

VSware Parent App - Downloading the app and logging in

This guide explains: what details you need to get started, how to download and log into the app, how to enable notifications & how to use on desktop.

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 just 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*
- 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, 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**



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**

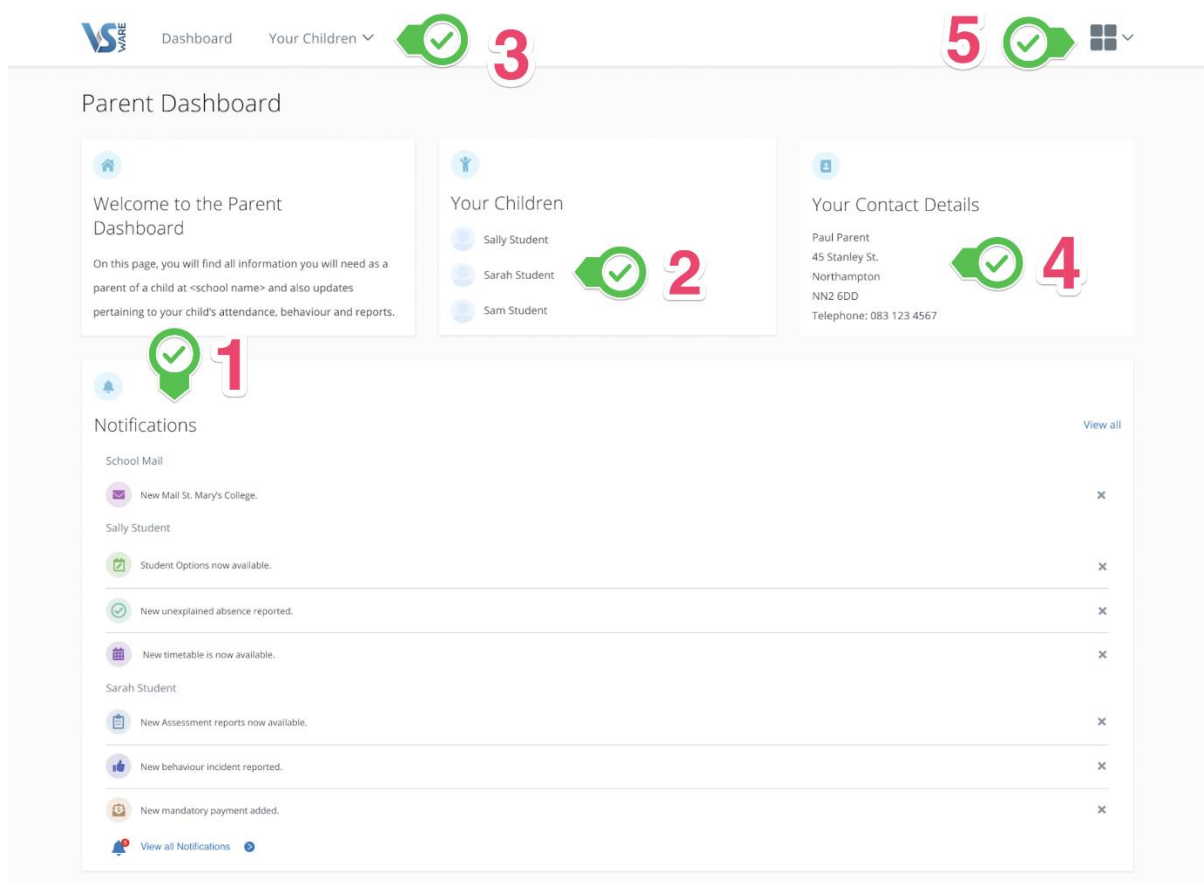
- You will receive an SMS code on your mobile phone which you then enter, along with your new chosen password. Follow the instructions on screen and hit **Change Password**
- You will be brought back to the login screen where you can enter your username, new password and hit **Login**

Parent App - Dashboard

Navigating the Dashboard and accessing your child's profile

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:



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.

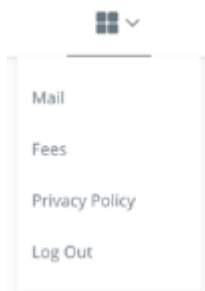
4. **Your contact details**

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

Note: Contact details now shows your email address. If the school doesn't have an email address on record for you, it will say 'Email not set'.

