VSware help sheet for Parents – Login difficulties

Please refer to the help below which may solve login difficulties:-

First check that you are entering the username and password exactly as they appear. If you are certain these are correct try the following:

1. Try a different browser. Google Chrome is recommended, but do try a different browser and attempt to log in again. This applies to both computers and mobile devices.

2. Try incognito mode. This can be turned on in Chrome through settings or by pressing Ctrl + SHIFT + N. Again, this is for both computers and mobile devices.

3. If you can't remember your password you can reset it yourself via the school login screen.
    - Type presentationcollegecarlow.vsware.ie into your browser.
    - Click **'Reset Password'**
    - Type in your username
    - Type the last four digits of your mobile 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 verification code received, type your new password into the **'New Password'** and **'Confirm Password'** fields.
    - Click **'Change Password'**