

## How to set up VS Ware Communication App

### Helpful Videos:

<https://support.vsware.ie/en/parent-app-overview>

<https://support.vsware.ie/en/parent-guide-to-vs-mail>

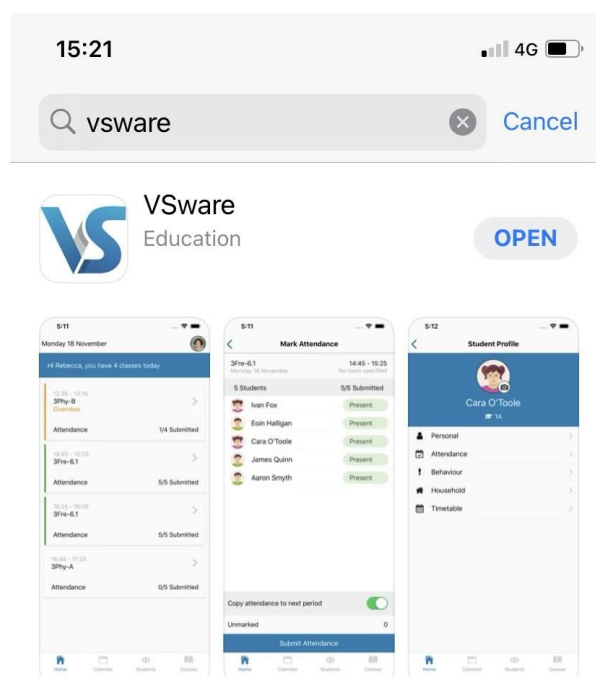
<https://support.vsware.ie/en/a-parent-sending-an-absence-request>

### 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, you can either type -

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

2. The 'official' school name i.e. **Ballyhaunis Community School**

- Please follow the instructions on the text received from the School to complete your registration and activate your account.
- On your first time logging in you will need to create a password

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 WhatsApp 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 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;

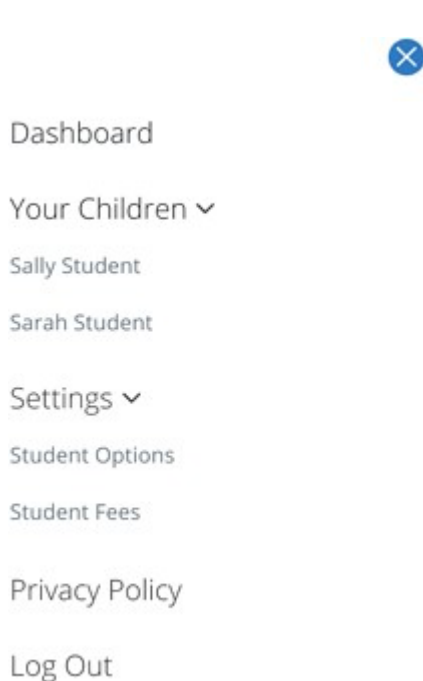
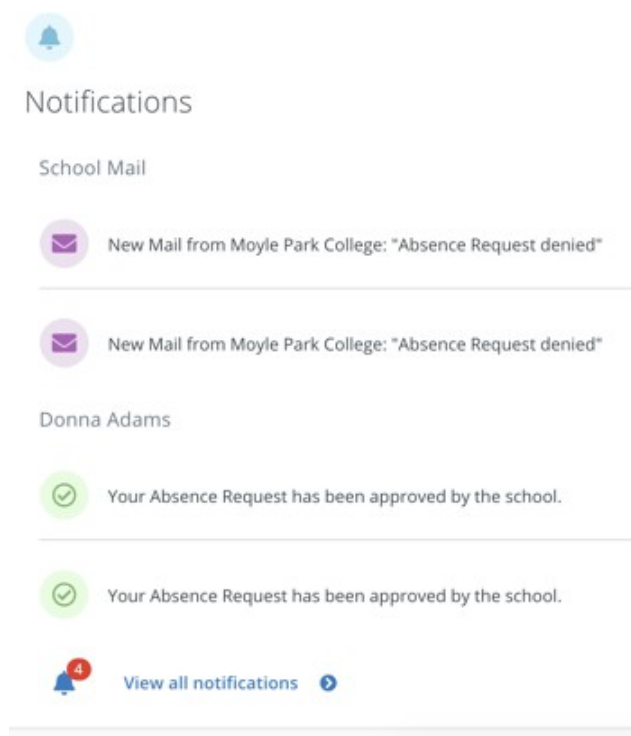


Image 2;



### 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 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.

Image 3;