1. **'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.




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

[Go Back](#)

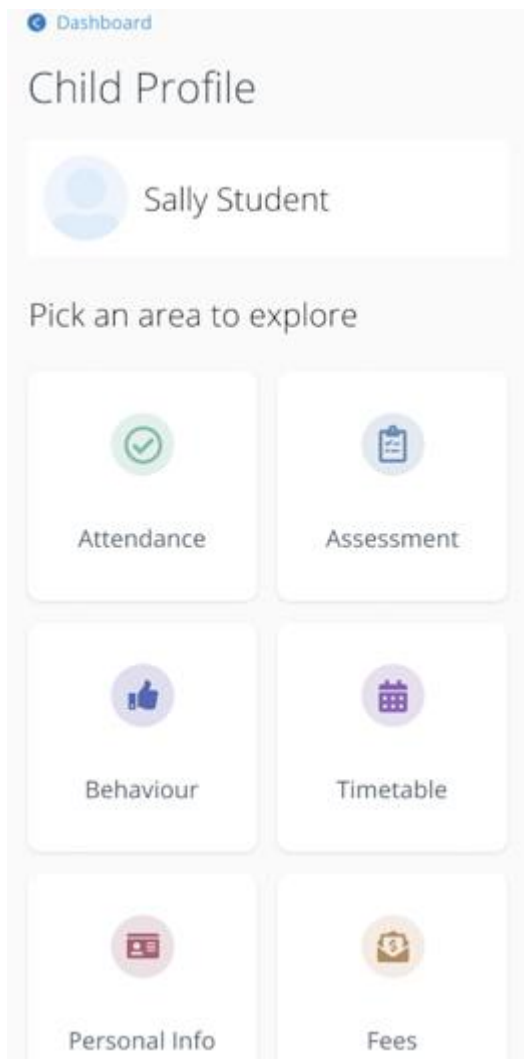
Profile

 Sally Student

Attendance ▾

- Behavior 
- Assessment
- Timetable
- School Calendar
- More Info

Dashboard Your Children More



Parent App - Attendance

Monitor Attendance and submit Absences

Attendance

On the Attendance page you can:

- Monitor attendance by year, month, day, lesson and by subject
- Submit a past or future absence to the school
- View pending attendance requests you have with the school

To get to Attendance page, **select your child's name** from the parent dashboard or from the 'Your Children' dropdown and then click '**Learn more**' under **Attendance**.

**If you get an error message when you try to access Attendance saying that this feature is not available, it means that your school has not turned on the feature that allows parents access to view attendance data and codes. Please contact your school if this is the case.*

Donald Adams

Pick an area to explore

- Attendance**
Monitor your child's attendance at a glance, view records from an entire year or specific lesson.
[Learn More](#)
- Assessment**
View your child's full academic record, track progress over time and download term reports.
[Learn More](#)
- Behaviour**
Keep track of your child's behaviour, monitor progress & teacher feedback.
[Learn More](#)
- Timetable**
View your child's timetable, see realtime data for which lesson they are in at any given time.
[Learn More](#)
- Personal Info**
Overview of your child's key info. Ensure that this is up to date.
[Learn More](#)
- Fees**
Overview of school fees for the year, pay directly via card online.
[Learn More](#)
- Student Options**
Submit next year's subject preferences directly to the school.
[Learn More](#)

Monitoring your child's attendance

Below is a short video of a parent logging in on the **Desktop (WEB) App** to take a look at the attendance of her son. They will see the full breakdown of their son's attendance at the school including any lessons missed during the school year.

See <https://support.vsware.ie/parent-app-attendance> for video

On the main attendance page, you will see an overview of attendance for the **academic year so far**. If your child has been late or absent without providing a reason, this will appear as a notification on this screen, more on that later. You can also select the academic year so you can go to past years and look into their old attendance records.



Child profile

Day Attendance



Donald Adams

Select an academic year ▾

Overview

1 Late. There has been 1 reported late this academic year.

1 Unexplained Absence. Please explain the reason for absence [here](#).

Present Days

Absent Days

Partial Absences

Scroll further down the screen to see a **month by month** overview which will show the latest three month's attendance.


