

Parent App - Downloading the app and logging in / Logging into the Parent App via desktop (on a computer/web browser)

Before we get started:

Please note: Even if you have multiple children at the school, you only ever need one account per parent. If you already have multiple accounts and sets of login details, contact the school who can fix this for you.

In order to access VSware, you will need a username and password. If it is your first time logging into VSware, the school must give you:

- Your unique **username**. For example this might be *L.Adams* - **Your username will be sent to you by sms where it is your first time logging in.**
- You create your own unique password via the login screen. Explanation on how to do this is below.

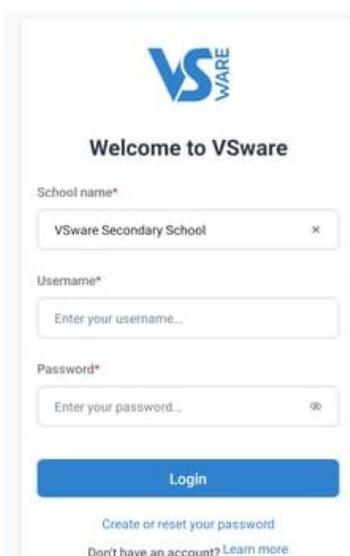
Downloading the app and logging in via a device (phone/tablet etc.)

- 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 your school, (**Scoil Mhuire Community 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**



The screenshot shows the VSware login interface. At the top is the VSware logo. Below it is the heading 'Welcome to VSware'. There are three input fields: 'School name*' with a dropdown menu showing 'VSware Secondary School', 'Username*' with a placeholder 'Enter your username...', and 'Password*' with a placeholder 'Enter your password...'. A blue 'Login' button is positioned below the password field. At the bottom, there are two links: 'Create or reset your password' and 'Don't have an account? Learn more'.

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 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.

Biometric login

Parents/guardians can log into their VSware accounts using biometric authentication, provided that their mobile device is enabled with this feature. This feature has not been extended to student accounts. 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.

Users have a choice to log in via any of the following methods: username & password, fingerprint scan, face scan or a 4 digit pin. If you have enabled biometric login but do not wish to use it any more, you can always default back to your regular username & password to gain access to your account.

To enable biometric login:

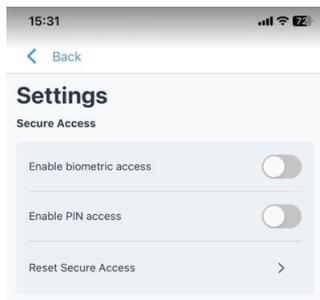
Setting up biometrics on your mobile

Log in to the app and go to the More > Settings.

Tap the button beside 'Enable biometric access' to turn on the feature.

Tap the button beside 'Enable PIN access' to turn on PIN access. You will be brought through the steps to create a new PIN.

If you haven't set up biometrics on your phone yet, you will need to go to your phone's settings and enable it there. After that, you can go back to the VSware app settings to enable biometric login within the app.



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.
- 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

Please see earlier instructions above.