



Parent App

This guide explains:

- Downloading the app and logging in
- What details you need to get started
- How to enable notifications
- How to use on your desktop computer / Laptop
- All guides for the VSware App can be found at;
<https://support.vsware.ie/parent-app-overview>

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:

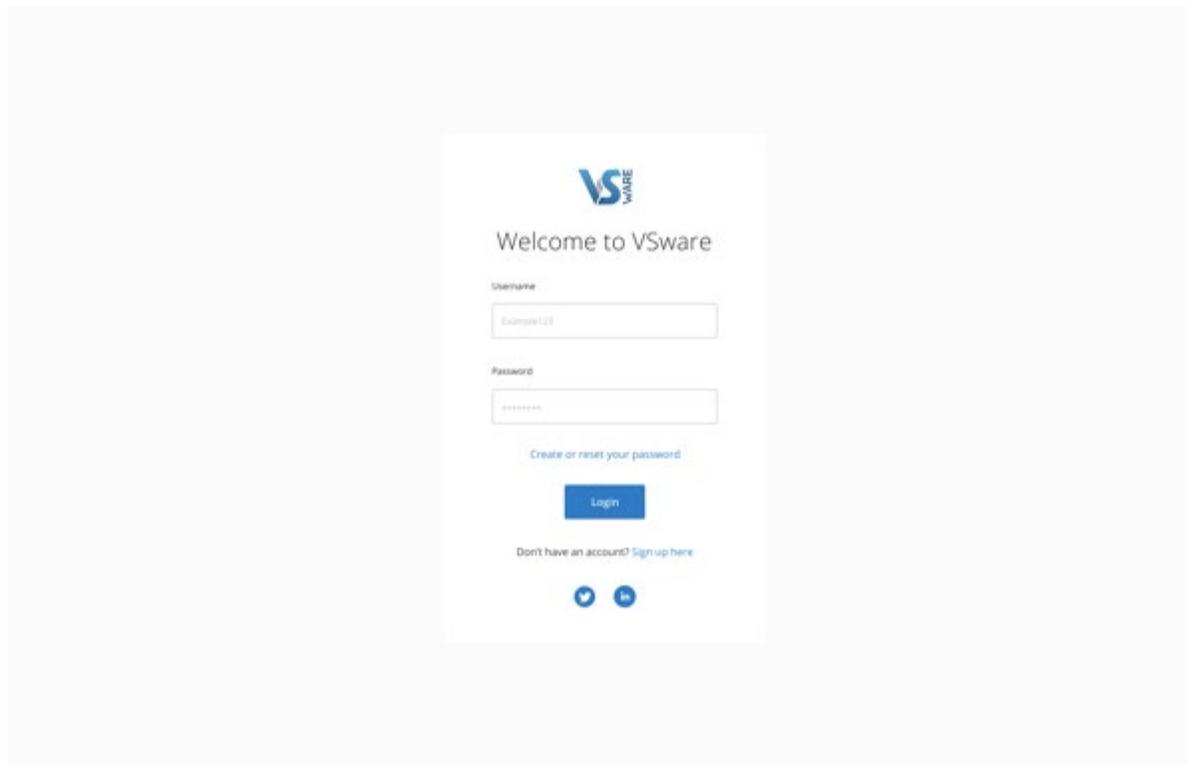
- Your unique **username**. For example this might be *L.Adams*
- You create your own unique password via the login screen. Explanation on how to do this is below.

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**'
- 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. **<https://ballinode.app.vsware.ie/>**
 2. The 'official' school name i.e. **Ballinode College**
- 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 Firefox**. We no longer support Internet Explorer.
- Start typing the name of your school, then select it from the dropdown list when it appears.

Alternatively, type <https://ballinode.app.vsware.ie/> into your browser

- 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**