Month by Month Overview

● Present ● Absences ● Partial Absences

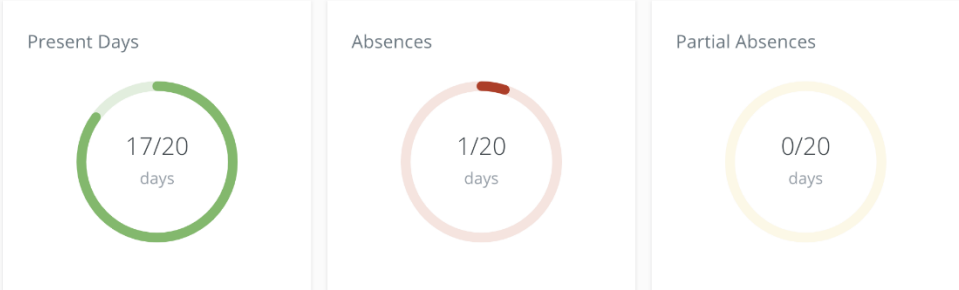


- To dig further, choose a month and select **details**. where you will see an overview for that month, as well as a list of each individual day and the related attendance mark. This can be filtered using the tabs '**All, Present, Absent, Partial**' at the top of the screen.

Attendance for September 2019

 Donald Adams

September Overview



All Present Absent Partial

Date	Status	
Monday September 2nd	Present	Details
Tuesday September 3rd	Present	Details

•To dig even further again, choose a date and click **details**. This will give you a **lesson by lesson breakdown** of attendance on that particular date.

Attendance details

Wednesday, 4th September 2019

Time	Subject	Attendance mark	Notes
08:30	Civic,Social & Political Educ.	Unexplained	
08:30	AM roll call	Unexplained	
09:10	Social, Personal and Health Education	Present	
09:50	Business Studies	Present	
10:30	Assembly	Present	
10:55	Mathematics	Present	

- Back on the child's attendance page, you will also see the Absence Request history where you can also go to submit an absence.

Absence Requests

[Submit Absence](#)

Filter by Attendance Type:

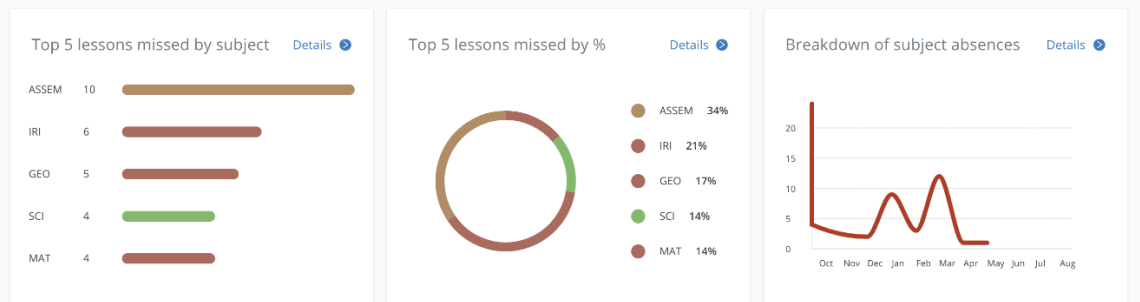
All
 Pending
 Approved
 Rejected

1 - 4 of 17 < >

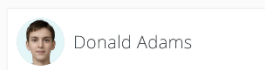
Dates	Status	Absence Reason	Attendance Type	
01/08/2020	Pending	Illness	Single Day absence	Details
17/07/2020 - 19/07/2020	Pending	Illness	Multiple day absence	Details
14/08/2020	Pending	Illness	Single Day absence	Details
06/01/2020	Rejected	Illness	Unexplained Absence	Details

- At the bottom of the main attendance page, you can view attendance **per subject**. Click **details** to get some detailed visualisations as well as **lists according to subject**.

