampton, NN2 6DD, and Telephone: 083 123 4567. Below these sections is a 'Notifications' section with a 'View all' link. The notifications list includes: School Mail (New Mail St. Mary's College), Sally Student (Student Options now available, New unexplained absence reported, New timetable is now available), and Sarah Student (New Assessment reports now available, New behaviour incident reported, New mandatory payment added). Red callout numbers 1 through 5 are overlaid on the interface: 1 points to the Notifications section, 2 points to the 'Your Children' list, 3 points to the 'Your Children' dropdown, 4 points to the 'Your Contact Details' section, and 5 points to the top right notification icons.

1. 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, make a payment or submit student options etc.

2. 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 who will be able to fix this for you. You should only ever have one parent account and all your children should be on it.

3. **Your Children dropdown**

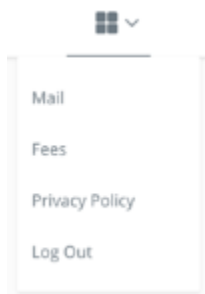
The dropdown menu for your children will remain at the top of the page, regardless of which page you're on so you can easily switch between their profiles.

4. **Your contact details**

If these need to be updated, contact the school who can do this for you

5. **'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.



Notifications

School Mail



New Mail from Moyle Park College: "Absence Request denied"



New Mail from Moyle Park College: "Absence Request denied"

Donna Adams



Your Absence Request has been approved by the school.



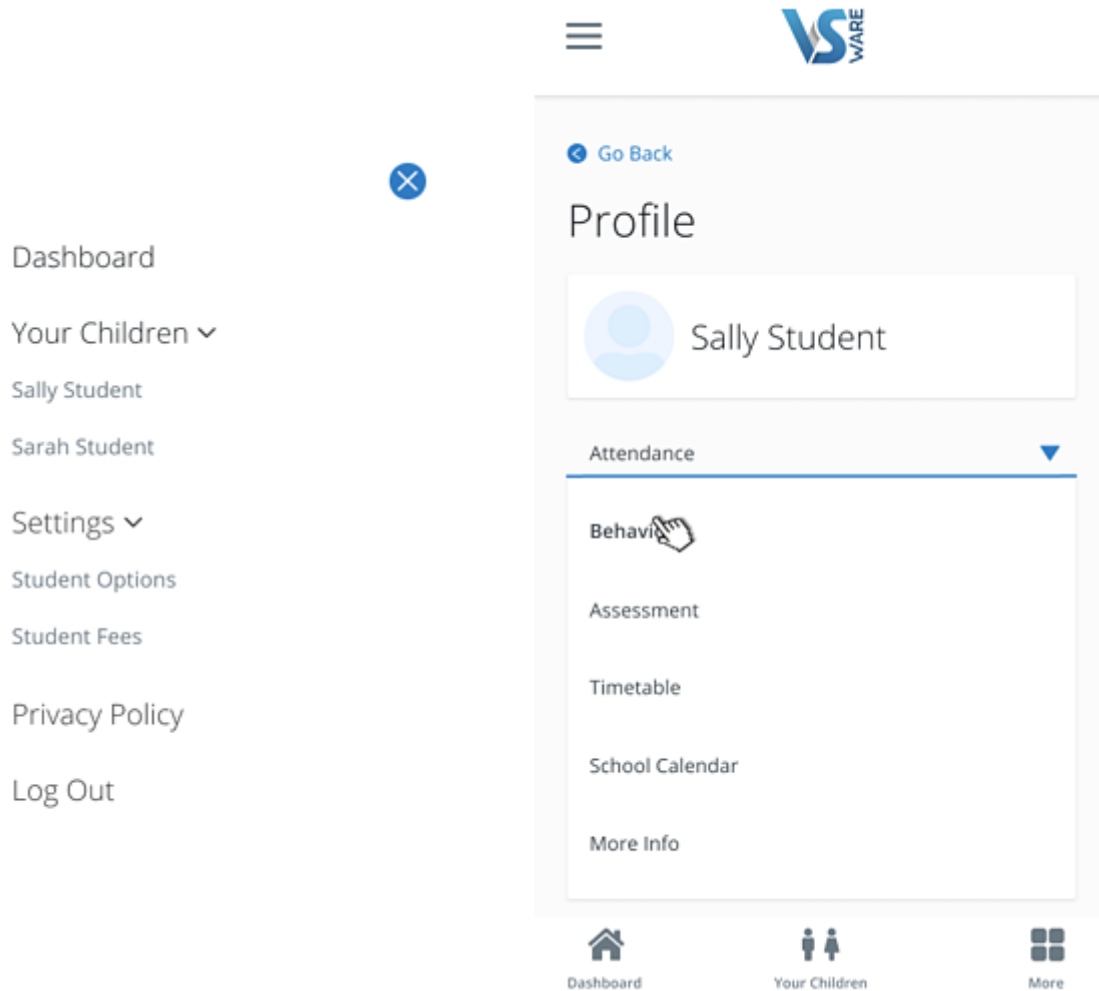
Your Absence Request has been approved by the school.



[View all notifications](#)

On mobile

On a phone, the Dashboard and Child Profile will appear slightly differently, but the same menu items apply.



Child Profile



Sally Student

Pick an area to explore



Attendance



Assessment



Behaviour



Timetable



Personal Info



Fees

If you have any queries please do not hesitate to the email the school at info@ccn.ie