

## **Frequently Asked Questions (FAQs)**

### **How do I logon to VSware?**

1. Click on the logo on the school website homepage to launch VSware in a separate tab on your browser
2. Enter your Username and Password supplied by the school. Please note that your Username and Password are printed on your previous school reports

### **How do I know when the letters, newsletters and reports are ready to view?**

1. An SMS text reminder will be sent to all parents when the reports are completed by teachers
2. All other relevant documentation will be placed on the school website at Parents/School Reports  
Please note that for effective communication to you, we require a correct and up-to-date mobile number for the student's main parent/guardian contact

### **How do I view my child's report?**

1. Log in to VSware as described above
2. Select 'Term Reports' from the left hand menu

### **How do I print my child's report?**

1. Log in to VSware
2. Select 'Term Reports' from the left hand menu
3. Select 'Actions' from the top right of this page and press 'Print'

### **I have no access to a printer to print off the report**

You can request a copy of the printed report from your child's Year Head

### **Why are some assessment grades/results entered earlier than others?**

1. There is a deadline set at each reporting period for teachers.
2. If you access the Term report before this date, you will only see the assessments/results in subjects that have been entered by teachers to this point.
3. When all assessments/results are entered, you will be notified by text.

### **I need a report for a parent who lives at another address**

There are two options here:

1. Print off a copy of the report as outlined above and forward to the parent
2. The second parent may request access to VSware. Please email the office at [reception@colaisteca.ie](mailto:reception@colaisteca.ie) to request this facility