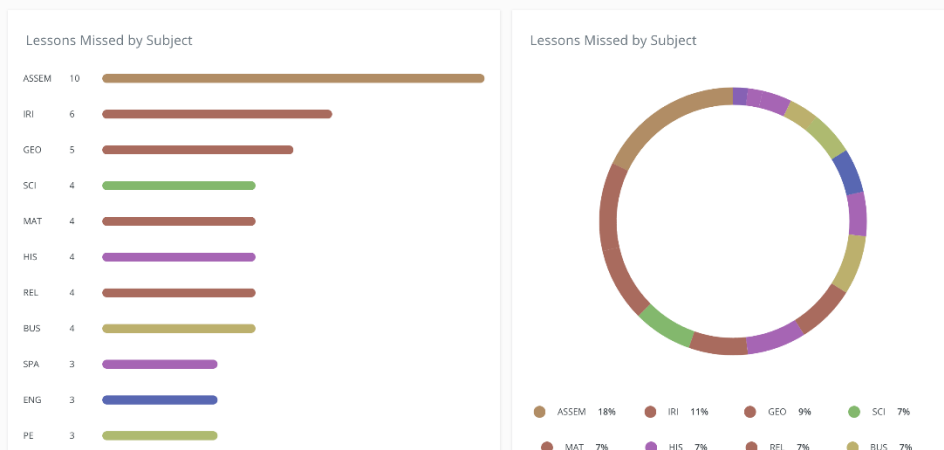
Attendance Per Subject



Attendance Per Subject



2019/2020 Academic Year Overview



Submit Absence Feature

To learn about how you can **submit a future or past absence to the school** via your account, [click here](#). *Please note that if you do not have access to this feature, it is because your school has not enabled it.*

Parent App - Submit an Absence Request

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

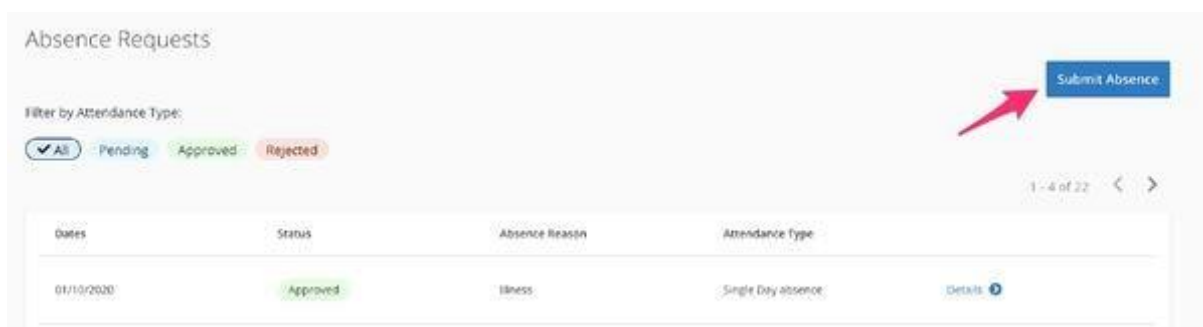
Please note that if you do not have access to this feature, it is because your school has not enabled it.

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. The main heading is "Submit Absence" with a close button (X) in the top right. Below the heading, it says "Multiple days". The form is divided into two main sections. On the left, there are two buttons: "Single Day" and "Multi Date". The "Multi Date" button is highlighted with a blue border and a checkmark icon, indicating it is the selected option. Below these buttons are two buttons: "Next" and "Go Back". On the right side of the form, there are several input fields: "Date of absence" with a sub-label "Start Date" containing the date "30/06/2020" and a calendar icon; "End Date" containing "10/07/2020" and a calendar icon; "Type of absence" with a dropdown menu showing "Holiday"; and "Reason for absence" with a text input field containing "Sarah will be out of school to visit family.". At the bottom right of the form is a blue "Submit" button.

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**

Submit Absence

Please select the absence type below


Past Absence


Future Absence


[Next](#)


[Go Back](#)


- 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

VS WARE Parent Dashboard Your Children

Child profile

Day Attendance

Donna Adams

2019/2020 - Academic Year

Overview

4 Unexplained Absences. Please explain the reason for absence [here](#).

1 Unexplained Absence. Please explain the reason for this absence on January 6th [here](#).

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	Details
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

Below is a sample video of a parent notifying the school of her daughter's upcoming dental appointment. In this video the parent is using the Chrome browser to do

this. She could also have done this using the Mobile App. The video can be accessed here: <https://support.vsware.ie/en/submit-an-absence-request>

Parent App - Timetable

Viewing your child's timetable

Timetable

The Timetable screen will allow you to keep track of your child's daily routine. The red line will indicate the current time of day, so you can see at a glance which class your child is currently in.

To get to Timetable page, select your **child's name** from the parent dashboard or from the 'Your Children' dropdown and then click '**learn more**' under **Timetable**.

