


VSWare - New Password Reset

All users **can now reset their own passwords.**


To reset your password:

- Go to the VSWare login screen, <https://glanmirecc.app.vsware.ie/>
- Click '**Reset Password**'



Welcome to VSware

School

 Glanmire Community College

Username


Password

[Create or reset your password](#)

[Login](#)

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

Password Reset



Username

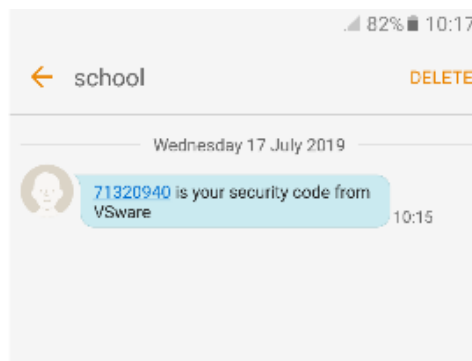
Last 4 digits of registered phone number

1	2	3	4
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[Send code](#)

Don't have an account? [Learn more](#)

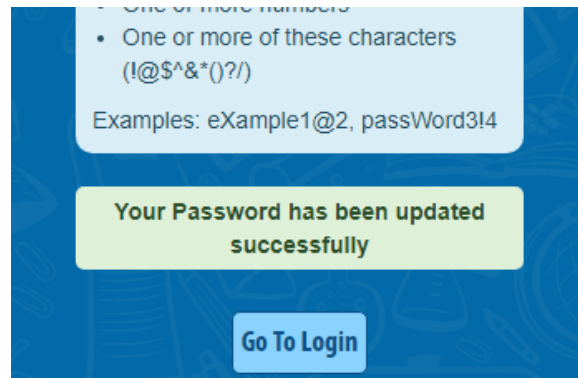
- You will then receive a text message containing the verification code. This SMS might take a minute or two to be sent.



- 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 web form titled 'Please Reset Your Password'. The form has a blue background with a pattern of icons. The text at the top says '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.' Below this is a section 'Insert SMS code' with a row of eight input boxes containing the digits '7', '1', '3', '2', '0', '9', '4', and '0'. Below that are two input fields for 'New password' and 'Confirm password', both masked with dots. At the bottom, there is a list of password criteria: 'Between 8 and 16 characters in length', 'One or more capital letters', 'One or more numbers', and 'One or more of these characters (!@#\$%^&*()?)'. Examples given are 'eXample1@2' and 'passWord3!4'. A 'Change password' button is at the bottom.

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

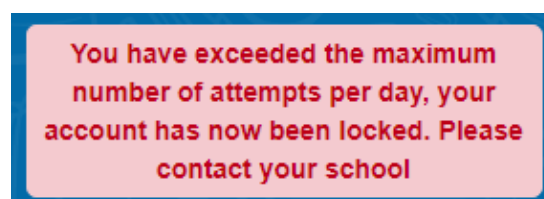


- This brings you back to the main Login screen. Type your username, your new password and click 'Sign In'

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 have locked your account, the admin staff in the school can override this for you and unlock your 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.)



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

