

VSware Password User Manual

Updated July '19

All users (parents, teachers, secretaries, principals, all school staff) **can now reset their own passwords** without having to go through the school admin staff except for students who must still contact the school.

We have made some significant changes to security to ensure that our software fully protects our user's personal information. For a full list of security updates, click [here](#).

Section 1 of this manual explains how you as an admin can set users up to access their accounts. This guide will cover creating VSware user accounts and passwords for the following:

1. Individual household contacts (parent)
2. Groups of household contacts (parents)
3. Individual Teachers
4. Individual students that do not use Office 365
5. Groups of students that do not use Office 365
6. Groups of students that are using Office 365
7. Creating accounts for administrators
8. Password Missing Report

Section 2 describes how to help a user who has forgotten their password. It covers the following:

9. Resetting your password as a Parent, Guardian, Teacher, Secretary, Principal, any school staff member
10. Resetting your password as a Student
11. Unlocking a user's account

Section 1: Creating VSware user accounts, usernames and passwords.

1. Individual household contacts (parent)

Create the contact and generate account

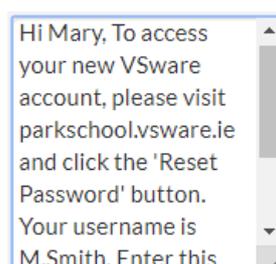
Before we explain how to generate an *account* for an individual contact, we must first *create the contact itself* if it does not already exist. To do this, first go to the student's household tab > actions > Add New Contact.

- Enter in the contact's personal details (address, work phone, relationship to student etc.)
- It is important to **include their mobile phone number** and tick 'Include Mobile Phone in SMS messages'.
- Tick the 'Enable Access to VSware.ie (this creates an account for them)
- Make sure to also type in a username (with no spaces) for the contact
- Click 'Save' when finished on this screen

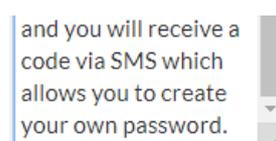
Remember, when creating VSware accounts for **individual household contacts you can do this for any relationship type including Mother, Father, Other, Self, Sister, Brother, Grandmother, Grandfather, Aunt, Uncle, Stepmother, Stepfather and Social Worker.*

How to send the parent the URL and username

Please note that we no longer support the functionality to send any user's password via SMS, but you can send a text containing the **URL and username**. Go to the student's household tab > select SMS > type the text > Send.

A screenshot of an SMS message with a white background and black text. The text reads: "Hi Mary, To access your new VSware account, please visit parkschool.vsware.ie and click the 'Reset Password' button. Your username is M.Smith. Enter this". There are small up and down arrow icons at the top and bottom right of the text area.

Hi Mary, To access your new VSware account, please visit parkschool.vsware.ie and click the 'Reset Password' button. Your username is M.Smith. Enter this

A screenshot of the continuation of the SMS message. The text reads: "and you will receive a code via SMS which allows you to create your own password." There are small up and down arrow icons at the top and bottom right of the text area.

and you will receive a code via SMS which allows you to create your own password.

Logging in

The contact can now **create their own password**. All they need is the school URL and their new username. They must go to the school's login page and click 'Reset Account'. They will be sent a code to their phone. When they enter this, they can then create their own password. This is now their permanent password which they will use going forward. For the full reset password guide, click [here](#).

2. Groups of household contacts (parents)

Generate account

If you have decided to grant a large group of parent's access to their own VSware accounts, you can do this in just a few short steps assuming the contacts are already in VSware.

Please note that you can create a VSware account on an individual basis for any of the family relationship categories (Grandmother, Self-etc.), but when you want to generate accounts in bulk, VSware accounts can **only be generated for household contacts listed as Mother or Father.*

First, go to settings > system settings > scroll to Generate Parental Accounts > select the year you would like to create accounts for > click Generate Parental Accounts. It is generally best practice to leave the 'Overwrite Usernames & Passwords Already Set' as 'No'.

That's it! Note that is only possible to generate one year group at a time.

Year

1st Year (JC) × |

Overwrite Usernames & Passwords Already Set

No ▾

Generate Parental Accounts **Generate Student Accounts**

Student Name format

Once you do this, the system will automatically generate a username (not a password) for any Mother/Father contacts of students in the years specified.

How to send the parents the URL and username

Please note that we no longer support the functionality to send any user's password via SMS, but you can send a text containing the **URL and username**.

