

Parent Guide to VSware App



Contents (click on relevant link below):

- [Downloading the app and logging in via a device \(phone/tablet etc.\)](#)
- [Parent App - VS-Mail](#)
- [Parent App - Submit an Absence Request](#)

Visit <https://support.vsware.ie/en/guides-for-parents> for details on how use the various aspects of the VSware app.

PLEASE NOTE: NOTIFICATIONS NEED TO BE TURNED ON

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**'



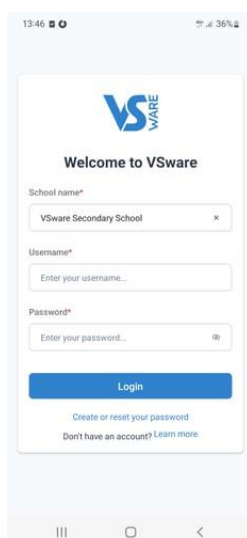
- For iOS devices (Apple): Visit the **App Store** on your device and search for '**VSware**'
- Tap '**Install**'.
- If you have already downloaded and an update is available, you can tap '**Update**' instead.
- Once the app is on your device, start typing the name of your school, then select it from the dropdown list when it appears.

When searching for your school, you can either type -

1. the VSware URL i.e. **myschool**
 2. The 'official' school name i.e. **My School Dublin**
- 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**



Blank screen issue on Android Apps

Some users have been experiencing an issue where they get stuck on the loading screen of the VMware 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 VMware and tap on it > tap 'Storage' > tap 'Clear cache' > tap 'OK' > close the app and re-open it.

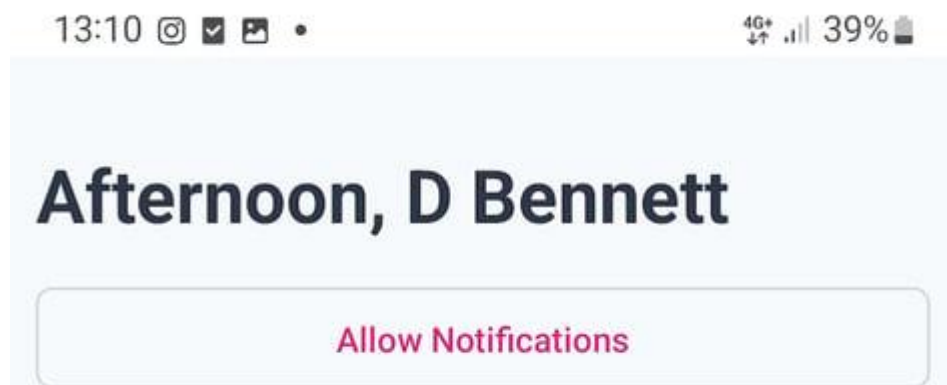
Turning on Push Notifications for the VMware App

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.

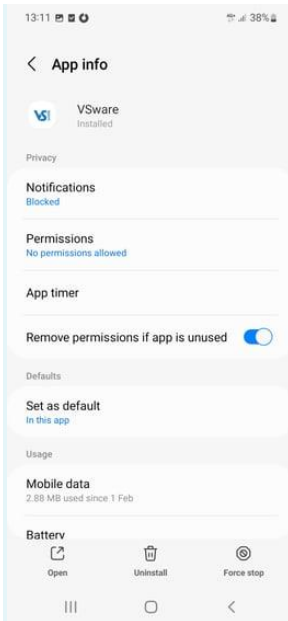
How do I know if push notifications are enabled on my phone?

Log into your VMware 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 there is no 'Allow Notifications' button 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.

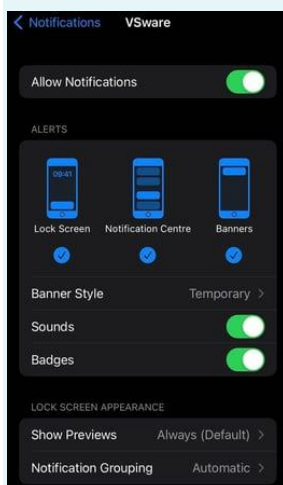
Another way to get to this settings screen:

1. Open your phone's Settings app.
2. Tap **Apps**
3. Scroll to the VSware App

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

1. Make sure you are connected to the internet
2. 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:

1. Open your phone's Settings app.
2. Tap Notifications
3. Scroll to the VSware App

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

1. Make sure you are connected to the internet
2. Make sure that you're signed in to your Apple ID.
3. 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 your school sends, for example letting you know that our child is absent without permission or a VS-Mail message.

