



Vircle User Guide

Updated on 2022-11-01



VIRCLE
The Circle That Matters

VIRCLE

Step 1: Download App &
Register for an App user Account

Get Started



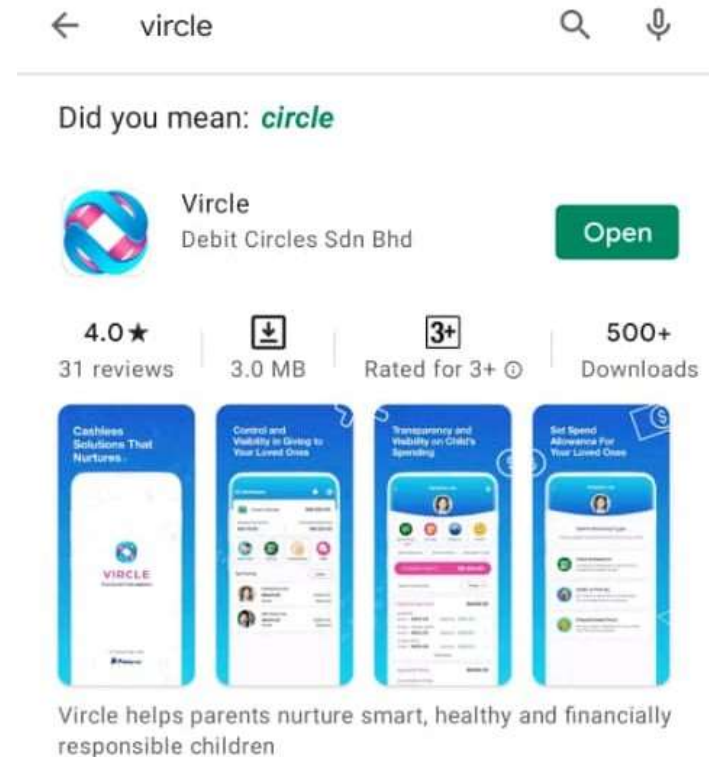
iPhone 8 Plus & Above



Android 8.1 & Above

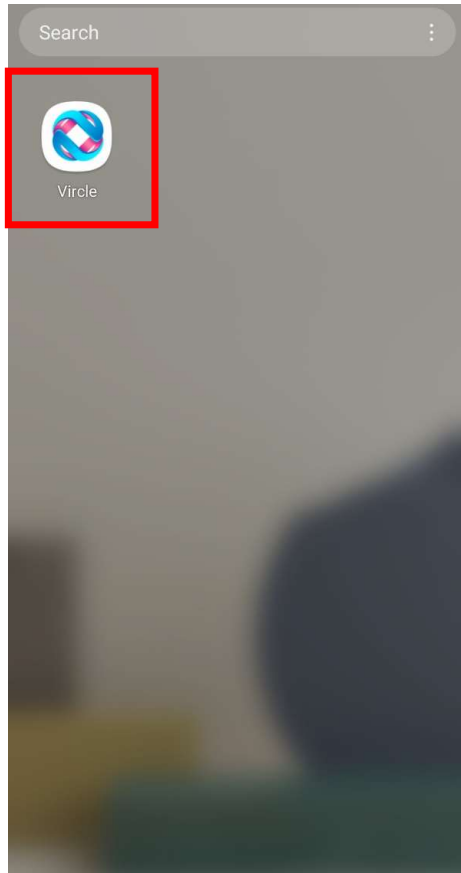


*Only for Google supported phones

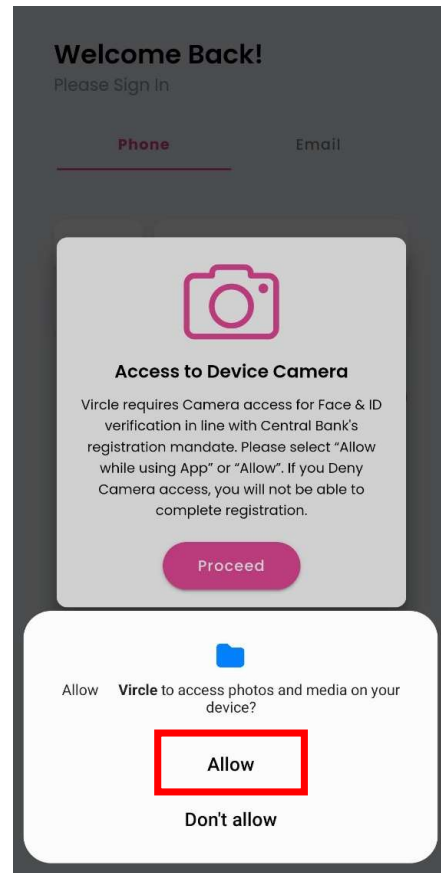


Step 1: Decide which Parent will Manage the App. Download the Viracle Application from Apple App Store or Google Play Store or Huawei App Gallery

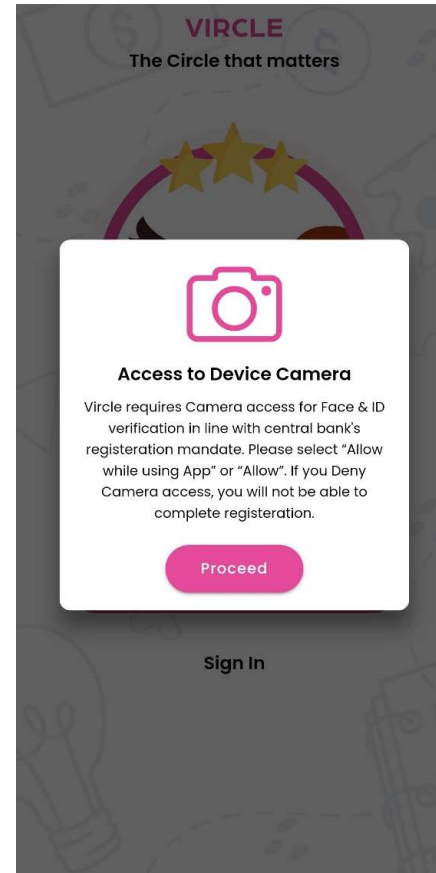
Get Started



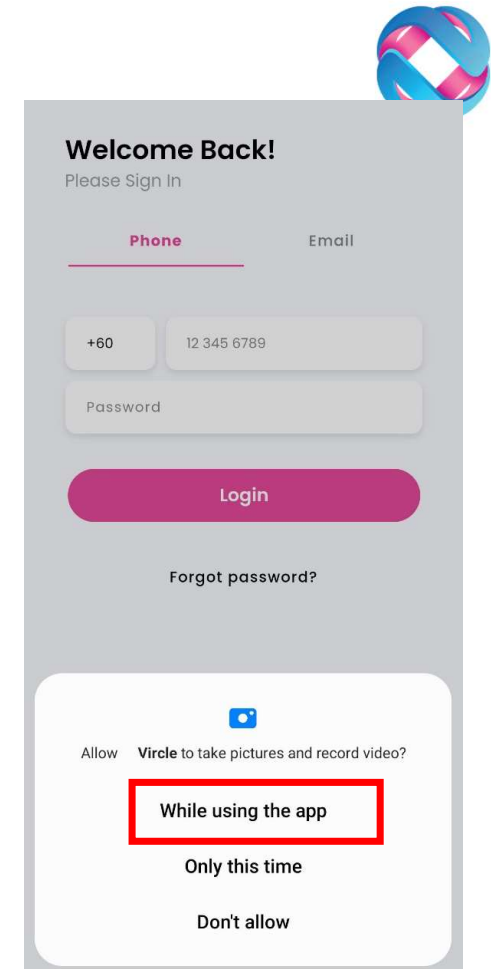
Step 2
Open the Vircle App



Step 3
Press "Allow" Vircle to
access photo and
media on your device

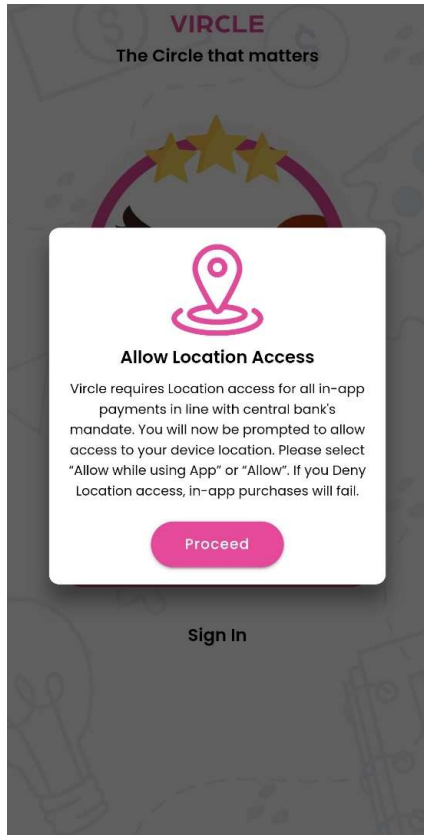


Step 4
Press "Proceed"