Donald Adams

Pick an area to explore

- Attendance**
Monitor your child's attendance at a glance, view records from an entire year or specific lesson.
[Learn More](#)
- Assessment**
View your child's full academic record, track progress over time and download term reports.
[Learn More](#)
- Behaviour**
Keep track of your child's behaviour, monitor progress & teacher feedback.
[Learn More](#)
- Timetable**
View your child's timetable, see realtime data for which lesson they are in at any given time.
[Learn More](#)
- Personal Info**
Overview of your child's key info. Ensure that this is up to date.
[Learn More](#)
- Fees**
Overview of school fees for the year, pay directly via card online.
[Learn More](#)
- Student Options**
Submit next year's subject preferences directly to the school.
[Learn More](#)

- In the Timetable screen, you can view a **week or day** using the dropdown on the top left corner of the screen.
- Use the **Actions** button on the right to print the timetable
- Hit **Today** to bring you back to today's view.

< > Today Actions ▾

FRI

3 4

Print Timetable

July 2020

Week ▲

Week

Day

JUN

☐



Child Profile

Timetable

February 2020

Week



Today

Actions

	SUN 23	MON 24	TUE 25	WED 26	THU 27	FRI 28	SAT 29
8AM							
9AM		Assembly, 9 - 9:05			Assembly, 9 - 9:05		
10AM		English 10:00 - 10:45 Claire Ritches	English 10:00 - 10:45 Claire Ritches	English 10:00 - 10:45 Claire Ritches	English 10:00 - 10:45 Claire Ritches	Computer Studies 10:00 - 10:45 Claire Ritches	
11AM		Geography 11:00 - 11:45 Jane Doe	Biology 11:00 - 11:45 Jane Doe	Biology 11:00 - 11:45 Jane Doe	Biology 11:00 - 11:45 Jane Doe	Geography 11:00 - 11:45 Jane Doe	
12PM		Irish 11:50 - 12:30 Oisín Murphy	Spanish 11:50 - 12:30 Oisín Murphy	Spanish 11:50 - 12:30 Oisín Murphy	Spanish 11:50 - 12:30 Oisín Murphy	Irish 11:50 - 12:30 Oisín Murphy	
1PM							
2PM		Computer Studies 13:20 - 2:05 Michael Wilde					
3PM			Computer Studies 13:20 - 2:05 Michael Wilde	Computer Studies 13:20 - 2:05 Michael Wilde	Computer Studies 13:20 - 2:05 Michael Wilde	English 13:20 - 2:05 Michael Wilde	
4PM							

Parent App - Assessment

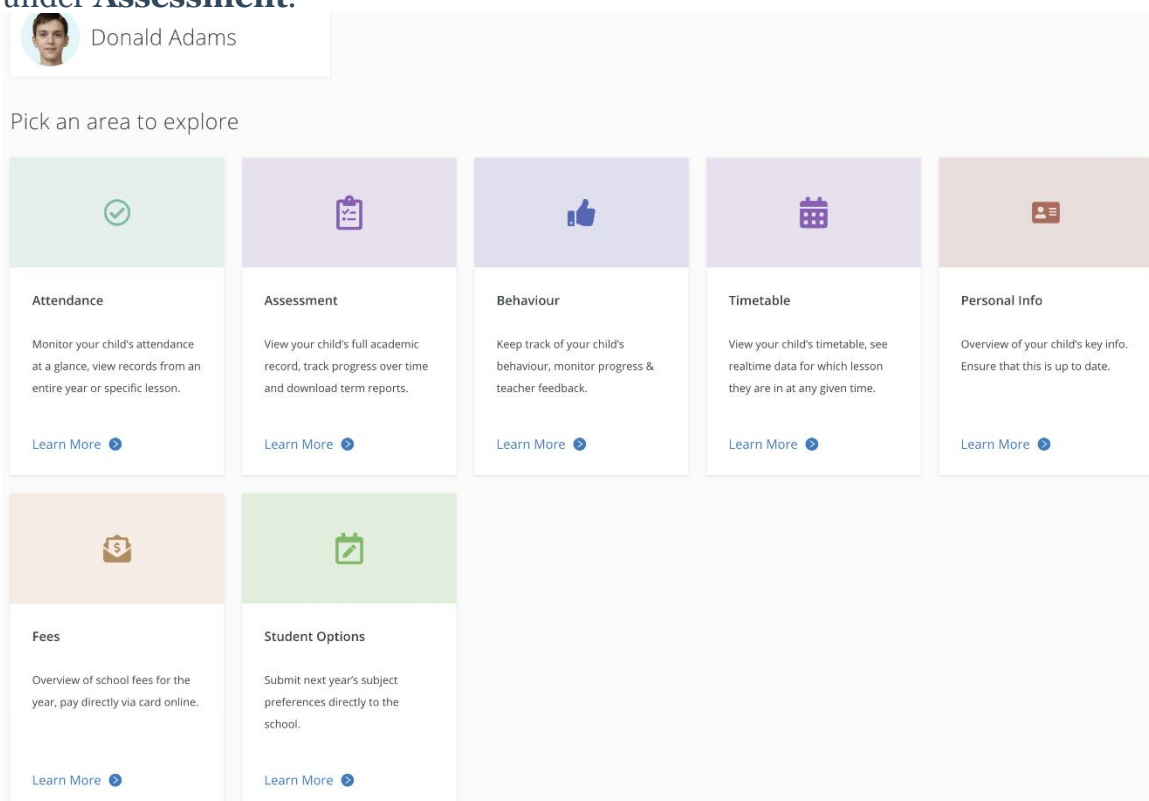
Keeping track of your child's academic record and assessments

