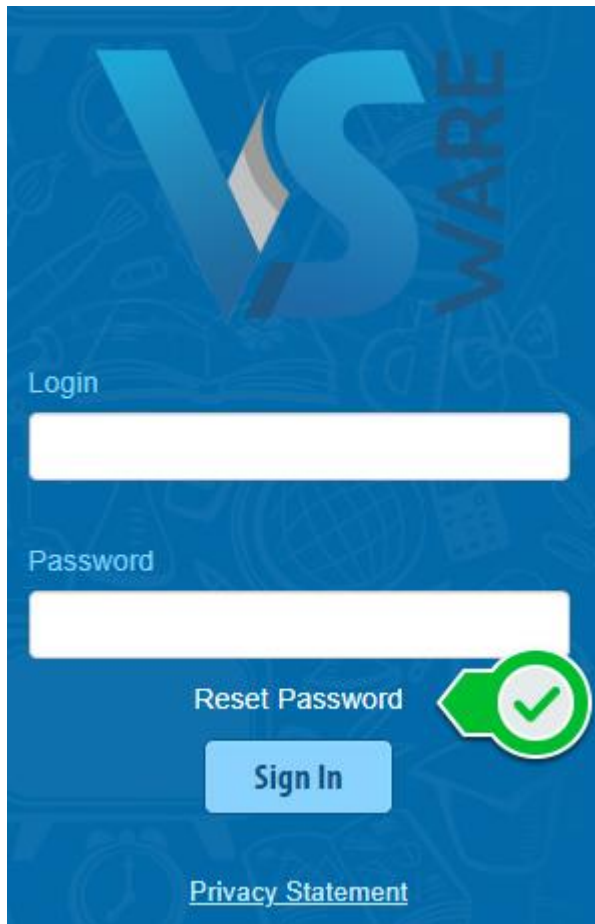


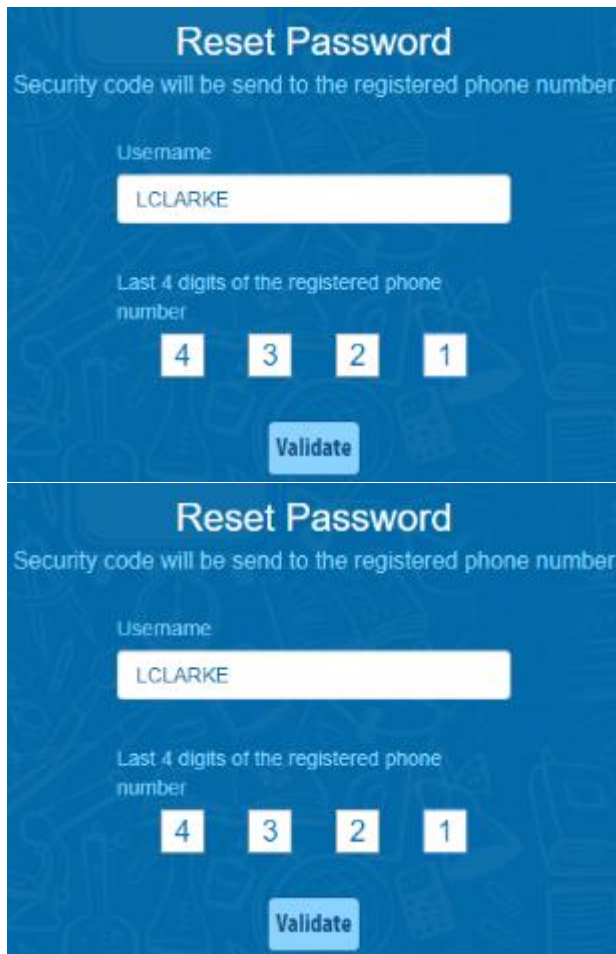
How to reset your own password as a parent

If you have forgotten your password, you can reset it yourself without having to contact the school. To do this, follow the steps below.

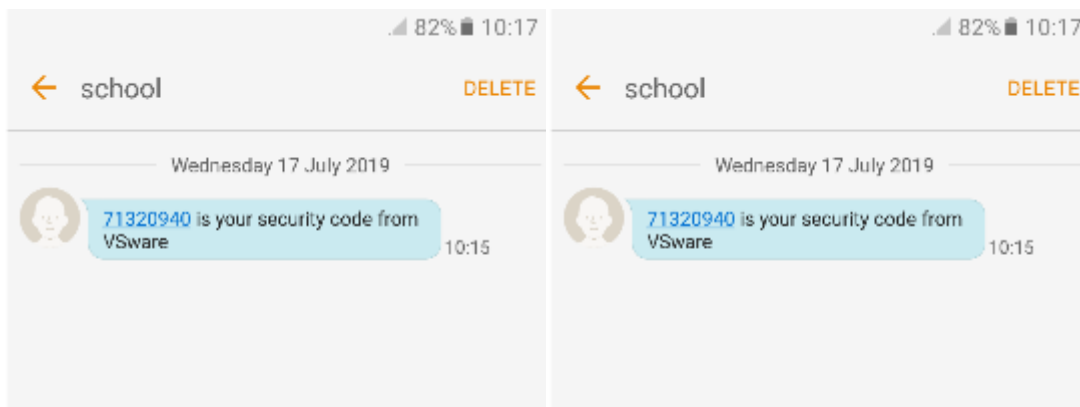
- Go to the login screen in your browser and click 'Reset Password'

A screenshot of the VSWARE login interface. The background is blue with a large, stylized 'VSWARE' logo. Below the logo, there are two white input fields: the first is labeled 'Login' and the second is labeled 'Password'. Below these fields, there are two buttons: a blue 'Reset Password' button with a green checkmark icon to its right, and a light blue 'Sign In' button. At the bottom of the screen, there is a link for 'Privacy Statement'.

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

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

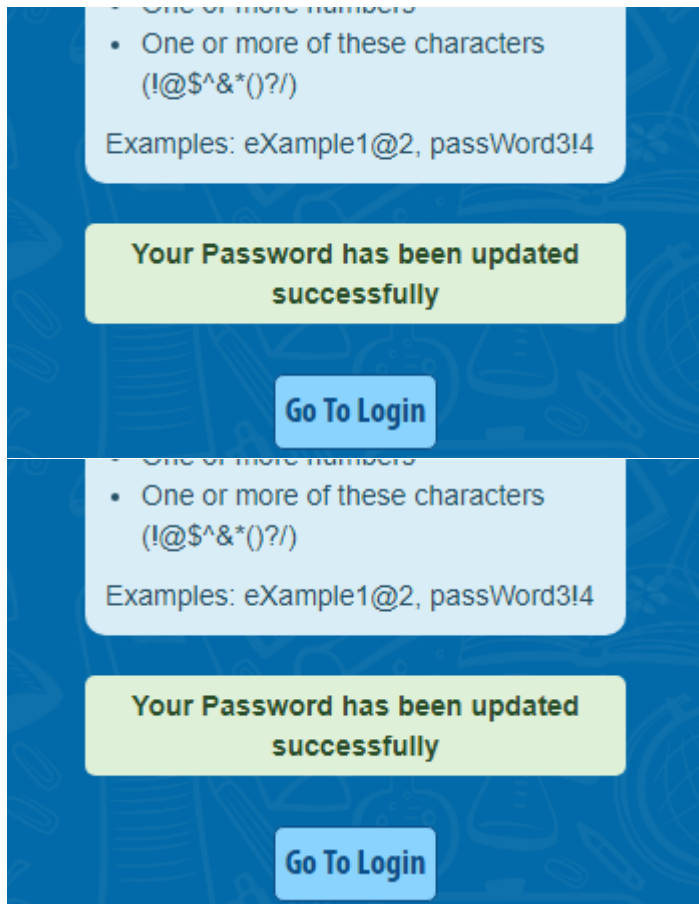
Password must match the following criteria:

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

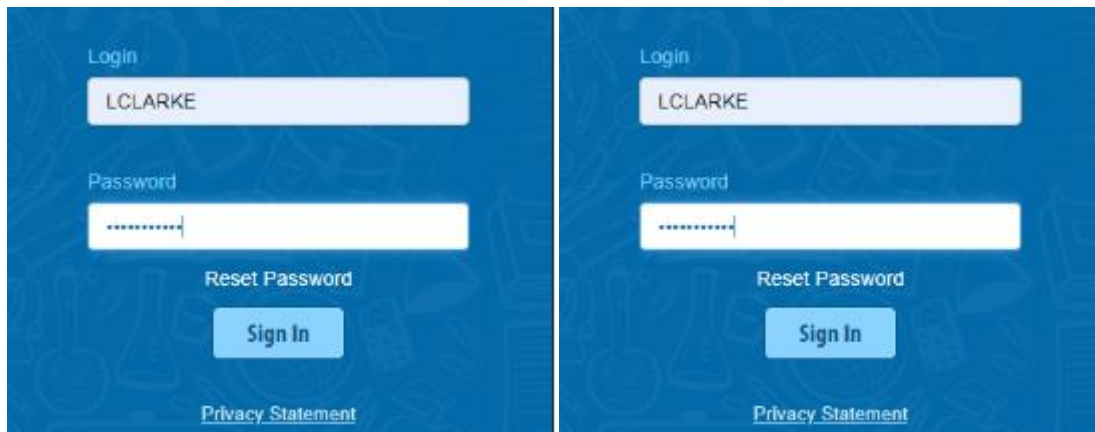
Examples: eXample1@2, passWord3!4

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'. This is your new password going forward.



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 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

Phone number is not registered, please
contact your school