The best way to send out the details to a large group is through SMS. First, make sure that;

- a) Each parent contact has a phone number entered
- b) That number is included in SMS
- c) The Mother / Father contact is specified
- d) 'Enable Access to VSware.ie' is ticked

Next, go to the three lines > Notifications > SMS > type your text and include the #USERNAME variable. Once you hit 'Send', each recipient will get a customised text with their unique username.

Hi #FNAME,
To access your new VSware account, please visit parkschool.vsware.ie and click the 'Reset Password' button. Your username is #USERNAME
Enter this and you will receive a code via SMS which allows you to create your own password.

Logging in

As described above the contact can now **create their own password**. All they need is the school URL and their new username. They must go to the school's login page and click 'Reset Account'. They will be sent a code to their phone. When they enter this, they can then create their own password. This is now their permanent password which they will use going forward. For the full reset password guide, click [here](#).

3. Individual Teacher

Generate Account

Teacher accounts are created by the admin on an individual basis.

It is not possible to generate teacher accounts/usernames/passwords in bulk.

In order to create a teacher account, select the three lines > Add New Teacher > enter their name and display code > Save.

The screenshot shows a web application interface. On the left is a navigation menu with the 'Assessment' tab selected. The menu items are: Notifications, Calendar, Add New Student, Add New Teacher (highlighted with a red box), Current Timetable, Substitution, Fee Management, Room bookings, Behaviour, Options, Student Reporting, Teacher Reporting, Timetable Construction, Personnel Planning, and Support. The main content area displays the 'Add New Teacher' form. The form has a blue header bar with the title 'Add New Teacher' and a close button (X). Below the header are three input fields: 'First name' with the value 'Sarah', 'Last name' with the value 'Molloy', and 'Display Code' with the value 'SM'. At the bottom of the form are two buttons: 'Save' (blue) and 'Cancel' (red).

Then go to the teacher's Address tab and enter their mobile number into the SMS field > Save.

Next, go to this teacher's account page > type in a new username (with no spaces) > Save.

In order to enable access to VSware for the teacher go to Settings > Users & Groups > Users > drag the name of the new teacher from the 'No Access' column on the left to the user group they belong to - in this case, 'Teacher'.

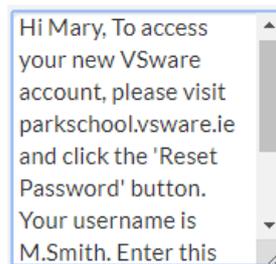
For the full guide on users and groups click [here](#).

How to send the teacher the URL and username

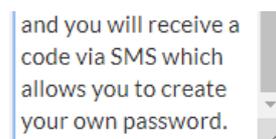
Please note that we no longer support the functionality to send any user's password via SMS, but you can send a text containing the **URL and username**.

With teachers, you can either give the username and URL to them in person or send via SMS.

To send an SMS, go to the teacher's Address tab > select SMS > type the text > Send.

A screenshot of a text message in a mobile messaging app. The text reads: "Hi Mary, To access your new VSware account, please visit parkschool.vsware.ie and click the 'Reset Password' button. Your username is M.Smith. Enter this". The message is contained within a white box with a blue border and a vertical scrollbar on the right side.

Hi Mary, To access your new VSware account, please visit parkschool.vsware.ie and click the 'Reset Password' button. Your username is M.Smith. Enter this

A screenshot of a text message in a mobile messaging app, continuing from the previous one. The text reads: "and you will receive a code via SMS which allows you to create your own password." The message is contained within a white box with a blue border and a vertical scrollbar on the right side.

and you will receive a code via SMS which allows you to create your own password.

Logging in

The teacher can now **create their own password**. All they need is the school URL and their new username. They must go to the school's login page and click 'Reset Account'. They will be sent a code to their phone. When they enter this, they can then create their own password. This is now their permanent password which they will use going forward. For the full reset password guide, click [here](#).

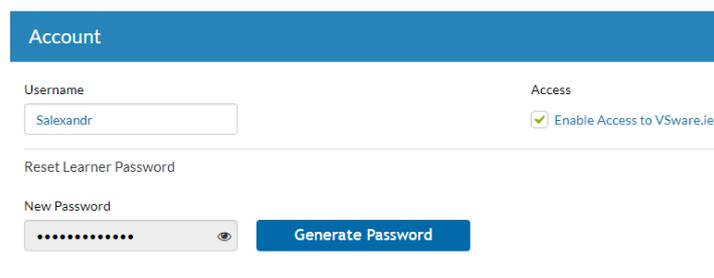
4. Individual students that do not use Office 365

Please note that students are the only VSware users that cannot reset their own passwords without the assistance of the school admin.