Assessment

On the Assessment page you can:

- View your child’s full academic record
 - Track progress over time
 - Download term reports
-
- Please note: if the **Actions** and **Download Results button** does not appear, please contact your school, as they have not set up a Exam Print Template for the Assessment in question


To get to Assessment page, **select your child's name** from the parent dashboard or from the 'Your Children' dropdown and then click '**learn more**' under **Assessment**.



Viewing the Academic record


When you enter the Assessment page, you can choose to view either State CBA (Continuous Bases Assessment) or Term reports.

Assessment



Donald Adams


Select the type of Assessment you would like to view



State CBA

Continuous Based Assessment of your child for the full academic year.

[Learn More](#)



Term Reports

Here you will find a breakdown of how your child's performance on their last exam.

[Learn More](#)

State CBA:

- Click **learn more** under **State CBA**.
- Select an **academic year** and then select an **exam** such as 'Christmas 2019'
- You can then browse through the results of this CBA. Each subject is colour coded according to the colour on the timetable.
- To download the CBA results, select **Actions** and **Download Results**

[Go Back](#)

State Continuous Based Assessment

Sally Student

Select an exam ▾

- Christmas 2015 - 2016
- Halloween 2016 - 2017
- Spring 2017 - 2018
- Summer 2018 - 2019

Actions ▾

Download Results

1.1 English

CBA 1

TEACHER

D. Bergnaum

GRADE DESCRIPTORS

Overall Grading

Yet to meet expectations

WORK HABITS

Homework

Very good

Behaviour

Very good

Participation

Needs attention

TEACHER FEEDBACK ON LEARNING

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

2.1 Woodworking

CBA 1

TEACHER

T. Smythe

GRADE DESCRIPTORS

Overall Grading

Yet to meet expectations

WORK HABITS

Homework

Meh

Behaviour

Dece

Participation

Alright

TEACHER FEEDBACK ON LEARNING

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Term Reports:

- Click **learn more** under **Term Reports**.
- Select an **academic year** and then select an **exam**.
- You can then browse through the results of this exam. Each subject is colour coded according to the colour on the timetable.

- To download the exam results, select **Actions** and **Download Results**



Dashboard

Your Children ▾



[Go Back](#)

Term Reports



Sally Student

Select an exam ▾

Christmas 2015 - 2016

Halloween 2016 - 2017

Spring 2017 - 2018

Summer 2018 - 2019

Actions ▾

Download Results

Art

D3 / 42

TEACHER

D. Bergnaum

COMMENT BY D. BERGNAUM

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

GENERIC BACON

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

English

76

TEACHER

L. Feil

COMMENT BY D. BERGNAUM

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

GENERIC BACON

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Math

C1 / 67

TEACHER

J. Wisoky

COMMENT BY J. WISOKY

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Practical Chicken

Sleek Rubber Chips

Unbranded Chicken

Gorgeous Rubber Chips

Intelligent Soap

Tasty Frozen Table

YEARHEAD COMMENT BY D. BERGNAUM

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut

