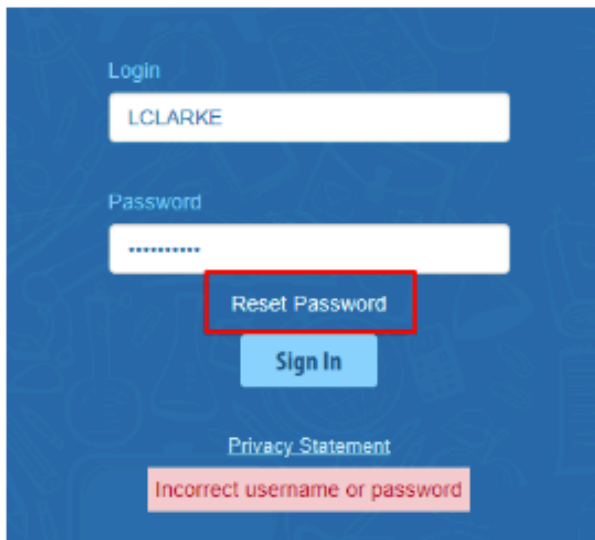


Q: I can't login to VSWare at scoilpol.vsware.ie

Contact the school to get your Login(Username) if you have forgotten
You must **reset** your password if you have forgotten it

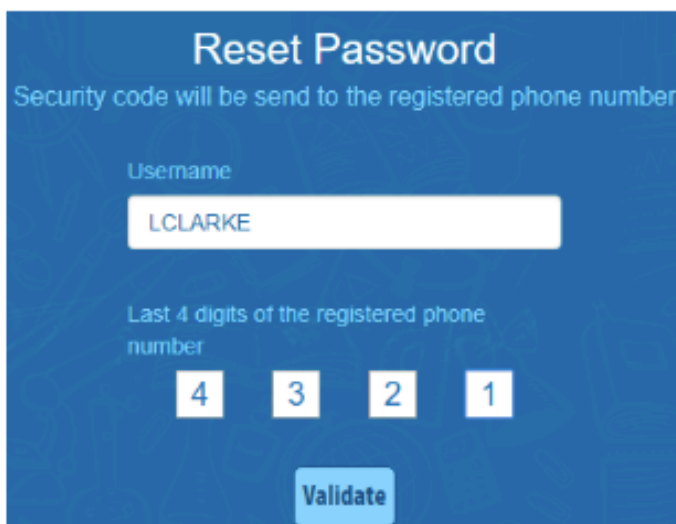
- Click '**Reset Password**'



The screenshot shows the VSWare login interface on a blue background. It features a 'Login' section with a text input field containing 'LCLARKE' and a 'Password' section with a masked input field. Below these fields are two buttons: 'Reset Password' (highlighted with a red border) and 'Sign In'. At the bottom, there is a 'Privacy Statement' link and a red error message box that reads 'Incorrect username or password'.

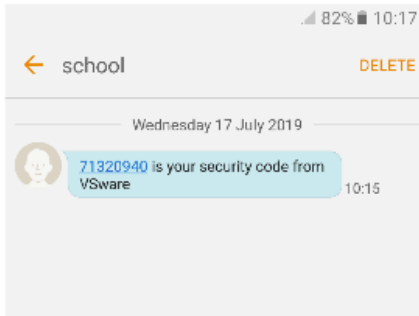
- This brings you to the 'Reset Password' screen
- Type in your username
- Type the last 4 digits of your phone number
- Click '**Validate**'

The phone no.
used must be the
one registered
with Scoil Pól



The screenshot shows the 'Reset Password' screen with a blue background. At the top, it says 'Reset Password' and 'Security code will be send to the registered phone number'. Below this is a 'Username' section with a text input field containing 'LCLARKE'. Underneath is a section for 'Last 4 digits of the registered phone number', which consists of four white boxes containing the digits '4', '3', '2', and '1' from left to right. At the bottom center is a blue 'Validate' button.

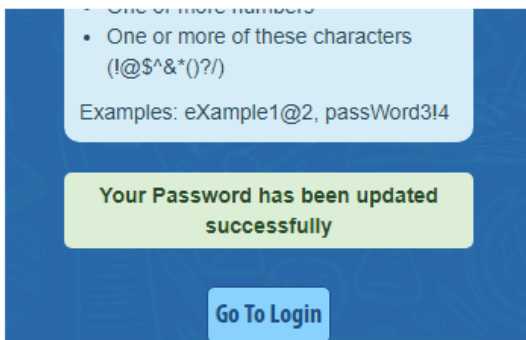
- You will then receive a text message containing the verification code. This SMS might take a minute or two to be sent.



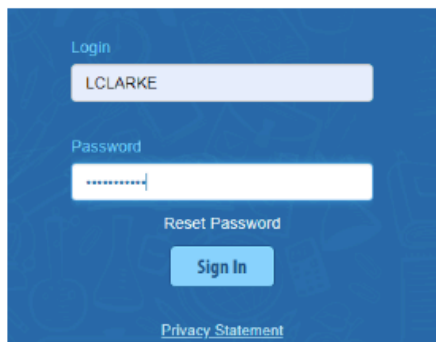
- Enter the code, type your new password into the 'New password' and 'Confirm password' fields. Make sure that your password follows the criteria listed
- Click '**Change password**'

A screenshot of a password reset form on a blue background. The title is 'Please Reset Your Password'. Below the title is a message: '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'. The form has three main sections: 1. 'Insert SMS code' with a row of eight input boxes containing the numbers 7, 1, 3, 2, 0, 9, 4, 0. 2. 'New password' with a single-line text input field containing seven asterisks. 3. 'Confirm password' with a single-line text input field containing seven asterisks. Below these fields is a light blue box with the text: '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 (!@#\$%^&*()?)'. Below this box are examples: 'Examples: eXample1@2, passWord3!4'. At the bottom of the form is a blue button labeled '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'**



Login

LCLARKE

Password

.....

Reset Password

Sign In

[Privacy Statement](#)

Points to note

- Please note that if you request more than 3 security codes on one day, you will lock your account 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. Click here for the admin guide to unlocking a user's 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.**)

You have exceeded the maximum number of attempts per day, your account has now been locked. Please contact your school

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

Phone number is not registered, please contact your school