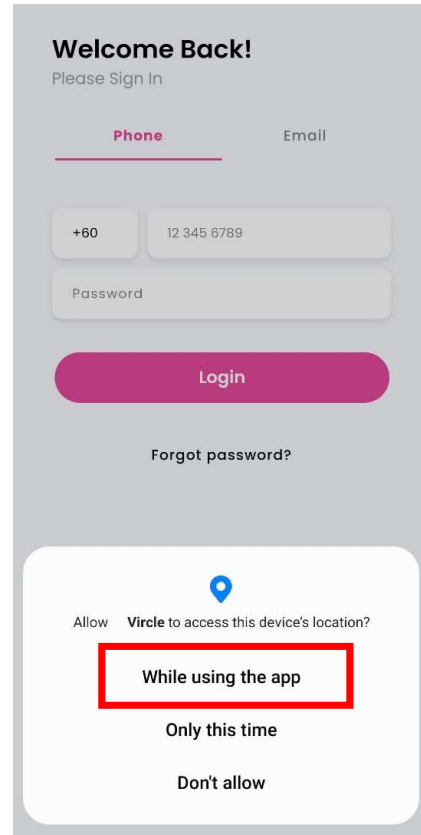


Step 5
Select "While using the app"
Vircle to take pictures and
record video

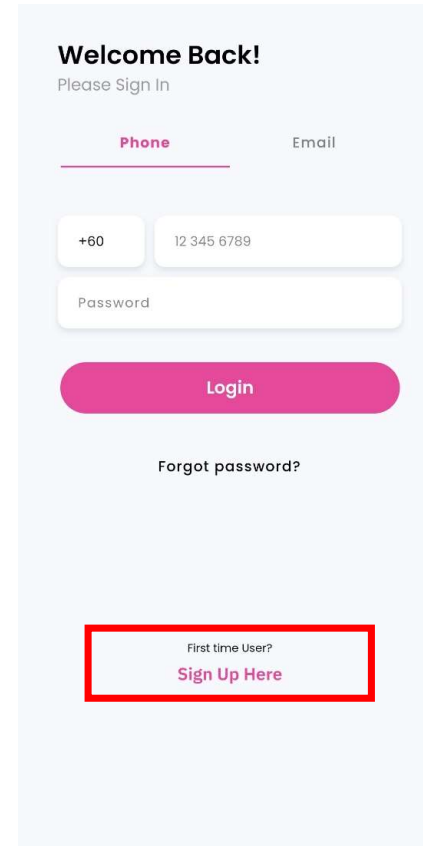
Get Started



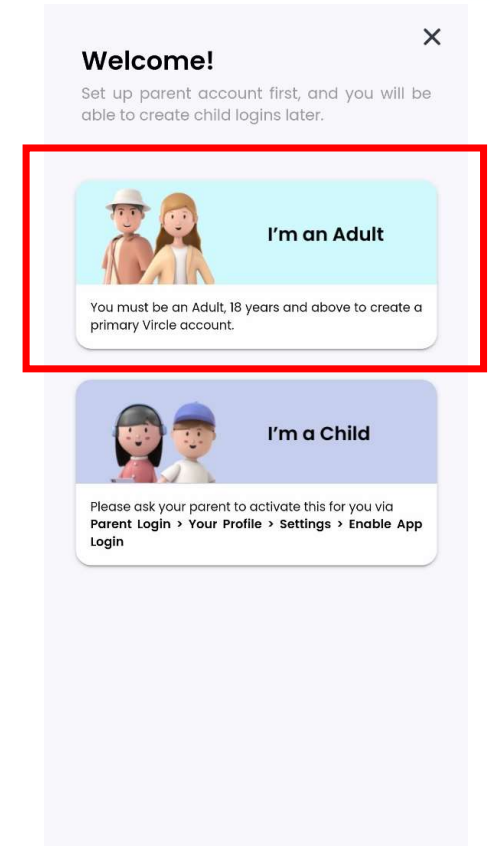
Step 6
Press “Proceed”



Step 7
Select “While using the app” to allow Vircle to access the devices location



Step 8
Select “Sign Up Here” for the first time



Step 9
Select “I’m an Adult”



Get Started



< Preferred Language

English

Bahasa Malaysia

中文

Step 10
Select Preferred Language

Create A Vircle Account

Nickname
Livia

Email
vircle123@gmail.com

Mobile Number
(MY) +60 169876543

Password
Abcd1234

Password Confirmation
Abcd1234

* Minimum 8 characters with numbers, upper & lower case

☒ By setting up an account with Vircle, you agree to abide by our [Terms & Conditions](#).

Next

Step 11
Please key in your details to register for a Vircle Account.

< SMS OTP Verification

Your one-time password (OTP) has been sent to your mobile device +60xxxx2228

Personal Authentication Code (PAC) is XPFB

OTP is valid for 04:40

Didn't receive Security Code? [Resend](#)

Next

Step 12
Check SMS and enter One-Time Pin (OTP)

< Activate Parent Wallet

You are almost ready now, just activate your E-wallet

In order to activate your eWallet, we will need to validate your identity as part of the "Know Your Customer" (KYC) process.


Activate Now

Step 13
Activate Parent E- Wallet

Get Started



Parent Wallet Activation



Full Name (According to IC or Passport)

Fang Hai Shi

Nationality

Malaysian

NRIC or Passport (no '-')

800101082468


Date Of Birth

01/01/1980

Continue

Step 14
Key in your details that
required by BNM

**Set User
Transaction PIN**




Please create a 6 Digit user transaction pin of your choice. It will be used when making payments or giving child allowances in Viracle.

Setup Now

Step 15
Press "Setup Now"

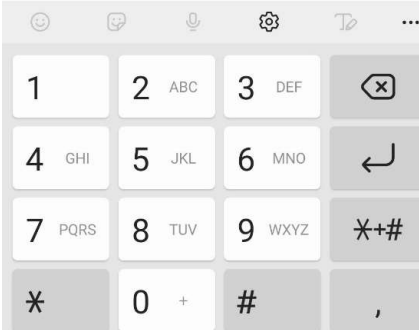
Viracle

×



Setup user Pin
Setup your 6-digit user Pin.

— — — — —




A standard numeric keypad with letters for letters (e.g., 2 ABC, 3 DEF), a backspace key, a left arrow key, a *+# key, and a comma key.

Step 16
Set Up Transaction Pin
(6 Digits of your choice)

Congratulations
You have successfully created your Viracle Account

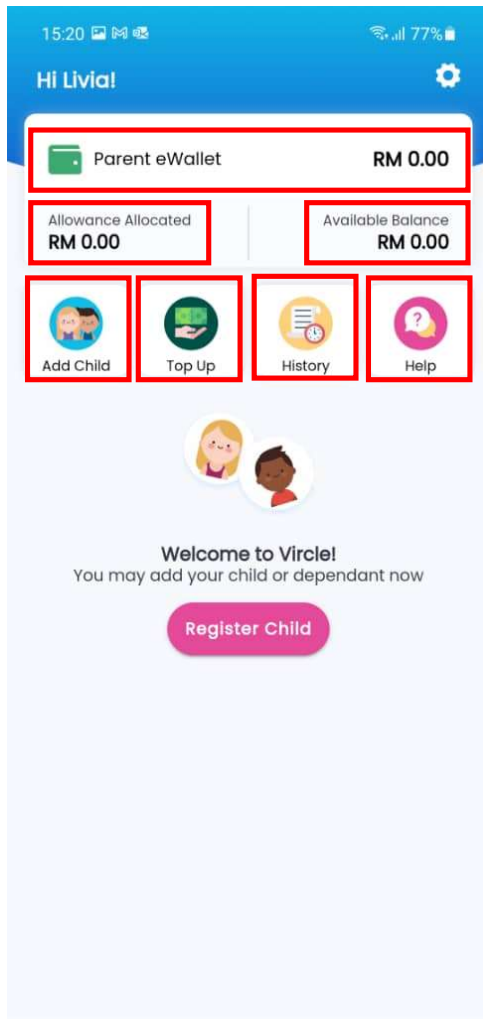
Lets Begin!