In this scenario, we are assuming the student profile already exists. To create a VSware account for an individual student that does not use Office 365, go to the student's account page > type in a new username into the username field (with no spaces) > tick 'Enable Access to [VSware.ie](https://www.vsware.ie) > click Actions > Change Password > Generate Password. This creates a temporary password.

In order to get the temporary password to the student you can click the eye in the password box to view it so that you are able to jot down or call out the password to the student if they are there with you.

It is not possible to send SMS to a student so we cannot send them their login details this way.



The screenshot shows a web interface for account management. At the top is a blue header with the word 'Account'. Below this, there are two columns: 'Username' and 'Access'. The 'Username' field contains the text 'Salexandr'. The 'Access' section has a checked checkbox next to the text 'Enable Access to VSware.ie'. Below these fields is a section titled 'Reset Learner Password'. Under this title, there is a 'New Password' field containing ten dots, followed by an eye icon. To the right of the password field is a blue button labeled 'Generate Password'.

When the user goes to the login screen and enters these new details, they will be directed to a screen which prompts them to update the password to their own straight away. This will be their password going forward and will not be visible to anyone else, even the school admin.

5. Groups of students that do not use Office 365

Please note that students are the only VSware users that cannot reset their own passwords without the assistance of the school admin.

To generate VSware accounts for a group of students, go to settings > system settings > scroll to Generate Student Accounts > select the years you would like to create accounts for > click Generate Student Accounts. That's it!

Once you do this, the system will automatically generate a username and a temporary password for any students in the years specified as well as automatically ticking the 'Enable Access to VSware.ie' option.

In order to get the temporary password to the students you must go to the student's account page and click the eye in the password box to view it so that you are able to jot down or call out the password to the student.

It is not possible to send SMS to a student so we cannot send them their login details this way.

Year

Overwrite Usernames & Passwords Already Set

[Generate Parental Accounts](#) [Generate Student Accounts](#)

Student Name format

When the user goes to the login screen and enters these new details, they will be directed to a screen which prompts them to create their own password straight away. This will be their password going forward and will not be visible to anyone else, even the school admin.

6. Groups of students that using Office 365

To provide a group of students with Office 365 accounts, you should contact support who can get you started with this process. Once Office 365 accounts are provisioned for the students, they will be given a temporary password. It is not possible to generate a list of these temporary passwords, so they must be called out to the students on an individual basis.

Once they log into Office 365, they must then log into VSware through their school URL in order to reset their password.

**Note: If the student would like to update their Office 365 password (or Active Directory password), they would have to do this in VSware each time, not in Office 365.*

We recommend that if you are providing Office 365 to students for the first time, that you first let them know their passwords (this can only be done by going to the student account page and clicking the eye in the password box to view it). Once all students have a temporary password, provide a deadline by which they must update it.

Once all students have updated it, the admin can then go into VSware and do one final sync with Office 365. This will pull in all the new passwords.

In summary

1. Create new Office 365 accounts with the help of support
2. Give the students these temporary passwords
3. Give them a deadline to update their passwords (they do this by logging into VSware)
4. Once all are updated, the admin syncs
5. All subsequent password updates must be made in VSware and will automatically sync to Office 365

If you want to provide an **Office 365 account for an individual user** (for example a student that has joined the school mid-year) you can create a temporary freeform group that contains just that student and sync the group to create the account.

7. Creating accounts for administrators

In order to create an account for a school administrator, you must first set up a teacher account (follow the steps in the above guide for individual teacher).

Once the account is set up and has a username, you can then go to Users & Groups and move the user into their correct user group, for example Secretary, Principal, Year Head etc.

For the full guide on users and groups click [here](#).

It is not possible to generate Secretary or Principal accounts/usernames/passwords in bulk.

8. Password Missing Report

There are several new reports available which creates a list of users with missing passwords.

For students: three lines > student reporting > Students Missing Password

For contacts: three lines > student reporting > Contacts Missing Password

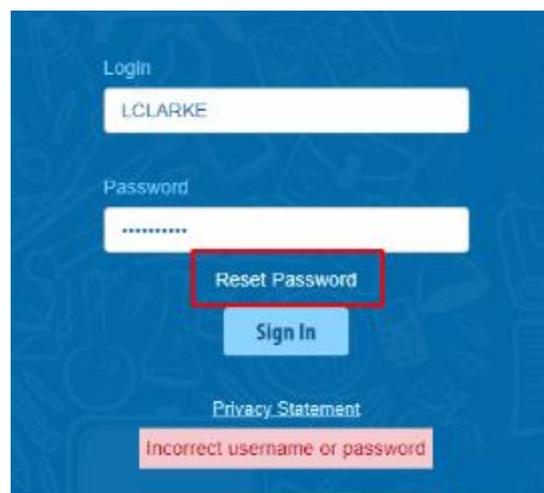
For teachers: three lines > teacher reporting > Teachers Missing Password

Section 2: Resetting forgotten passwords

9. Resetting your password as a Parent, Guardian, Teacher, Secretary, Principal, any school staff member

All users (parents, teachers, secretaries, principals, all school staff) can now reset their own passwords without having to go through the school admin staff with the exception of students who must still contact the school.