Note on unexplained absences: If you do *not* open and read the unexplained absence push notification within 20 minutes, 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.

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.

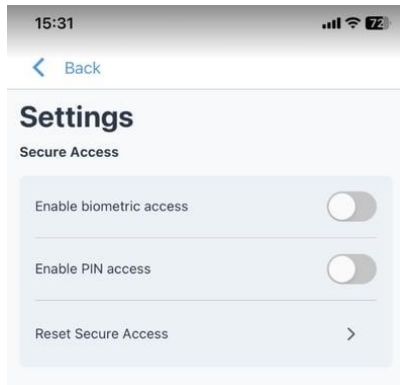
Users have a choice to log in via any of the following methods: username & password, fingerprint scan, face scan or a 4 digit pin. If you have enabled biometric login but do not wish to use it any more, you can always default back to your regular username & password to gain access to your account.

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.

- Tab 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 VShare 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.*

- 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**

Parent App - VS-Mail

How to send and receive messages through your VSware account

Before we begin, here are some FAQ to help you get started.

Q: What is VS-Mail?

A: VS-Mail allows anyone with a VSware account including staff, parents and guardians to send and receive messages to and from their VSware accounts.

It works in much the same way as an email, however all messages are sent between VSware accounts, not using email addresses. The school has enabled that you can send messages to the school account, the Principal, Deputy Principal and Year Heads.

Q: Can I use VS-Mail on my phone?

A: Yes! VS-Mail is available on Android and iOS devices through our brand new Parent App.

To learn more about the Parent App and how to get it, click [here](#).

You can also access VS-Mail on your computer or tablet via the browser (we recommend Google Chrome). To do this, you will need your schools VSware URL (web address) and your Username which the school can give you.

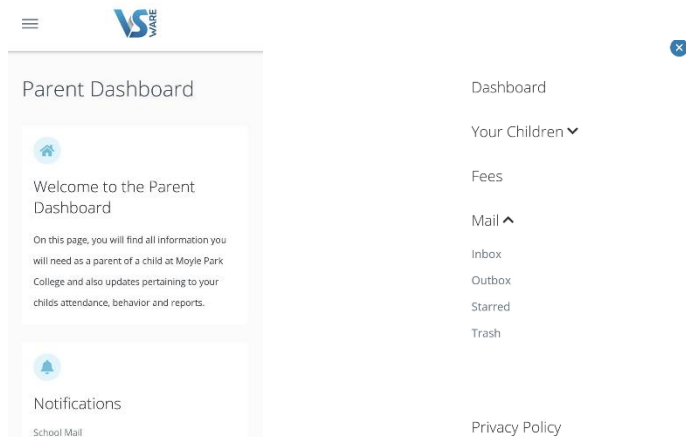
Q: Do I have to pay for sending messages through VS-Mail?

A: No. Messages are sent from one VSware account to another, it is different from a text message/email so there is no cost to the parent/guardian.

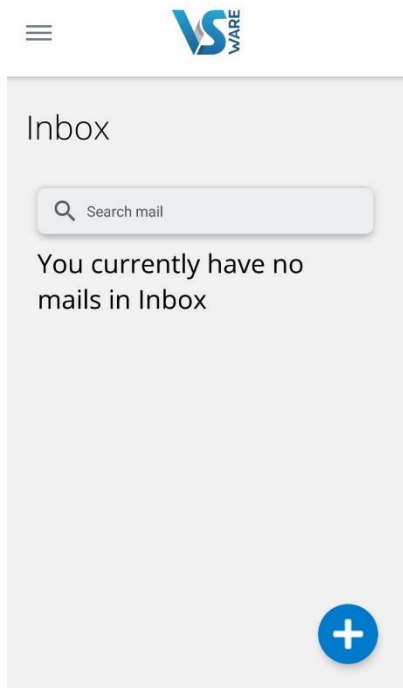
How to use VS-Mail on the app.