An illustration of four diverse children (two boys and two girls) smiling.

Congratulations!
Parent's E-Wallet is
now created.

View Dashboard

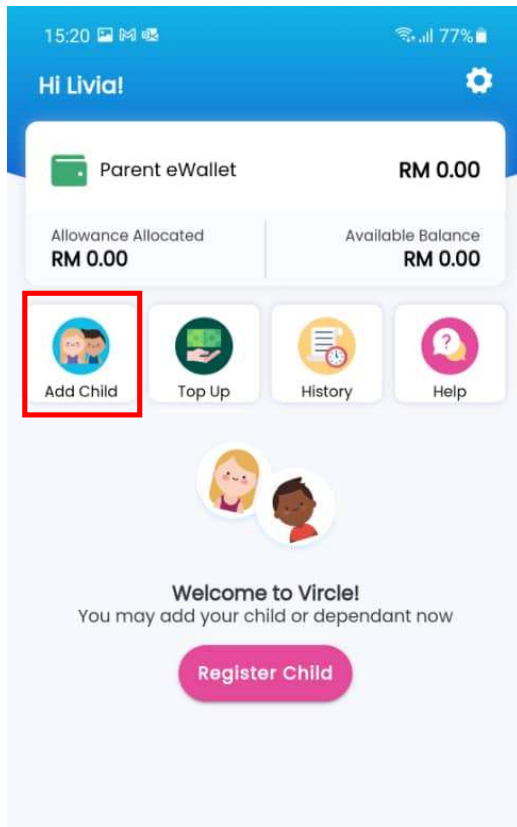


- **Parent Wallet** is Total funds in your eWallet (Parent).
- **Allowance Allocated** is the Total funds allocated to children.
- **Available Balance** is the Available funds to be allocated in future or used to make in app purchased (meals, payments)
- **Add Child** allows you to add a child or dependant as a supplementary account user
- **Top Up** allows you to Top Up Parent eWallet
- **History** gives you records of all transactions
- **Help** button, if you have any issue with the Viracle App, you can contact Viracle by using this Help Button.

VIRCLE

Step 2: Add your child to your account
and connect to school

Add a Child



1. Select “**Add Child**”

The image shows the 'Register Child Account' screen. It has a title bar with a close button. Below the title, it says 'All the fields are mandatory and required by Law'. There is a circular profile picture of a child. The form fields are: 'Nickname' (Fang Jian Ming), 'Full Name(According to IC or Passport)' (Fang Jian Ming), 'Nationality' (Malaysian), 'NRIC (no~) or Passport' (000101081357), and 'Date of Birth' (01-01-2000). At the bottom, there is a 'Next' button highlighted with a red box.

2. Key in Child's information, press “**Next**”

The image shows the 'Congratulations' screen. It features a circular profile picture of a child with a green checkmark. Below it, the name 'Fang Jian Ming' is displayed. The text says: 'has been added as your supplementary account user. Please activate one of the following services to continue using Viracle'. There are two options: 'Connect to my child's school' (highlighted with a red box) and 'Viracle Child Safe Prepaid Card'. At the bottom, there is a 'I will select later' button.

3. Select “**Connect to my child's school**”

The image shows the 'Connect to your School' screen. It has a title bar with a back button. Below the title, it says 'Please Scan a QR code or enter an invite code to connect to your school.' There are two options: 'School Provided QR Code' and 'School Provided E-Invite Code' (highlighted with a red box). At the bottom, there is a 'I will select later' button.

4. Select one of the method **Scan QR** or key in 16 digits **E-Invite Code**

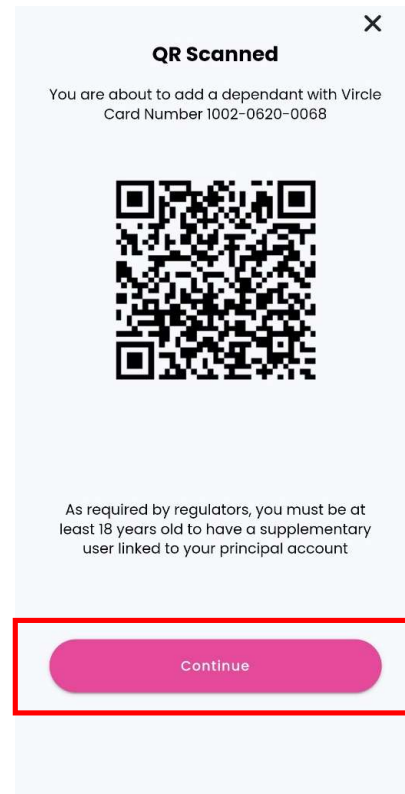
Add a Child



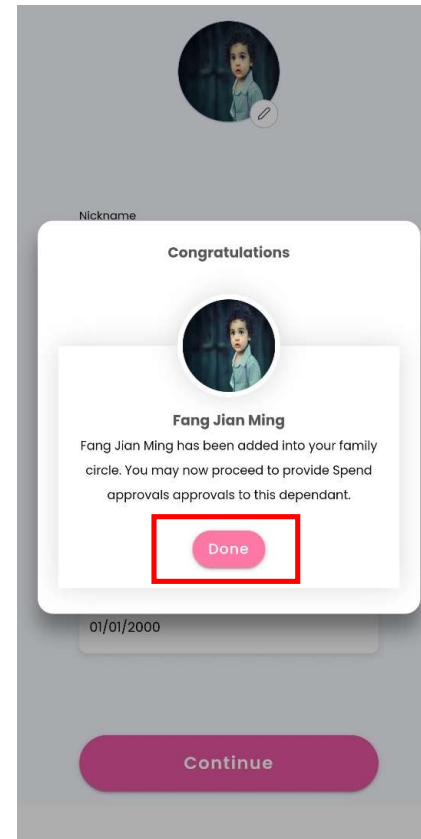
OR

16 digits e-Invite code
example:
1002-0322-0063-9500

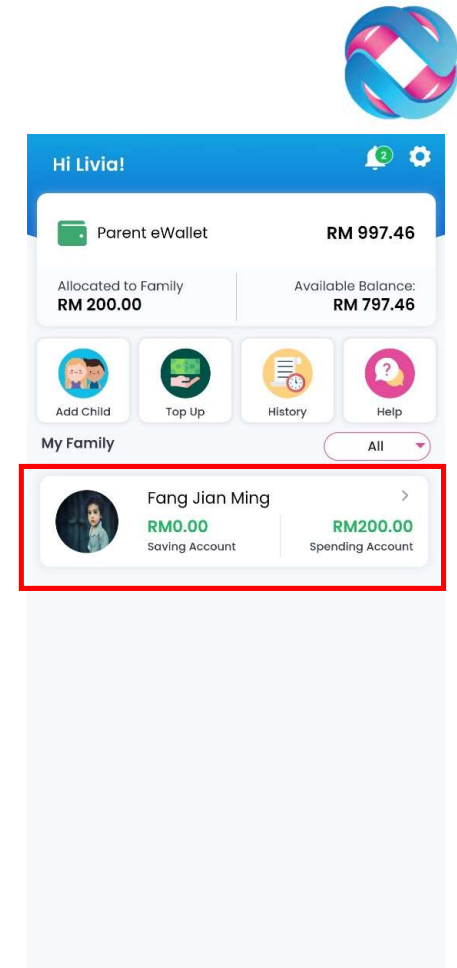
5. Scan your child's personal QR code or key in the 16 digits e-Invite code from your email



6. Press **“Continue”**



Congratulations!
Your child is added to your account successfully

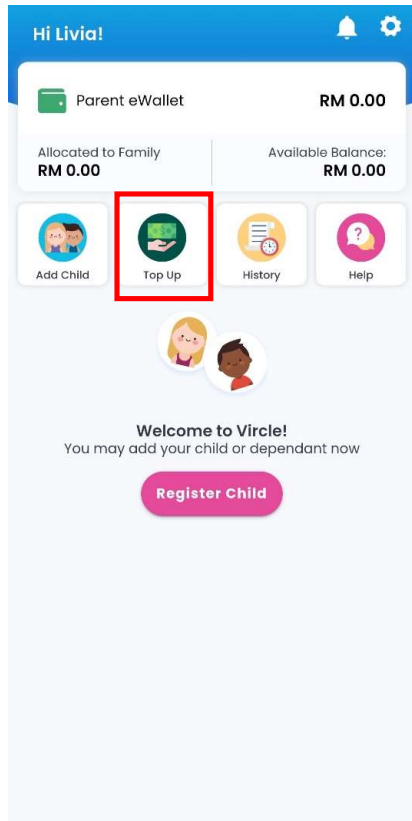


All children you have added will be visible on your dashboard

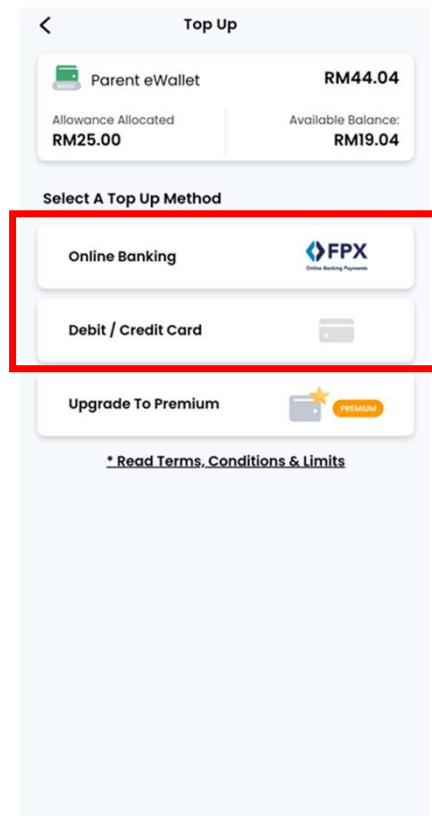
VIRCLE

Step 3: Top Up Parent eWallet

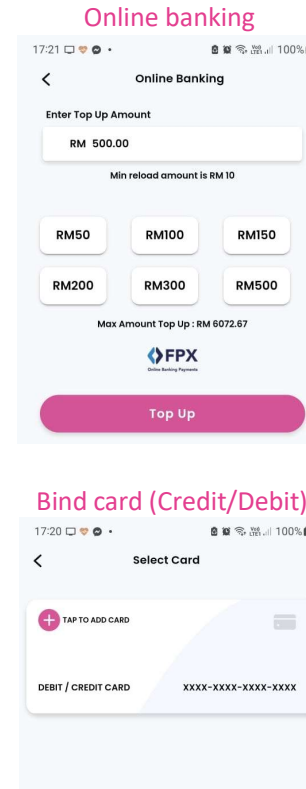
Topping up Parent e-Wallet



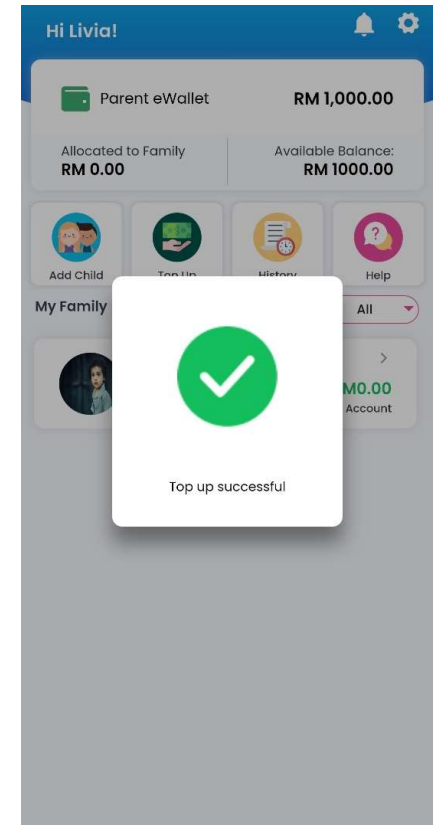
Step 1: Tap the Top-Up Icon



Step 2: Choose your preferred payment method and top up amount



Step 3: Key in the payment details or bind a card

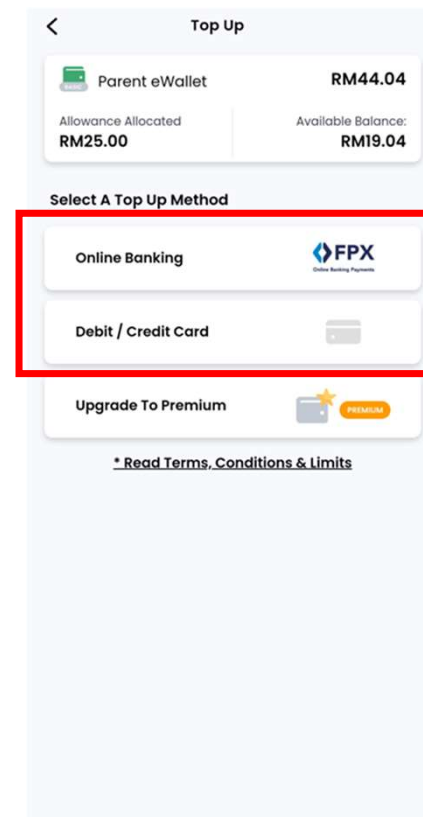


Congratulations!
Your Top Up is successful

eWallet Limits



- Your **Basic account** setup gives you ;
 - eWallet size of RM 4,999
 - Monthly family spend limit of RM 4,999
 - Sufficient for all in-school spending
- Monthly eWallet **top up limits**
 - Credit/Debit Cards : MYR 1,000 per month
 - FPX/Online Banking : RM 4,999
- **OPTIONAL** : Upgrade to Premium
 - Wallet Size of RM 10,000
 - Annual Spending Limit of RM 120,000

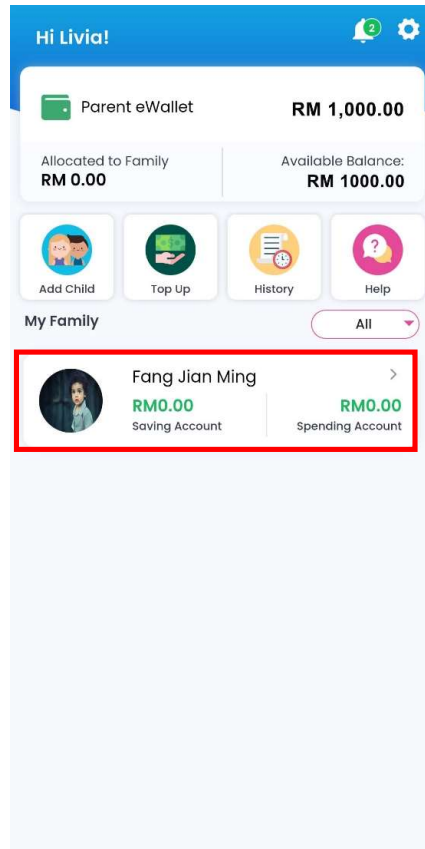


VIRCLE

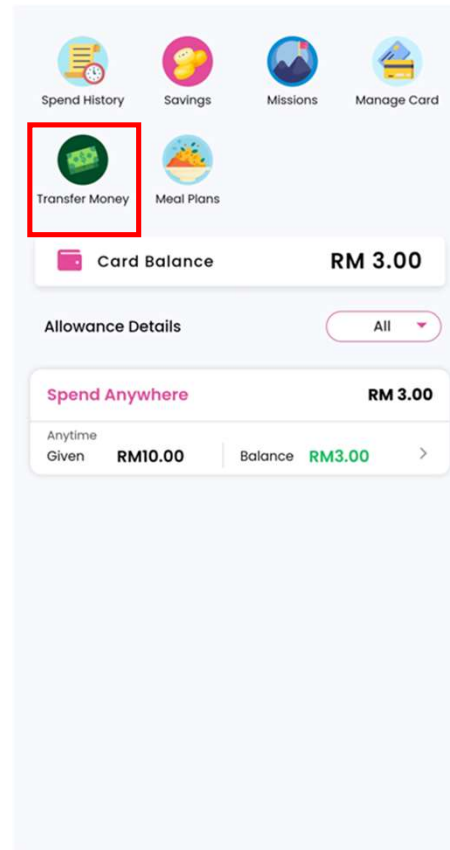
Step 4: Transfer Money to card

(allocate money from eWallet into child card)

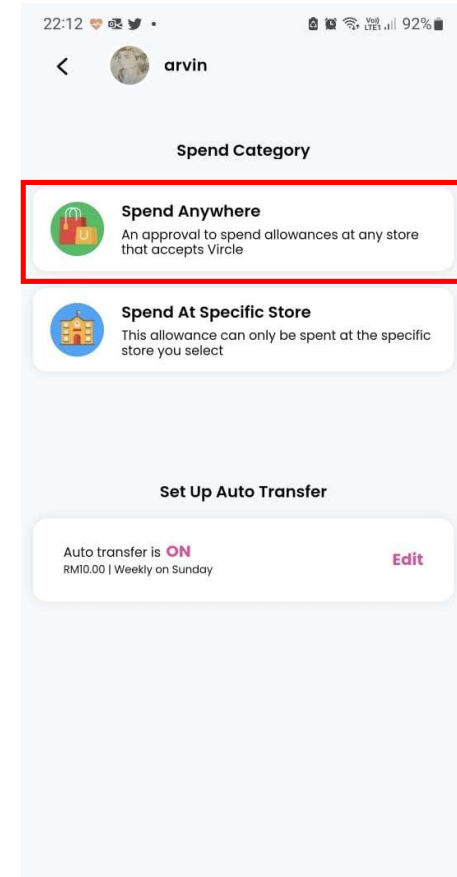
Transfer Money from Parent eWallet to Child



Step 1:
Press Child Photo



Step 2:
Press the icon
“Transfer Money”



Step 3:
Select **Spend Anywhere**

Use Spend Anywhere – Anytime for simplicity



21:55

Arvin Raj

Spend Anywhere

Allowance Limit

Spend Anytime Daily Limit

Allowance is valid until it is fully utilized or reaches expiry date.

Allowance Amount

RM 100.00

Set a spending limit

Allowance Expiry

No Expiry Set Expiry

Allowance will remain active on card until it is fully utilized or cancelled by you.

Transfer Now

Step 4:

Select **Spend Anytime – Amount - No Expiry / Set Expiry**

21:59

Arvin Raj

Confirmation

Allowance Type: Cash

Spend Category: Spend Anywhere

Frequency: Anytime

Approved Limit: RM100.00

Allowance Expiry:
No Expiry

Available Balance: **RM2,107.59**
Sufficient

Total allowance approval
RM100.00

Cancel **Transfer Now**

Step 5 :

Confirm details and press
Transfer Now

Transferring money to card, you have options:

- **Spend Anytime No Expiry** – Simple transfer and spend until money is utilized, then transfer more.
- **Spend Anytime with Expiry** – Set start date and end date for allowance to remain active

Use Spend Anywhere – Daily Limits



< Fang Jian Ming

Spend Anywhere

Spend Anytime **Daily Limit**

Recurring daily allowance with daily spending limit on selected days.

Allowance Amount

RM 100.00

Please set daily amount

Daily Limit [Clear Selection](#)

DEC 2021

Su.	Mo.	Tu.	We.	Th.	Fr.	Sa.
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Transfer Now

Step 4:
Select **Spend Anytime**
– Amount - No Expiry

17:38 100%

< Arvin Raj

Confirmation

Allowance Type: Cash
Spend Category: Spend Anywhere
Frequency: Daily
Approved Limit: RM50.00

Approved Days:
8 Aug 2022 Monday
9 Aug 2022 Tuesday

Available Balance: **RM2,507.59**
Sufficient

Total allowance approval
RM100.00

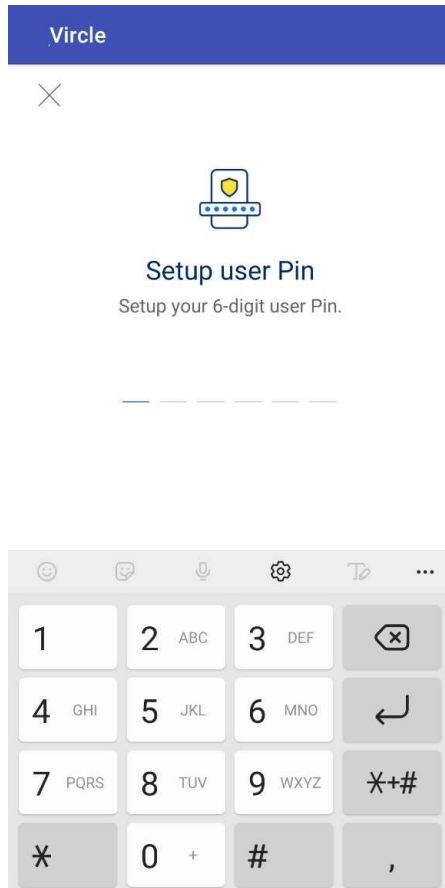
Cancel Transfer Now

Transfer Now

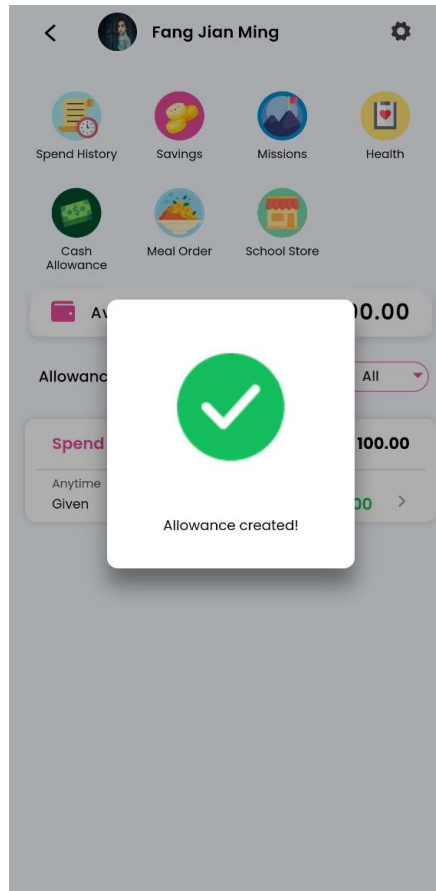
Step 5 :
Confirm details and press
Transfer Now

- **Daily Limit** – Limited how much can be spent on card per day, within the active month.

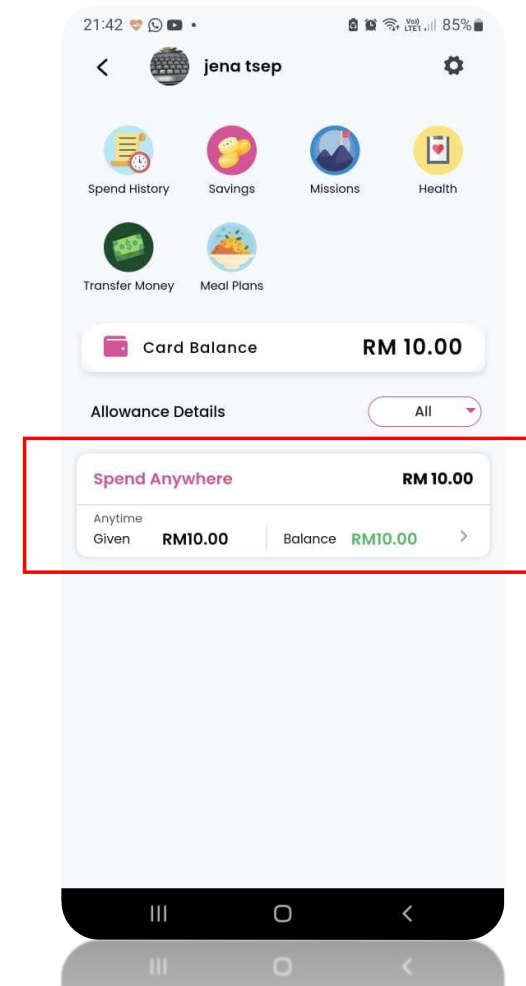
Transfer Money – Spend Anywhere



Step 6:
Key in your User Pin



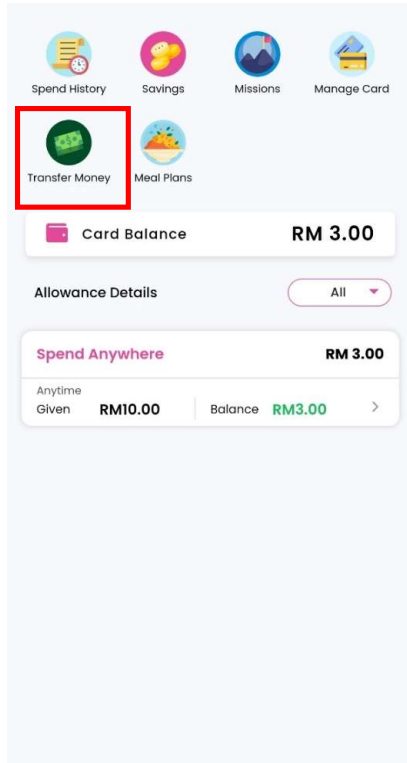
Congratulations!
Money transferred to
Card



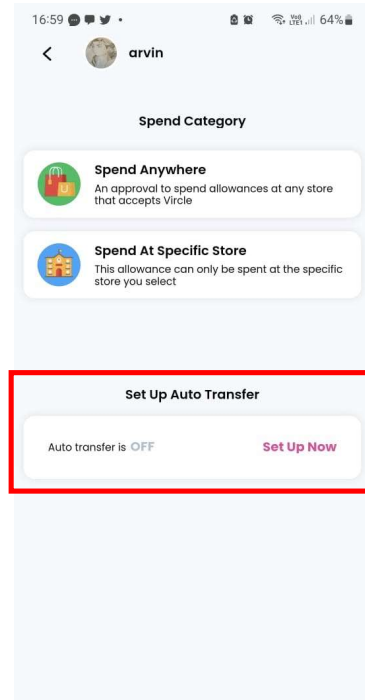
**View Given
Allowances**

Auto transfers to children, they will always have funds

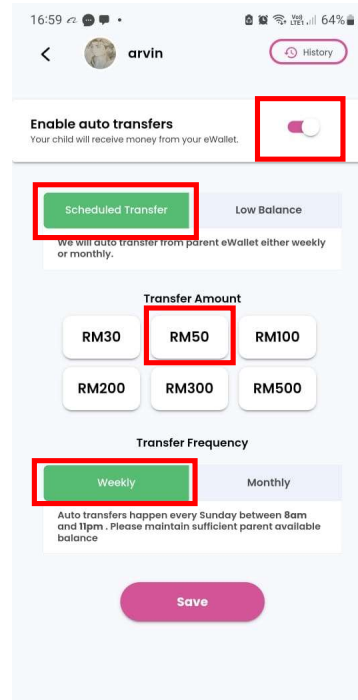
** Parent eWallet must have enough funds



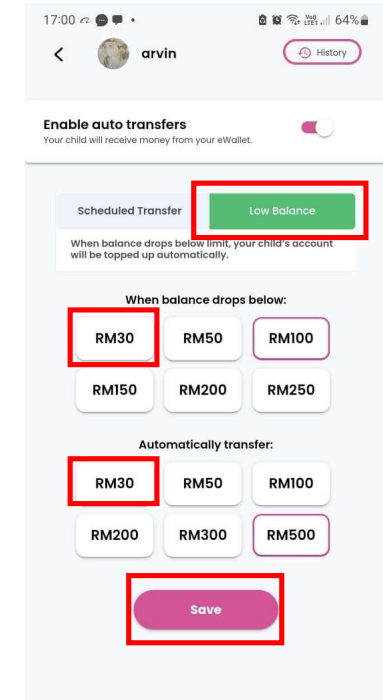
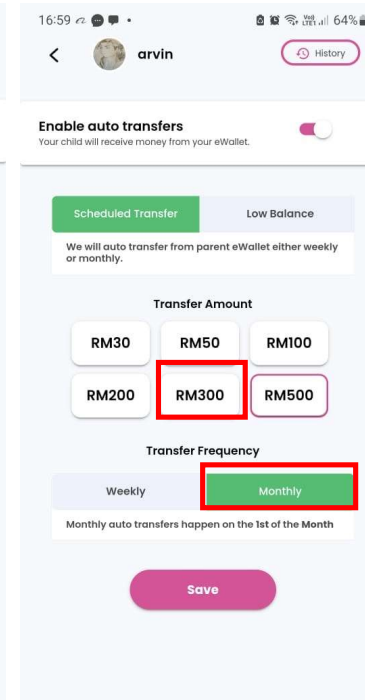
Step 1:
From Child's
Account Page, tap
Transfer Money



Step 2:
Tap on Set Up Now



Step 3a:
Enable Auto transfers & select rule,
Scheduled (Weekly or Monthly)

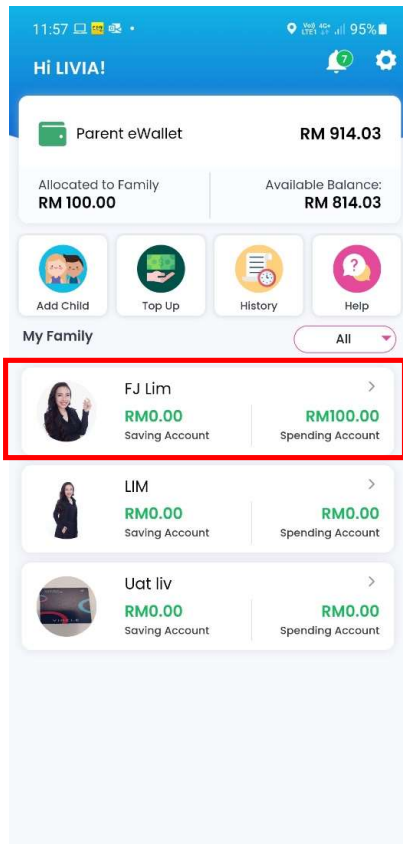


Step 3b:
or On low balance & press
Save to activate
*Money is reload from
parent eWallet NOT direct
from bank

