

2 September 2021

Dear Parent/Guardian,

## **Important Information**

You will be aware that VSWARE – our Student Information Management system is used in the school to communicate with you regarding behaviour, timetabling, term reports and subject options.

This year we will be using VSWARE for **Attendance Management** and **VSMail** for communication.

Please ensure that you download the VSWARE app and use the app for all future attendance notification to the school. From Monday, 13<sup>th</sup> September at 9 am, all communication will be issued to parents via VSMail.

To aid in these changes the school has created the following ‘How-To’ guides:

- How to download the VSWare App
- VSWare Attendance Guide
- VSMail Guide

Additionally, there is a set of guides available on <https://support.vsware.ie/en/guides-for-parents> should you need further assistance in any area of vsware.

These guides are available to view on the school website roscomcol.com under Academic Year 2021/2022.

To ensure you can use this system correctly Mr Mannion from our Attendance Team will take 5 mins during our parents presentations throughout the year to demonstrate the functions and use of our updated VSWARE system.

Yours sincerely



Ms Georgina Keena  
Principal



# Update of VSWARE Communication System

Dear Parent,

For you to be able to communicate and monitor your child in school you need to ensure that you download the **VSWARE app** to your phone immediately. Please follow the notes below to assist you with this process.

Kind regards,  
Ms Keena

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## Text message sent to you from RCC

Dear Guardian

Please note (YOUR CHILDS NAME) vsware account **USERNAME** to access their school records, reports, attendance etc. Your Username is: #**USERNAME** If, you have forgotten your password, go to [www.roscomcol.com](http://www.roscomcol.com) - vsware - enter your **USERNAME** - select **CREATE A NEW PASSWORD** - follow the steps. Ensure you have your mobile phone to hand.

Thank you.

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## How to Download the VSWARE app to your MOBILE PHONE

In order to access VSWARE on your phone, you will just need a username and password (please see text above). You have received these in a previous SMS message from our school. This SMS included the following:

- Your unique username. For example this might be *L.Adams5*
  - You create your own unique password via the login screen. Explanation on how to do this is above.
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# Downloading the app and logging in via a device (phone/tablet etc.)

## STEP 1 – Downloading the app

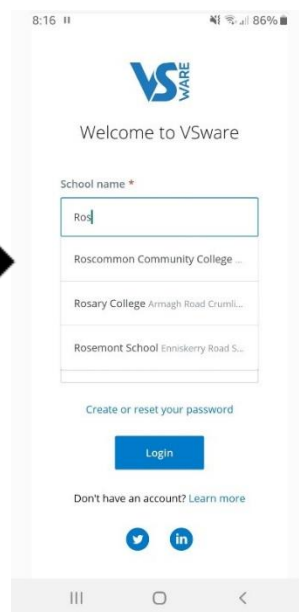
- For Android devices: Visit the **Google Play Store** on your device and search for 'VSware'



- 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 'Roscommon Community College', then select it from the dropdown list when it appears. (See overleaf)

Ensure you select:

**Roscommon Community College**



## STEP 2 - 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

## STEP 3 - 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 the school sends such as a VS-Mail message, 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.