VSware Password User Manual

We would first recommend getting familiar with the significant password changes that came into effect in December '18 by visiting **intercom.help/vsware** and reading our 'Overview of password changes' article.

Section 1 explains how you as an admin user can create passwords for users who do not already have a password / account. This guide will cover creating VSware user accounts and passwords for the following:

1. Individual household contacts
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. Household contacts
10. Teachers
11. Students
12. Administrators

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

1. Individual household contacts

Before we describe how to generate an *account* for a 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.

From here you can enter in the contact's personal details including their phone number and tick 'Include Mobile Phone in SMS messages' if necessary. In this same screen, type in a username for the contact > then click Generate Password > Save > this will generate a *temporary* password for the contact.

 *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, Step Mother, Step Father and Social Worker.*

Now that the account is created you can give the contact their temporary password by:

a) clicking the eye in the password box to view it so that you are able to jot down or call out the password to the contact if they are there with you/on the phone.

or

b) ticking the 'Send Password as SMS' and then clicking 'Save'. When you press save, the SMS will send to their number (make sure the 'Include Mobile Phone in SMS messages' option is ticked)

Note that even if you log out of VSware or move away from this screen after generating the temporary password, it will still be visible on the contact's 'Edit learner contact' screen until that user updates their password:
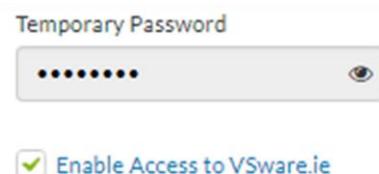
Next, instruct the contact to go to the school's login page and enter their username and their temporary password. They will then be directed to a screen which prompts them to create their own password straight away.

Login

NigelB

Password

•••••••••••••

Sign In

Privacy Statement

Please Reset Your Password

For security reasons you are required to reset your password

New Password

•••••••••••••

Confirm New Password

•••••••••••••

Change Password

2. Groups of household contacts (parents)

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.

*Remember 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 and a temporary password for the each of the Mother/Father contacts of students in the years specified. As described above, when the parent 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.

How do I send these usernames and passwords out to the contacts?

The best way to send out the details 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

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

Hi #FNAME,
Here is your username: #USERNAME and temporary password: #PASSWORD for your new VSware account. Please visit schoolname.vsware.ie When you enter these details you will be prompted to create your own unique password.

First name   Surname   Username   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 create their own password straight away.

If you want to just view these temporary passwords, you can do this by visiting the mother or father's household contact page (go to student > household > edit pencil beside parent's name) and clicking the eye in the temporary password box to view it.

3. Individual Teacher

Teacher accounts are created by the admin on an individual basis. In order to create a teacher account, select the three lines > Add New Teacher > enter their name and display code > save.

To complete creating the account, go to this teacher's account page > type in a new username > Actions > Change Password > click 'Generate Password' to create a temporary password > tick 'Grant access to VSware.ie' > Save.

Note that even if you log out of VSware or move away from this screen after generating the temporary password, it will still be visible on the teacher's account screen until that teacher updates their password:

In order to get the temporary password to the teacher, you can:

a) 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 contact if they are there with you/on the phone

or

b) tick the 'Send Password as SMS' and then click 'Save'. When you press save, the SMS will send to their number (make sure the teacher's mobile number is added in the their 'Address' tab)

When the user goes to the school login screen and enters these new details, they will be directed to a screen which prompts them to create their own password straight away.

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

4. Individual students that do not use Office 365

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 > tick 'Enable Access to 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 contact if they are there with you/on the phone.

Note that even if you log out of VSware or move away from this screen after generating the temporary password, it will still be visible on the student's account screen until that student updates their password:

It is not possible to send the temporary password via SMS to a student account.

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.

5. Groups of students that do not use Office 365

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

Year

[1st Year (JC) ✕] |

Overwrite Usernames & Passwords Already Set

[No ▼]

[Generate Parental Accounts] [Generate Student Accounts]

Student Name format

[   ]

In order to get the temporary password to the students you must go to the student's account page and 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 the temporary password via SMS to a student account. 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.

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.

Once they log into Office 365, they must 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 with the username and the temporary password, you can go to the account tab and change the user role to 'Secretary or Principal'.
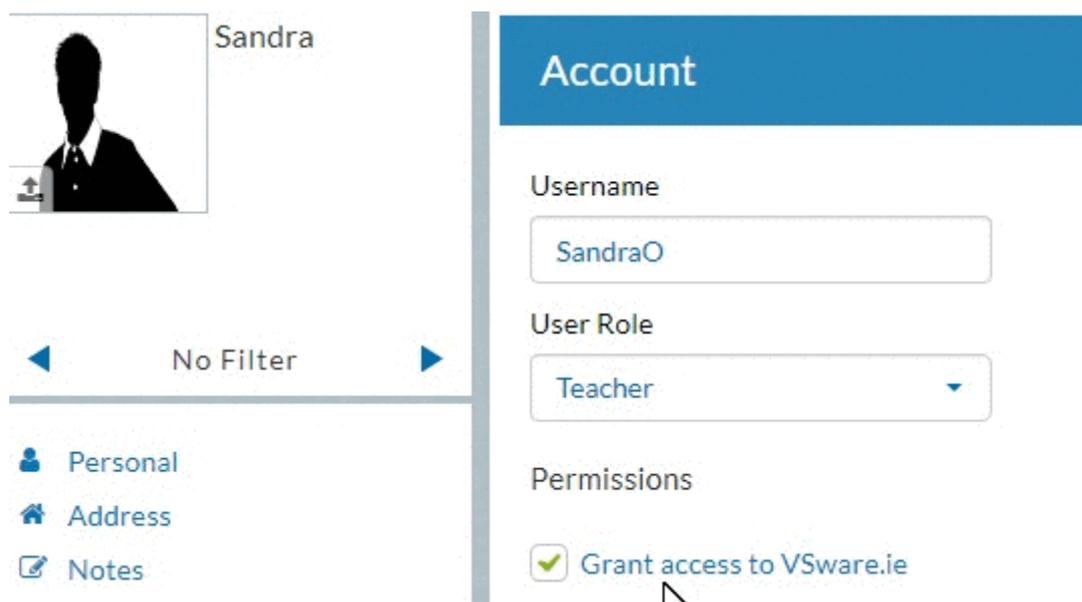
It is not possible to generate Secretary or Principal accounts/usernames/passwords in bulk.

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. Individual contacts

If a parent/guardian (or any household contact) has forgotten their password, the admin can do the following:

Search for the student > go to the contact's page (edit pencil)> click 'Generate Password' > Save > this creates a temporary password.


If this parent has their phone number linked to SMS you can tick the 'Send Password as SMS. When you click save, this will automatically send the password to them. They will get a simple message just containing the username and password.

You can also click the eye symbol to reveal the password.

Next, instruct the contact to go to the school's login page and enter their username and their temporary password. They will then be directed to a screen which prompts them to create their own password straight away.
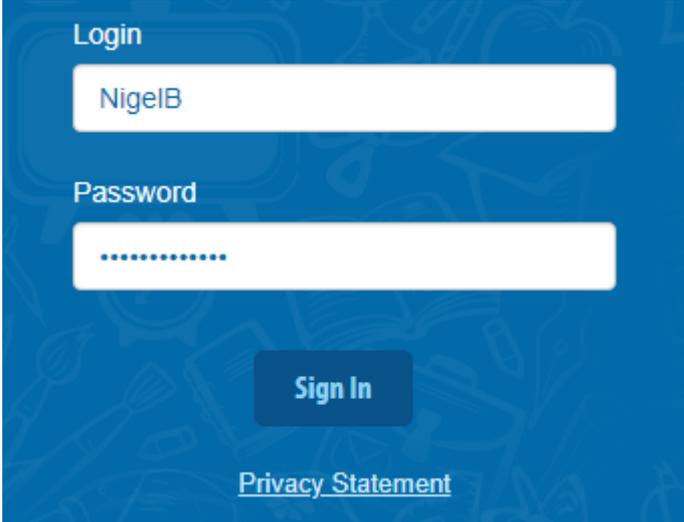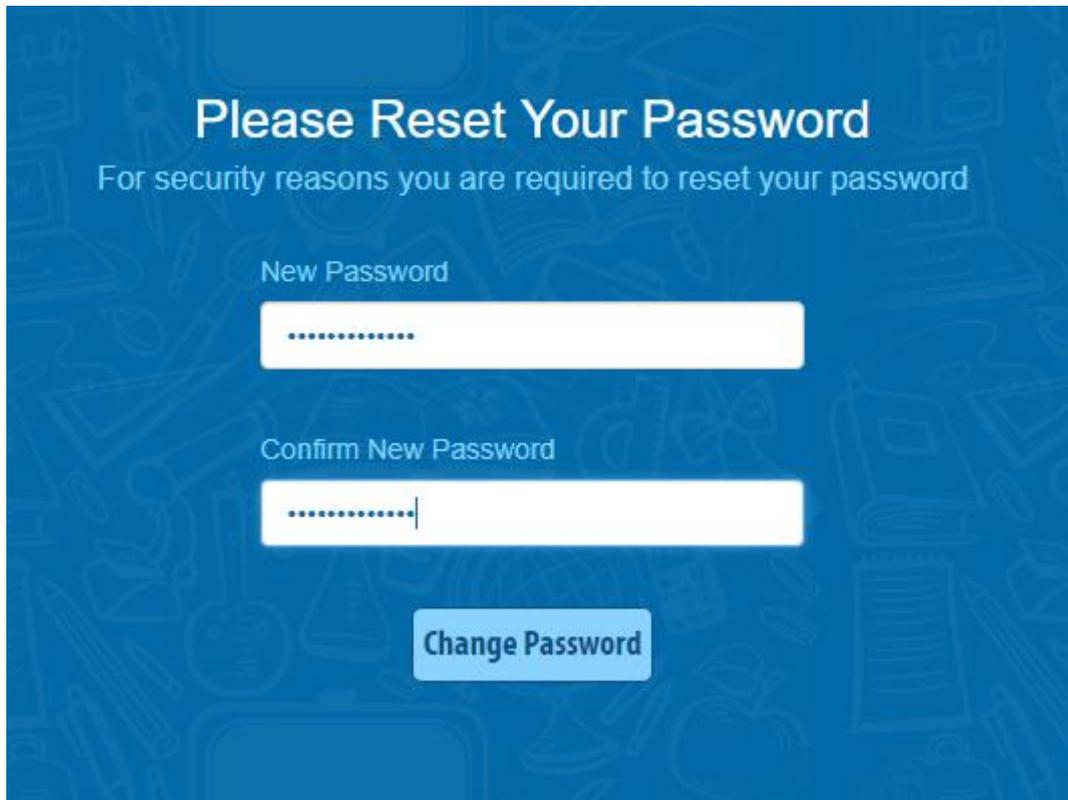
10.   Teachers

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

As with the contacts, you can either send the temporary password via SMS or view it in this screen.

11.   Students

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

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.

12.   Administrators

When another secretary in the school forgets their password, go to their account page > click actions > Change Password > Generate Password >Save. You can send the temporary password via text or click the eye to view.

If you as a secretary forget your own password, you must ask someone else with secretary or principal permission to reset it for you.