Coláiste Bríde

Templeshannon, Enniscorthy, Co. Wexford.

5th November 2020

Dear Parent/Guardian,

Our school administration software VSware has released smart phone apps that will improve communication between the school and home.

The VSware App is available to download from both the Android Google Play Store and the iPhone App Store. The App allows parents to view attendance, access exam reports, pay fees, receive messages and notifications and submit absence requests.

The Submit Absence Feature of the App will allow you to inform the school that your daughter/ward has been or will be absent from school. The absence request will replace the tear out notes from the school journal. This will in time be a more efficient, convenient and environmentally friendly means of recording absences for both parents and the school.

Initially the VS Mail message and notification feature of the App will be used to send you the letters and updates that you have been receiving by text message from the school. The current cost of sending text messages is very high and using the VSware app will result in a significant saving for the school. From Monday, November 9th all notifications and letters, with the exception of emergency texts, will be sent to your VSware account. However, all letters sent to parents will still also be available to access on our website.

Notifications from the App will appear on your device's lock screen in the same way that your What's App or SMS messages pop up. It is important that you enable push notifications for the VSware App to ensure that you do not miss out on the updates and important information that we will send you. Please note that if you do not open and read the unexplained absence push notification within twenty 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.

As we become more used to the mail feature it will be used to allow parents and guardians to send messages to the school regarding their daughter/ward.

As your VSware username and password can be used to access your daughter/wards data and the various features of the App such as submitting requests for students that have been absent, it is important that parents/guardians do not share their log in details.

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A guide created by VSware on how to download and use the App is attached to this letter. They have also created demonstration videos which can be accessed at this link: https://support.vsware.ie/parent-app-overview.

Even if you have multiple children attending Coláiste Bríde you only need one account per parent. If you already have multiple accounts and sets of login details, contact the school and we will fix this for you.

Please do not hesitate to contact the school if you need any other assistance with VSware.

Yours sincerely,

Kiera O'Sullivan
Principal
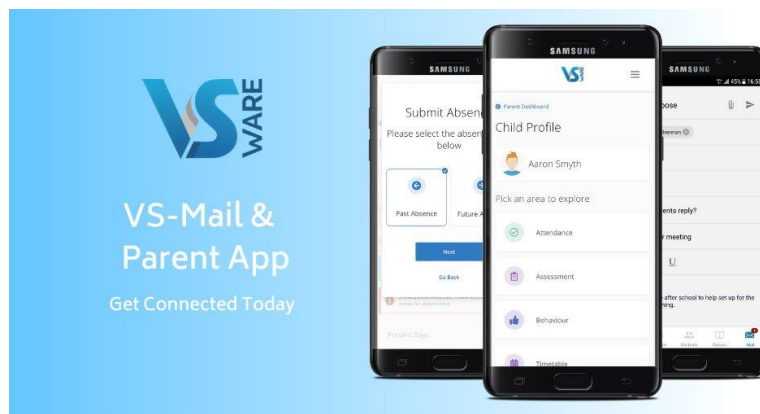
VSware Parents' App Guide

This guide will show you how to:

- **Download the app**

- **Turn on push notifications for the App**

- **Navigate the App Dashboard**

- **Submit an absence request**

- **Monitor attendance**

- **Use the mail function**

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 and we will fix this for you.*