Sending a message

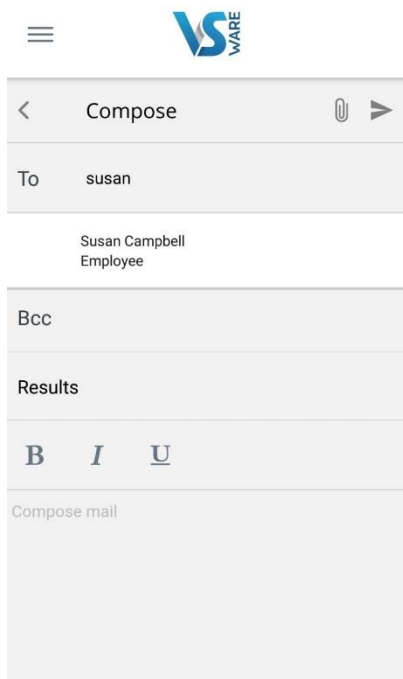
1. Log into your VSware account via your device. Once logged in, you will be brought to the Parent Dashboard. Click on the **menu button (the three horizontal lines)** on the top left.
2. Select **Mail** from the menu on the left > then **Inbox**.



3. Click on the **blue cross** button to compose a new mail.



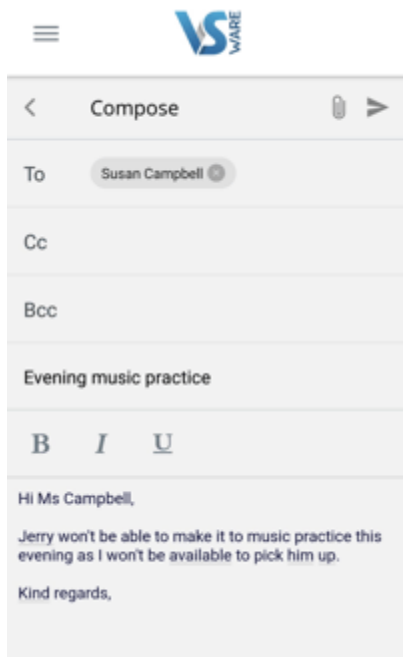
4. The 'To' box will allow you to type the recipient's name. Once you start typing, it will suggest names for you to click on. You will only have access to the contacts that the school has decided to grant access to. If there is someone missing from the contacts, this is why.



5. Compose your message. In this example, a parent has access to send messages to the tutors of his child. Here, the parent is letting the teacher know that his son won't be able to make the evening music practice.

You can format your message using the **bold**, *italic* or underline buttons here. You also have the option to attach a file or CC someone into the message thread, much like an email.

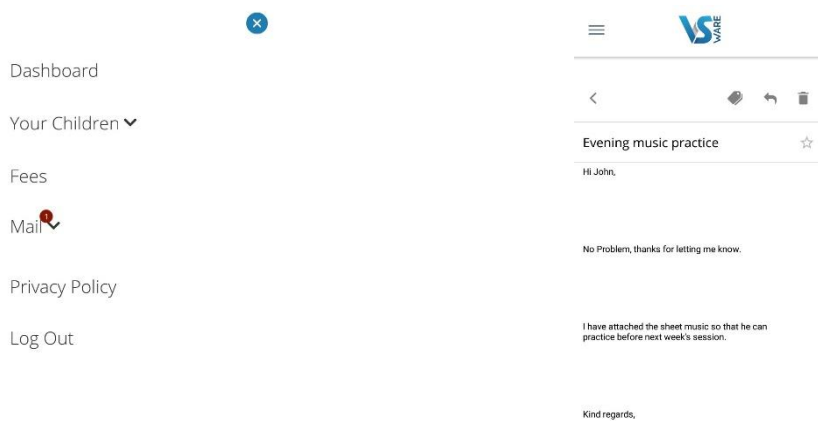
When your message is ready, hit the **send** button (paper airplane) on the top right.



6. Your message has now been sent! The teacher will get a notification on their VSware account to say that they have a new message.

Receiving a message

- When someone sends you a message or you receive a reply to one of your messages, you will get a red notification over the '**Mail**' item in your menu.
- Navigate back to your inbox to read the message.



Replying to messages

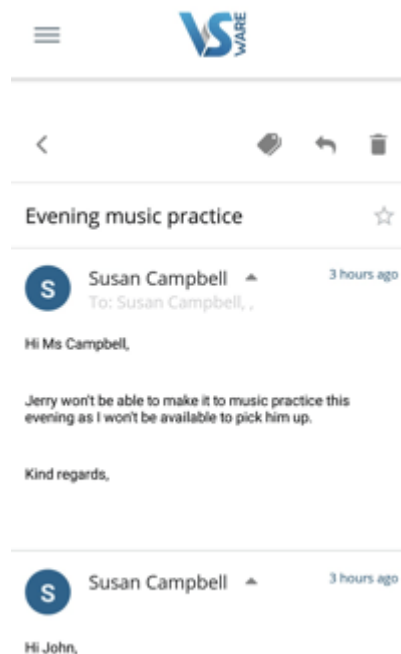
- You will notice in the last image that the **reply button** is available, so in this case you will be able to send a message back to this teacher



- In some instances however, the sender might block replies to messages. This is mostly used when general information is being sent out to parents that does not require a reply.

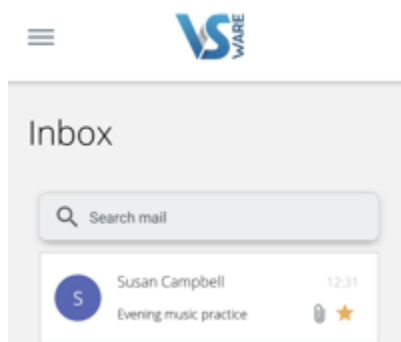
Managing your messages

- Messages and replies in your inbox will appear as a message thread so you can easily read



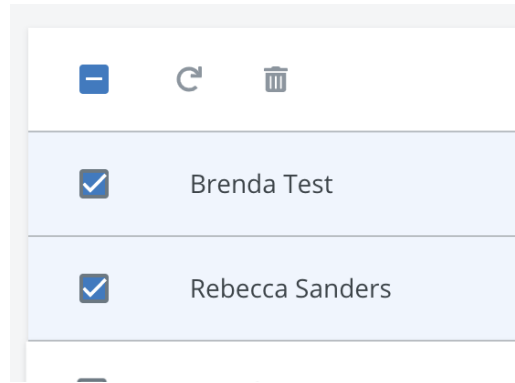
through your conversations.

- Click the **star** icon on important message threads in order to save it to your **starred** folder.

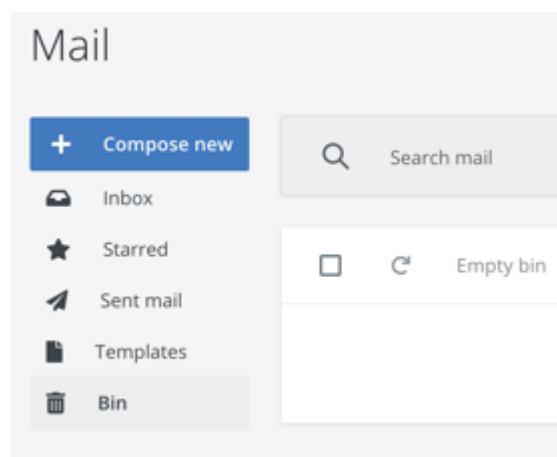


Deleting messages

- Click the trash bin button to move messages into your **bin** folder.
- You can also select multiple messages by checking the **blue box** on the left in your inbox or sent mail folders and then hitting the **bin** button.



- To permanently delete the mails in your bin folder, select the **Empty bin** button.



Labels

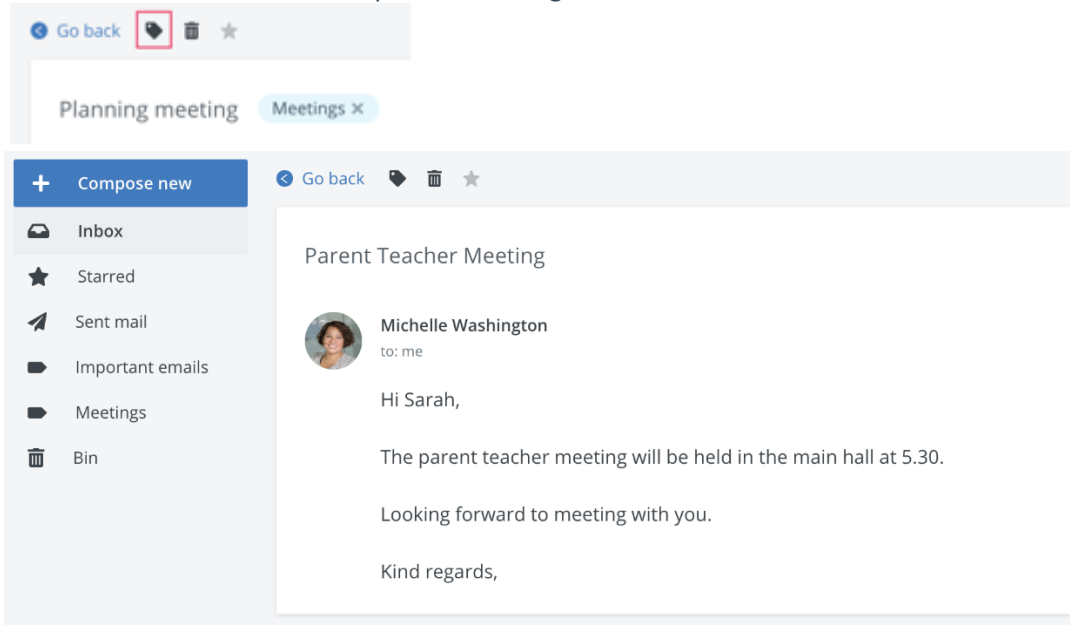
Labels are personal tags that you can create to help organise your messages.