- Go to the school's login screen, for example: *schoolname.vsware.ie*
- Click '**Reset Password**'

A screenshot of a login interface on a blue background. It features a 'Login' section with a text input field containing 'LCLARKE'. Below it is a 'Password' section with a masked input field. A red rectangular box highlights the 'Reset Password' button, which is positioned between the password field and a 'Sign In' button. At the bottom of the form, there is a 'Privacy Statement' link and a red error message that reads 'Incorrect username or password'.

- This brings you to the 'Reset Password' screen
- Type in your username
- Type the last 4 digits of your phone number
- Click '**Validate**'

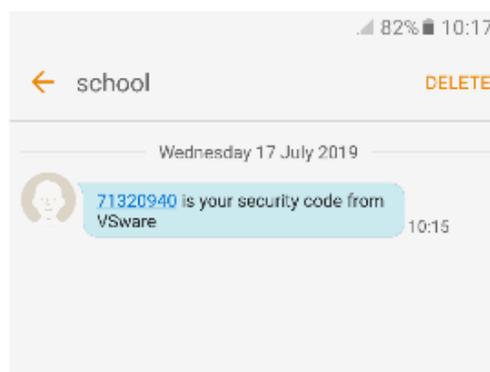
Reset Password
Security code will be send to the registered phone number

Username
LCLARKE

Last 4 digits of the registered phone number
4 3 2 1

Validate

- You will then receive a text message containing the verification code. This SMS might take a minute or two to be sent.



- Enter the code, type your new password into the 'New password' and 'Confirm password' fields. Make sure that your password follows the criteria listed
- Click '**Change password**'

Please Reset Your Password
An SMS has been sent to the mobile number provided containing the security code. Please wait while this is delivered and enter the code in the number fields displayed.

Insert SMS code
7 1 3 2 0 9 4 0

New password

Confirm password

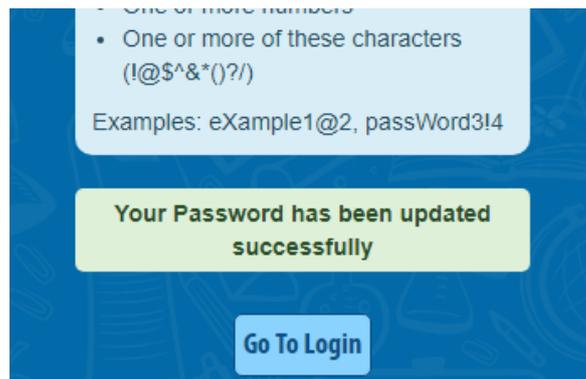
Password must match the following criteria:

- Between 8 and 16 characters in length
- One or more capital letters
- One or more numbers
- One or more of these characters (!@#\$%^&*()/?)

Examples: eXample1@2, passWord3!4

Change password

- You will see a message confirming that your password has been successfully updated. Once you see this click ' **Go To Login**'



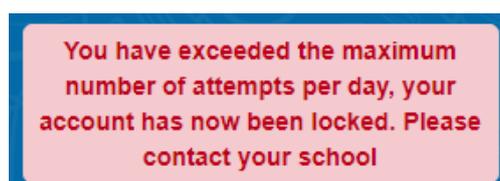
- This brings you back to the main Login screen. Type your username, your new password and click '**Sign In**'



Points to note

- Please note that if you request more than 3 security codes on one day, you will be blocked from generating any more until after midnight when the system resets.
- If you have locked your account, the admin staff in the school can override this for you and unlock your account.

(This is done in Settings > Users & Groups > Users > drag and drop the name of the user from the 'No Access' list on the left back to their correct user role.)



- If you do not have a phone number registered, you will see this message and will have to contact the school so that their mobile number can be added to their personal details (under the 'Address' tab).

Phone number is not registered, please contact your school

10. Resetting your password as a Student

When a student forgets their password, the admin must go to the student's account page > click actions > Change Password > Generate Password > Save.