➢ *In order to access VSware, you need your username and password.*

Downloading the app and logging in on your phone

- 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**
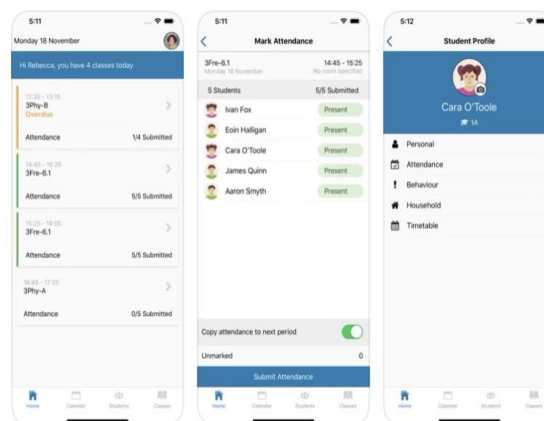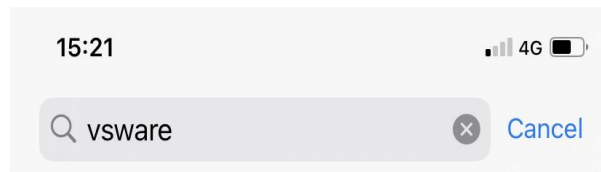
- Tap '**Install**'

- 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, you can either type -

   1. the VSware URL i.e. **colaistebrideenniscorthy.vsware.ie**

   2. The 'official' school name i.e. **Colaiste Bride Enniscorthy**

- 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 informing you of the absence.

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 an 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

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:
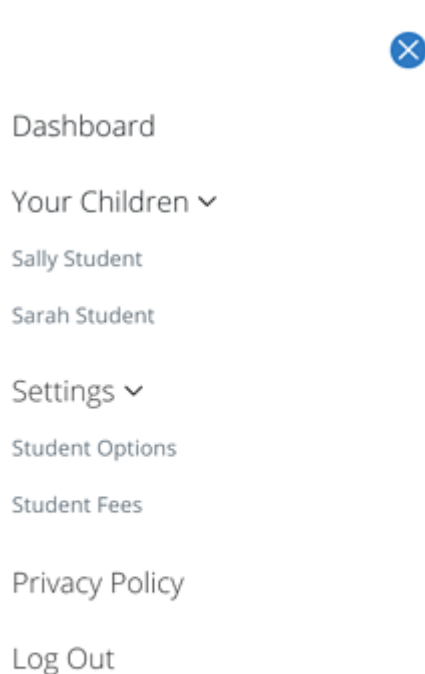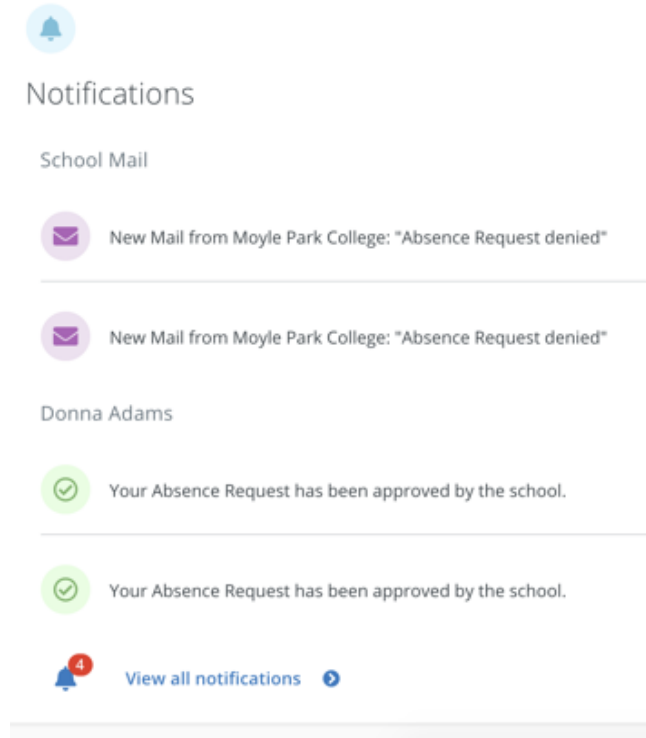
Image 1;   Image 2;