Please note that to create a label, you must be logged in via your browser. Labels cannot be created when you're in the app. However, you can apply a label to a message while in either the app or web application.

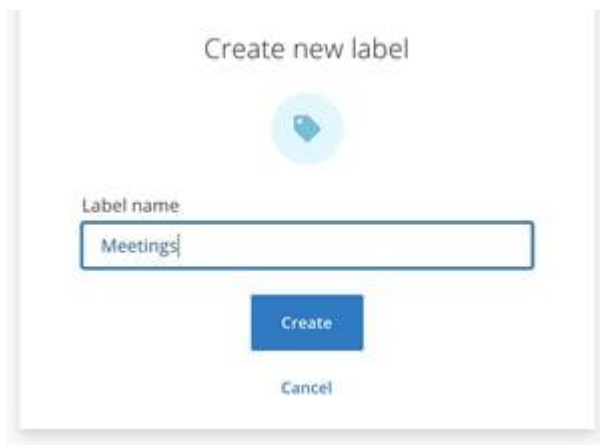
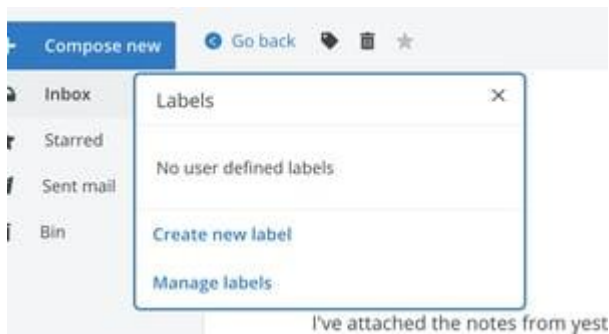
To create a label:

- Click into a message. It can be from any folder.

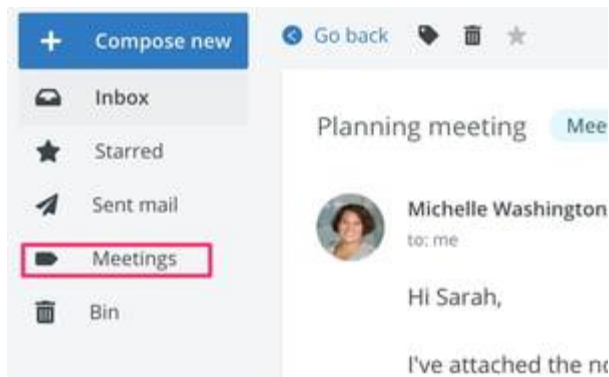
- Click on the **label button** at the top of the message.



- Select **Create new label**, type the name and click **Create**



- Your label will then appear on the left hand panel. You can now access that folder at any time from this button.
- If you want to apply this label to another message, simply click into the label again and tick the label you want to tag.