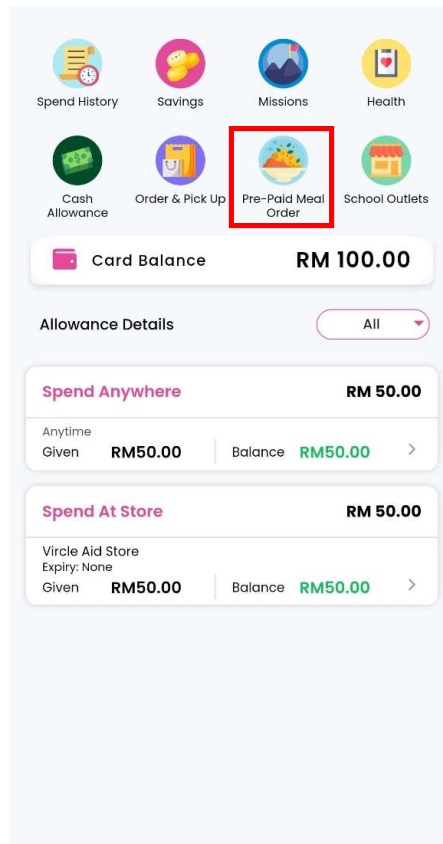
VIRCLE

Step 5: Prepaid Meal Plan

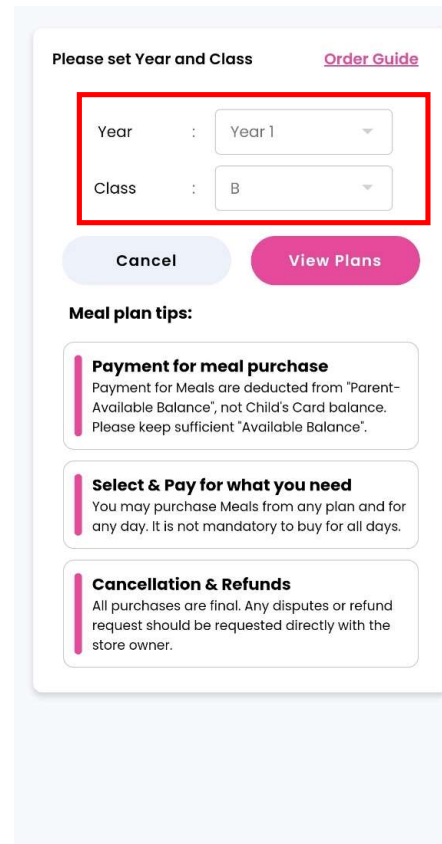
Create Allowance: Prepaid Meal Plans



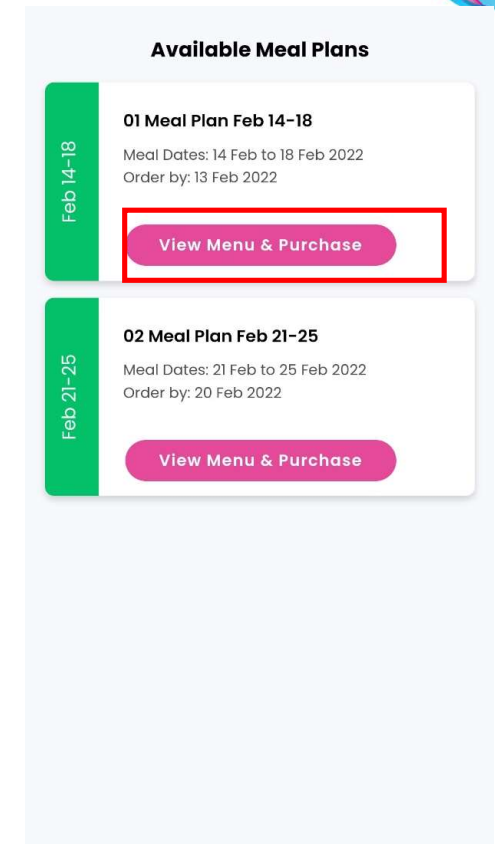
Step 1: Select Child



Step 2: Press the icon “Meal Order”



Step 3: Pick the Year and Class of your child accordingly



Step 4: Select “View Menu & Purchase” to browse and purchase a Meal Plan

Create Allowance: Prepaid Meal Plans cont..



Store : House of Taste Cafeteria
Meal Date : 21 Feb - 25 Feb 2022
Class : Year 1 B
Product : 02 Meal Plan Feb 21-25

Select Meals [View Full Menu](#)

21th Feb, Monday

Tap + to add a meal

22th Feb, Tuesday

Tap + to add a meal

23th Feb, Wednesday

Tap + to add a meal

24th Feb, Thursday

Tap + to add a meal

25th Feb, Friday

Tap + to add a meal

*It is not mandatory to buy for all days OR all meal products from a single day. Please purchase only what you need.

0 Review Order RM 0

Step 5: Press the green + button for the day you want to purchase

Meal Selection

Monday, 21st Feb 2022

Monday Morning Snack RM 0.01 [Clear](#)

American Breakfast
Toasted Bread, Mini Beef Sausages, Baked Beans, Omelette, Baked Tomatoe & Lettuce Salad
Nutrition Quality : **Good**
Egg Soy Wheat Beef Western Popular

Aglio Olio
Fresh Homemade Pasta with a Pesto, Olive Oil sause served with Green Salad & Garlic Bread
Nutrition Quality : **Moderate**
Wheat Vegetarian Vegan

Monday Lunch RM 0.01 [Clear](#)

Teppanyaki Beansprout, Carrot & Broccoli w/ Steamed Rice
Beansprouts Sauted in Terriyaki Sauce served diced vegetables with Stream Rice. It says Yaki, but its Yummy!
Nutrition Quality : **Moderate**
Vegetarian Vegan

Grandma Chicken Chop w/ Roasted Pumpkin & Pickled Cabbage

2 Confirm Order RM 0.02

Step 6: Press to tick the food you want, once done the selection, press "Confirm Order"

Store : House of Taste Cafeteria
Meal Date : 21 Feb - 25 Feb 2022
Class : Year 1 B
Product : 02 Meal Plan Feb 21-25

Select Meals [View Full Menu](#)

21th Feb, Monday

Monday Morning Snack (RM 0.01)
American Breakfast

Monday Lunch (RM 0.01)
Teppanyaki Beansprout, Carrot & Broccoli w/ Steamed Rice

22th Feb, Tuesday

Tap + to add a meal

23th Feb, Wednesday

Tap + to add a meal

24th Feb, Thursday

Tap + to add a meal

25th Feb, Friday

Tap + to add a meal

*It is not mandatory to buy for all days OR all meal products from a single day. Please purchase only what you need.

2 Review Order RM 0.02

The food you choose is display, you can press the red – button to cancel the selection. Press "Review Order" to proceed.

Store : House of Taste Cafeteria
Meal Date : 21 Feb 2022 - 25 Feb 2022
Class : Year 1 B
Product : 02 Meal Plan Feb 21-25

Order Summary [Edit Items](#)

21th Feb, Monday

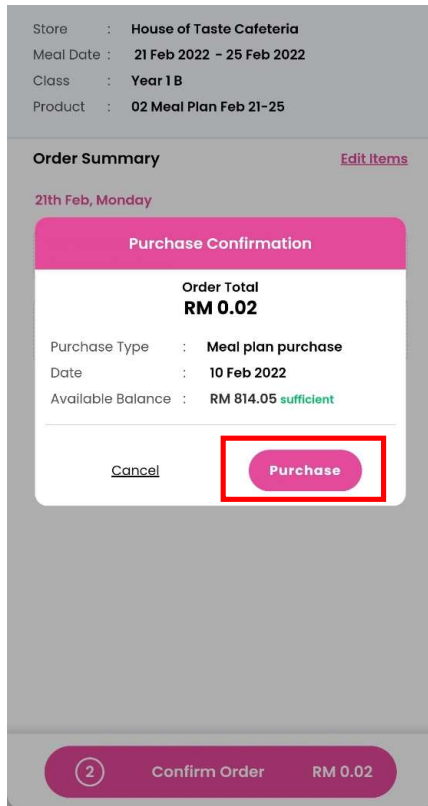
Monday Morning Snack (RM 0.01)
American Breakfast

Monday Lunch (RM 0.01)
Teppanyaki Beansprout, Carrot & Broccoli w/ Steamed Rice

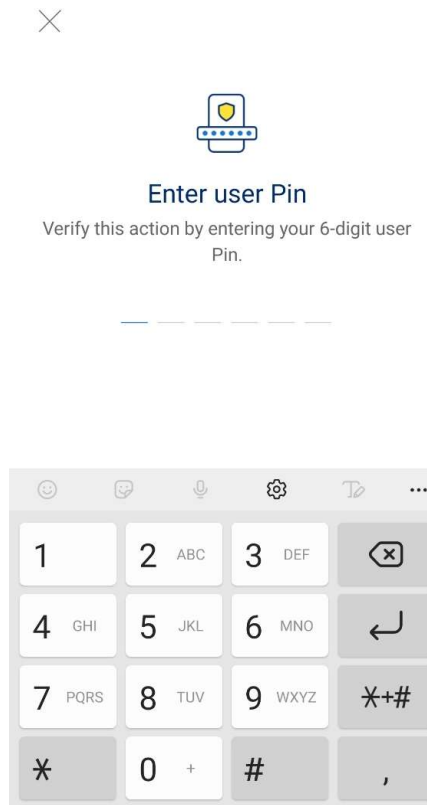
2 Confirm Order RM 0.02

Step 7: Double check your selection, press "Confirm Order"

Create Allowance: Prepaid Meal Plans cont..