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.
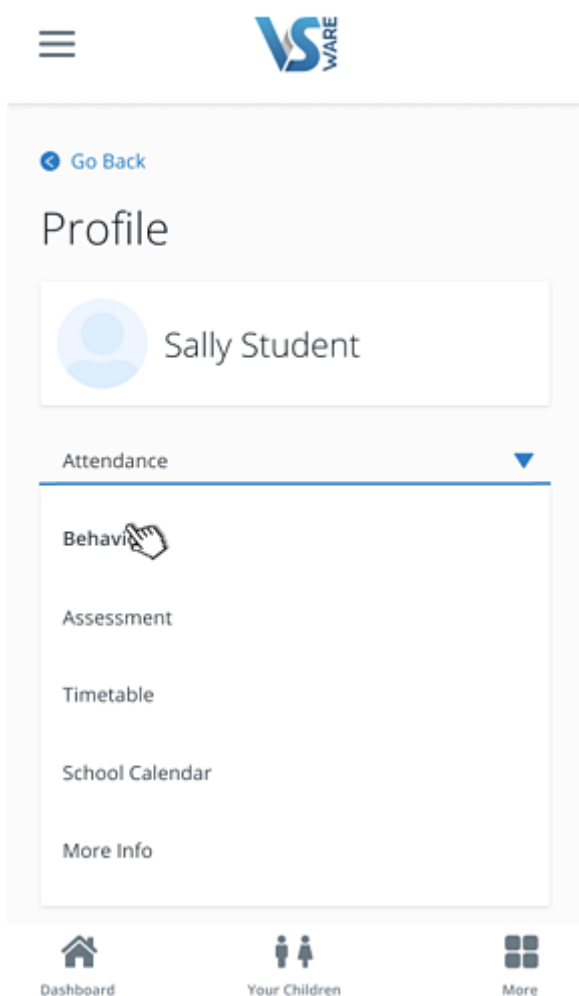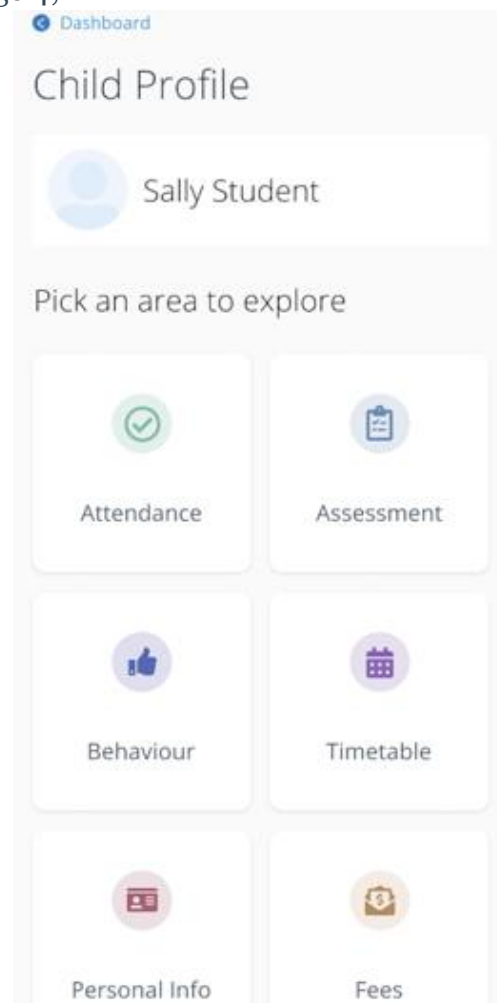
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Submit an Absence Request

➤ **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

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**

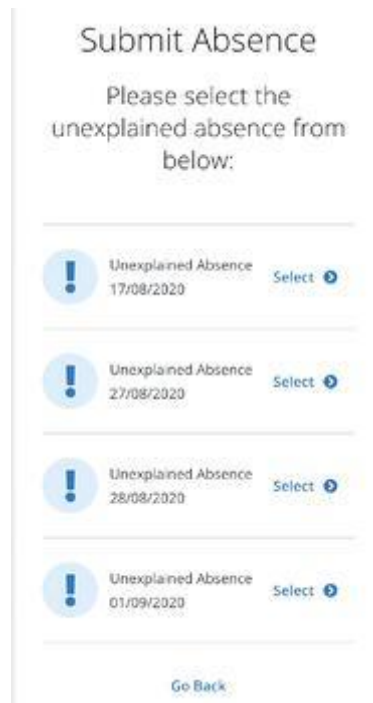- Select **Past Absence** and hit **Next**

Submit Absence

Please select the absence type below

- 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

- 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

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.