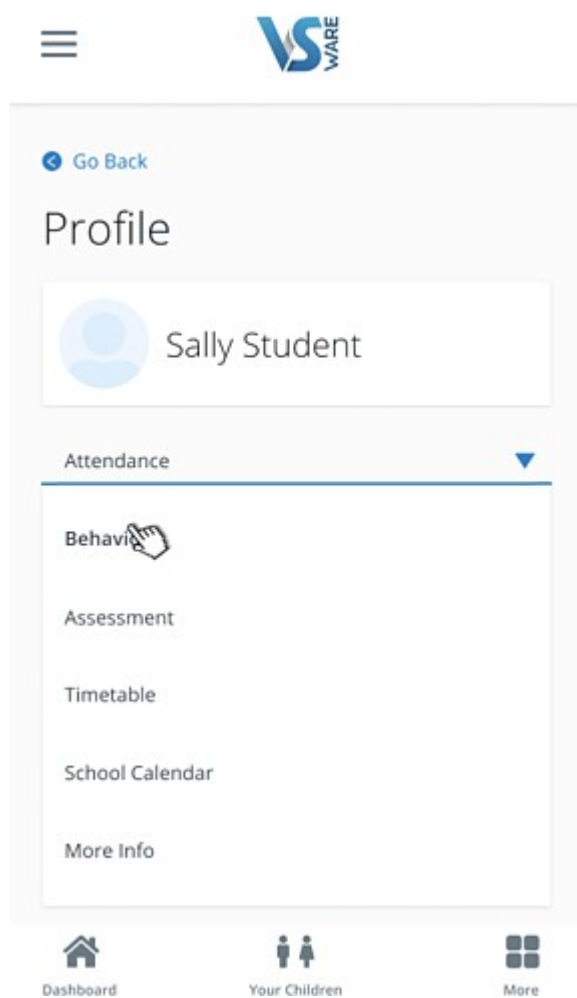
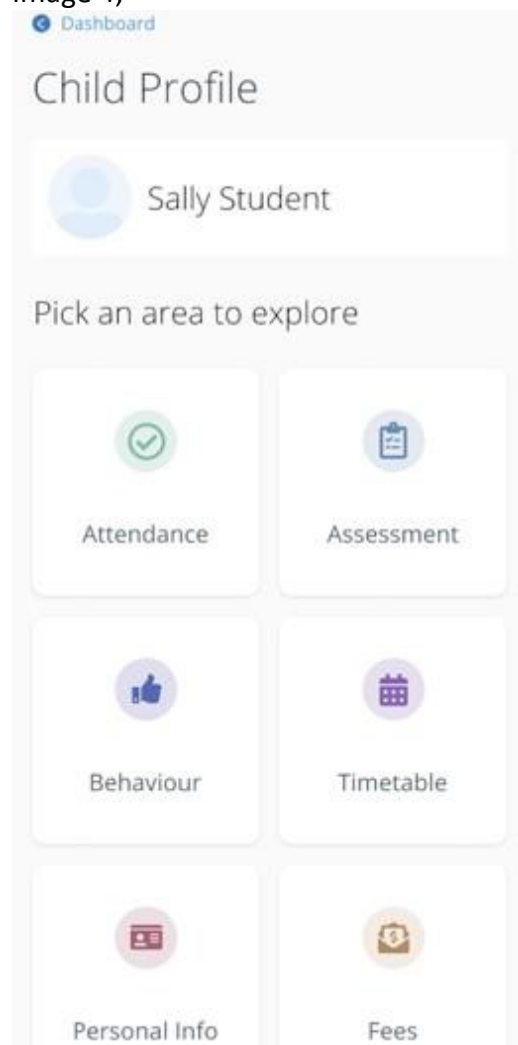


Image 4;



## 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.*

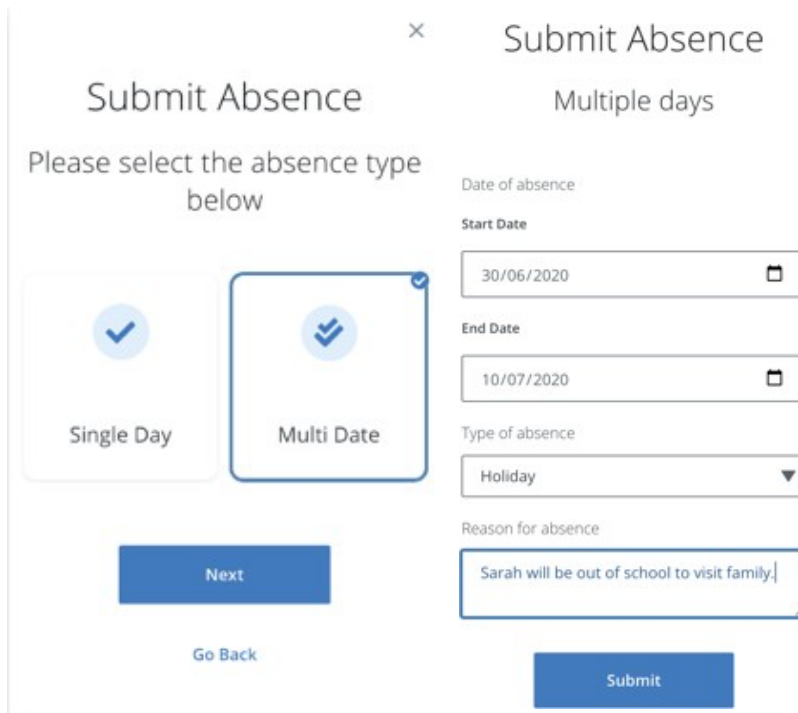
**Submitting absences / Informing the school when your child is absent**

[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 **PartialDay** absence



The screenshot shows a mobile application interface for submitting an absence. The title is "Submit Absence" with a close button (X) in the top right. Below the title, it says "Multiple days". The main instruction is "Please select the absence type below". There are two selection cards: "Single Day" with a checkmark icon and "Multi Date" with a checkmark icon and a blue border. Below these 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. The title is "Submit Absence". Below the title, it says "Please select the absence type below". There are two selection cards: "Past Absence" with a left arrow icon and "Future Absence" with a right arrow icon. Below these 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

### 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.