Parent App - Submit an Absence Request

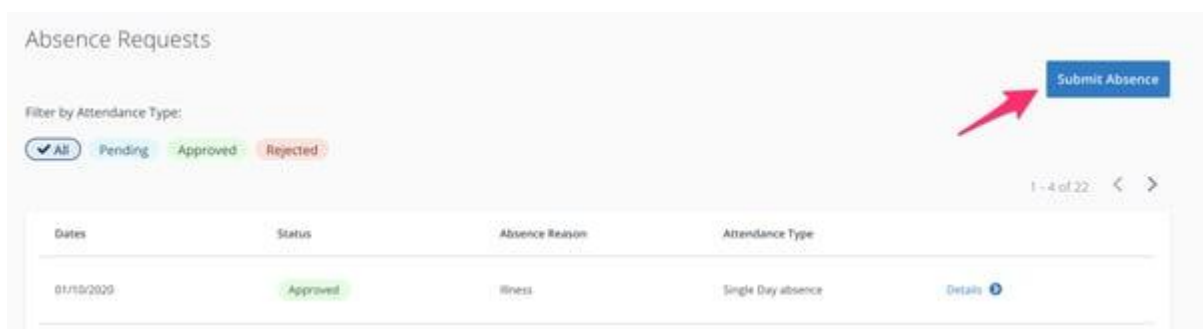
How to submit a past or future absence request to your school as a parent

Submitting absences / Informing the school when your child is absent

[Click here](#) to watch a video of a parent submitting an absence request.

Future absence

- To inform the school that your child will be absent for a holiday, medical appointment etc., go to the main Attendance screen for your child, scroll down to **Absence Requests** and click **Submit Absence**



- Then select either **Single Day** or **Multi Date** and hit **Next**
- Select the **date**, the **type of absence** (holiday, illness etc), and provide a **reason** for the absence
- Hit **Submit**. Your absence request will be sent to the school for approval

Note: if you select **Single Day** you will be given the option to select a **Full Day** or **Partial Day** absence

The screenshot shows a mobile application interface for submitting an absence. At the top, it says 'Submit Absence' and 'Please select the absence type below'. There are two buttons: 'Single Day' and 'Multi Date'. The 'Multi Date' button is selected, indicated by a blue checkmark and a blue border. Below these buttons are 'Next' and 'Go Back' buttons. To the right, there are input fields for 'Date of absence', 'Start Date' (30/06/2020), 'End Date' (10/07/2020), 'Type of absence' (Holiday), and 'Reason for absence' (Sarah will be out of school to visit family,). A 'Submit' button is at the bottom right.

Past, unexplained absence

If your child has been absent in the past without an explanation being given to the school, you can record the reason in one of two ways

- Go to the main Attendance screen for your child, scroll down to **Absence Requests** and click **Submit Absence**
- Select **Past Absence** and hit **Next**

The screenshot shows a mobile application interface for submitting an absence. It says 'Submit Absence' and 'Please select the absence type below'. There are two buttons: 'Past Absence' and 'Future Absence'. The 'Past Absence' button is selected, indicated by a blue checkmark and a blue border. Below these buttons are 'Next' and 'Go Back' buttons.

- Then select the date in question, enter the **type** and **reason** for the absence and hit **Submit**. The information will then be sent to the school

Submit Absence

Please select the unexplained absence from below:

- Unexplained Absence 17/08/2020 [Select](#)
- Unexplained Absence 27/08/2020 [Select](#)
- Unexplained Absence 28/08/2020 [Select](#)
- Unexplained Absence 01/09/2020 [Select](#)

[Go Back](#)

- Alternatively, there will be a notification on in red at the top of the Attendance screen. Click into this to record the reason for the absence

The screenshot shows the 'Parent Dashboard' for Donna Adams. Under the 'Day Attendance' section, there is a notification bar with a red border and an information icon. The notification text reads: '4 Unexplained Absences. Please explain the reason for absence here.' A red arrow points to this notification. Below the notification, a larger version of the notification is shown, with the text: '4 Unexplained Absences. Please explain the reason for this absence on January 27th 2020.' The notification includes an information icon and a close button (X).

Editing and deleting an absence request via the mobile app

- Open the mobile app and go to Attendance > Absence requests > click on 'details' beside a specific request > here you can select the edit or delete pencil.

View Pending Attendance Requests

- On the main attendance screen, scroll down to **Absence Requests**. You can use the tabs along the top to sort according to Pending, Approved or Rejected requests
- Click on **Details** to read further details such as why a request was rejected etc.

Absence Requests

Submit Absence

Filter by Attendance Type:

All Pending Approved Rejected

1 - 4 of 22 < >

Dates	Status	Absence Reason	Attendance Type	
01/10/2020	Approved	Illness	Single Day absence	Details
20/09/2020 - 21/09/2020	Rejected	Illness	Multiple day absence	Details
14/09/2020 - 19/09/2020	Approved	Illness	Multiple day absence	Details