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.**

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.
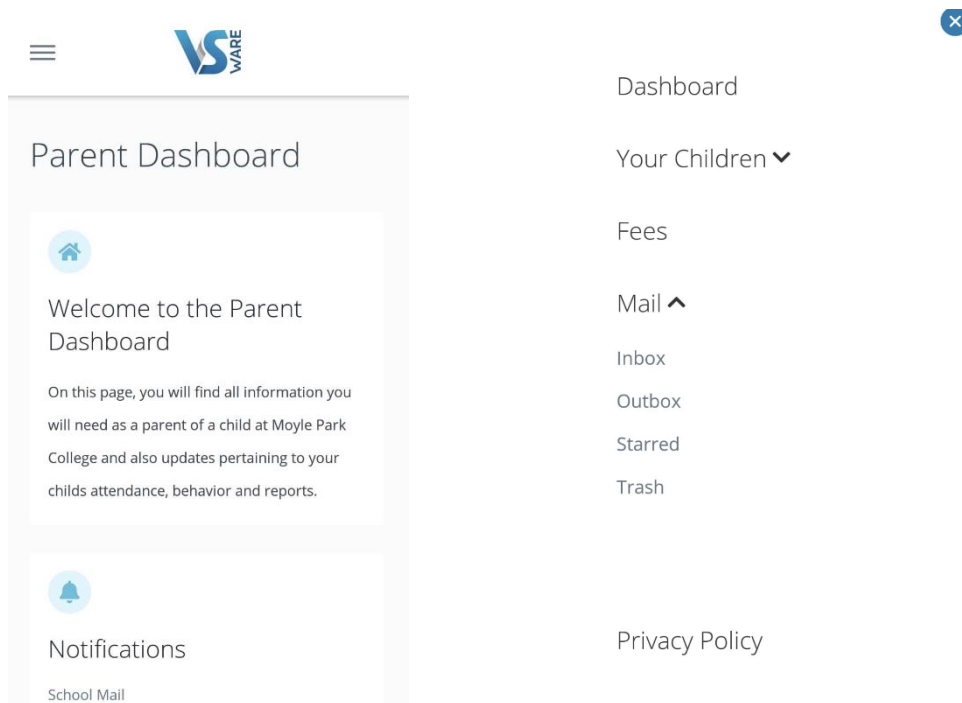
2. Select **Mail** from the menu on the left > then **Inbox**.

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.
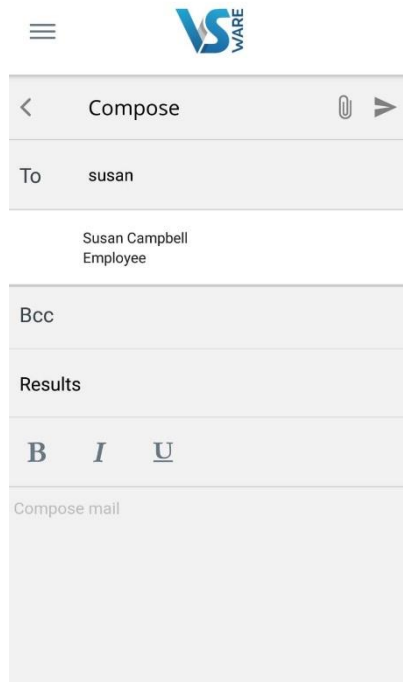
Assessment

From the Dashboard you can also access all of your daughter's important assessments and reports: