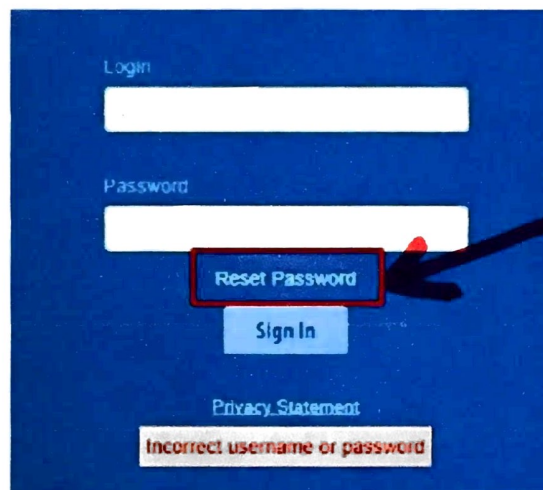


## Section 2: Resetting forgotten passwords

### 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 blue login screen. It features a 'Login' label above a white text input field, and a 'Password' label above another white text input field. Below the password field is a blue button labeled 'Reset Password', which is highlighted with a red rectangular box. Underneath this button is a smaller blue button labeled 'Sign In'. At the bottom of the screen, there is a link for 'Privacy Statement' and a red error message that reads 'Incorrect username or password'. A red arrow points from the handwritten text '1. CLICK HERE TO START' to the 'Reset Password' button.

1. CLICK  
HERE  
TO  
START

2.

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

GET A  
CODE SENT  
TO YOUR  
CELL PHONE

## Reset Password

Security code will be send to the registered phone number

Username

10101010

Last 4 digits of the registered phone number

4

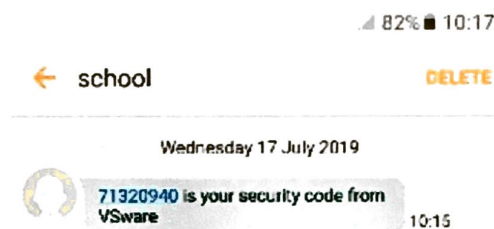
3

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**'

**3.**  
**ENTER**  
**CODE**



**4.**  
**MAKE A**  
**NEW**  
**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:

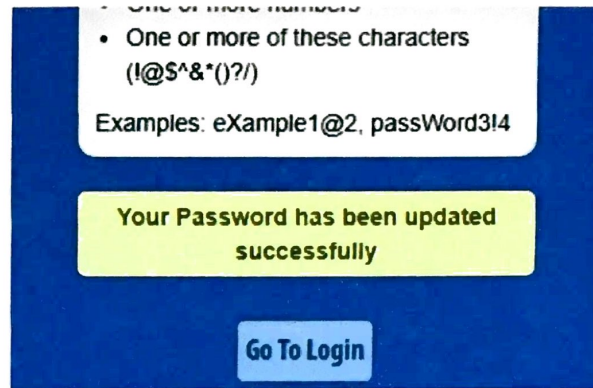
- Between 8 and 16 characters in length
- One or more capital letters
- One or more numbers
- One or more of these characters (!@#\$%^&\*()?)

Examples: example1@2, passWord3!4

**Change password**

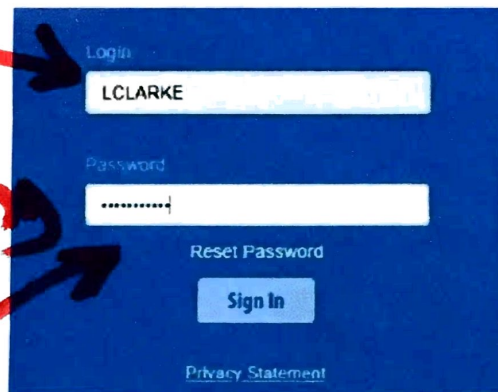


- You will see a message confirming that your password has been successfully updated. Once you see this click ' **Go To Login** '



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

5. USE THE USERNAME AND PASSWORD TO LOGIN



#### 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.

YOU ARE ALLOWED 3 LOGIN ATTEMPTS IN ONE DAY.  
THE SYSTEM RESETS EACH NIGHT AFTER MIDNIGHT.  
YOU MAY TRY AGAIN ONCE THE SYSTEM HAS RESET