Account

Username	Access
<input type="text" value="Sam"/>	<input checked="" type="checkbox"/> Enable Access to VSware.ie

Reset Learner Password

New Password



Generate Password

With students, it is *not* possible to send the temporary password via SMS, so you must click on the eye symbol to reveal the temporary password and call it out to the student.

11. Unlocking a user's account

If a user is attempting to reset their password and requests more than 3 security codes, their account will become locked and they will not be able to request another security code until after midnight.

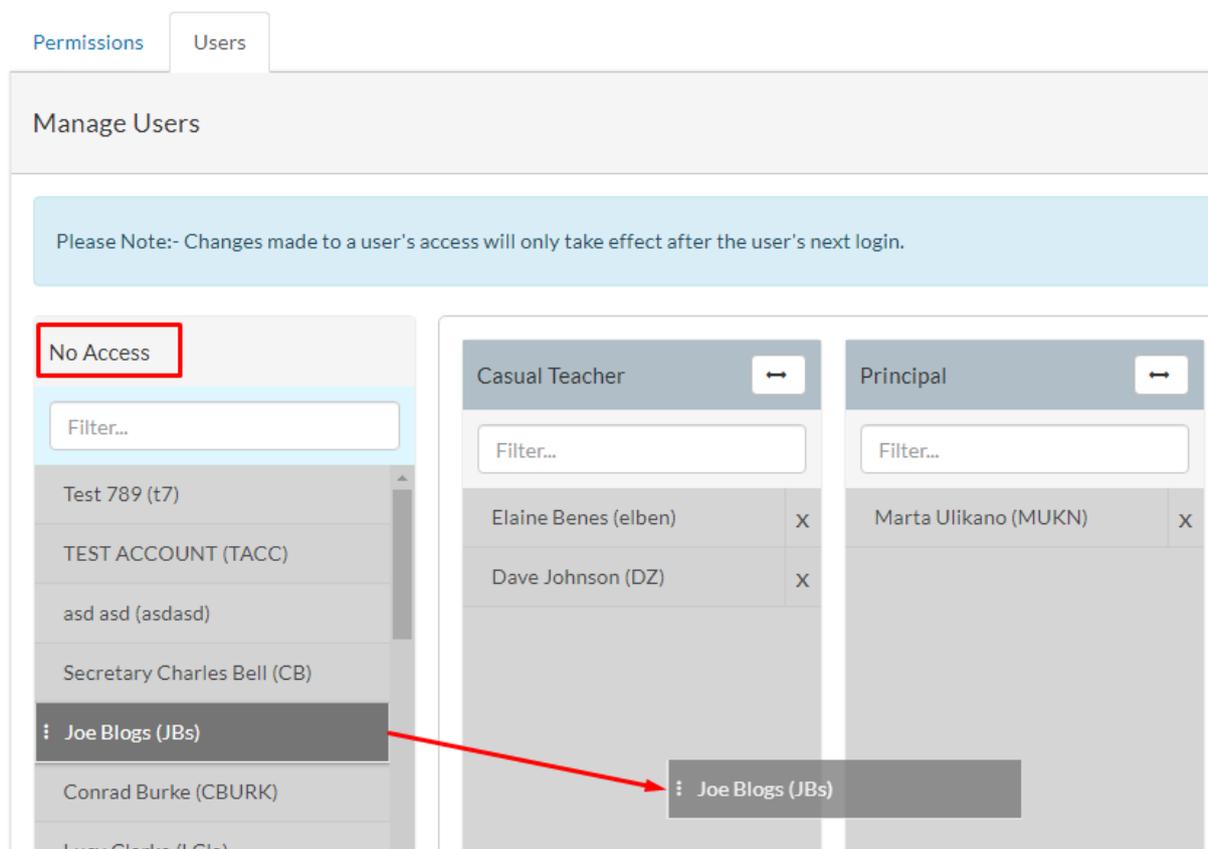
They will see this message:



The admin staff in the school however can unlock the account if necessary.

This is done in:

- Settings
- Users & Groups
- Users
- Drag and drop the name of the user from the 'No Access' list on the left back to their correct user role



Permissions Users

Manage Users

Please Note:- Changes made to a user's access will only take effect after the user's next login.

No Access	Casual Teacher	Principal
Filter...	Filter...	Filter...
Test 789 (t7)	Elaine Benes (elben) x	Marta Ulikano (MUKN) x
TEST ACCOUNT (TACC)	Dave Johnson (DZ) x	
asd asd (asdasd)		
Secretary Charles Bell (CB)		
Joe Blogs (JBs)	Joe Blogs (JBs)	
Conrad Burke (CBURK)		
Lucy Clarke (LCl)		