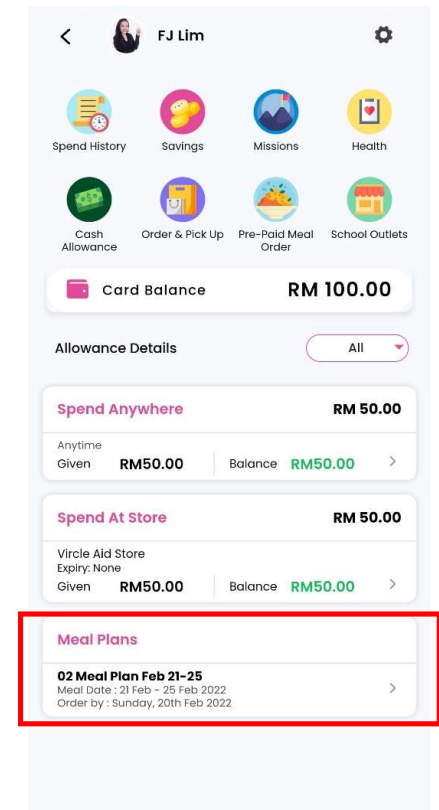
Step 8:
Check total amount to be pay and eWallet balance is sufficient then press **“Purchase”**



Step 9:
Key in your 6 digit PIN



Your Meal Plan is ordered successfully.

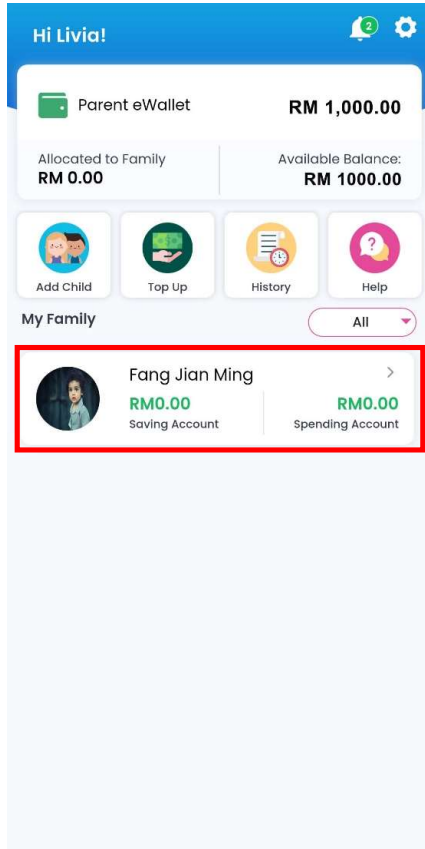


The purchased Meal Plan is now show on your child Dashboard

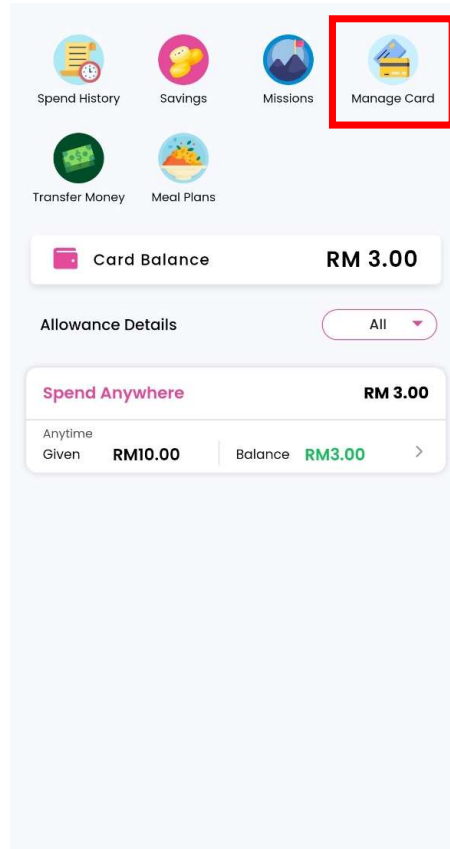
VIRCLE

Step 6: Additional services

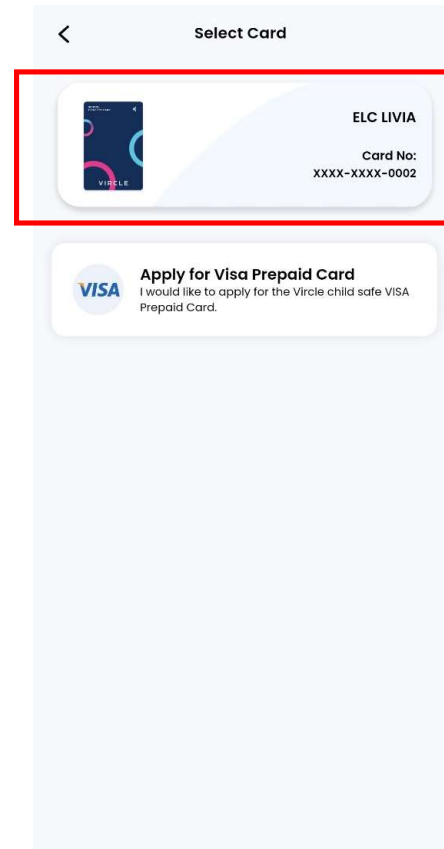
If your child has lost the school card



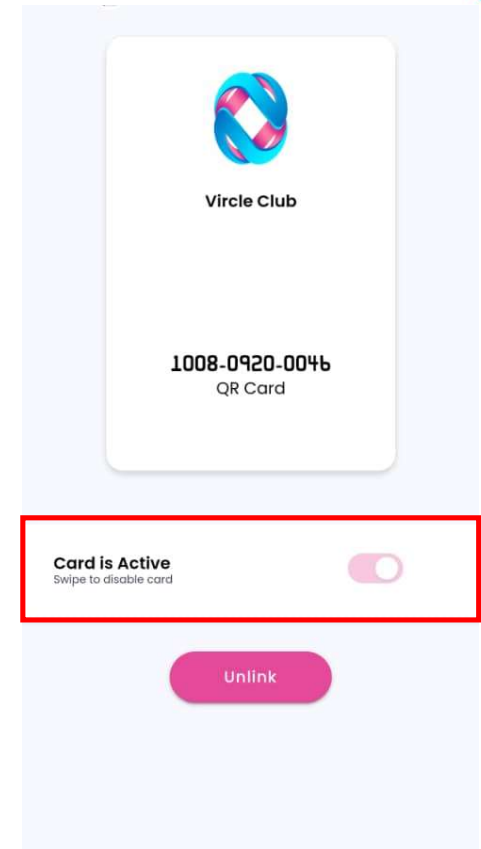
Step 1:
Select your child's profile on parent dashboard



Step 2:
Tap on Manage Card

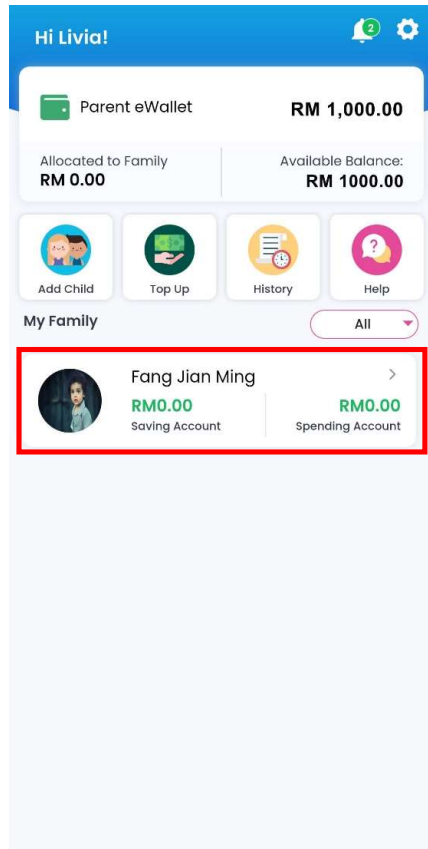


Step 3:
Select Card

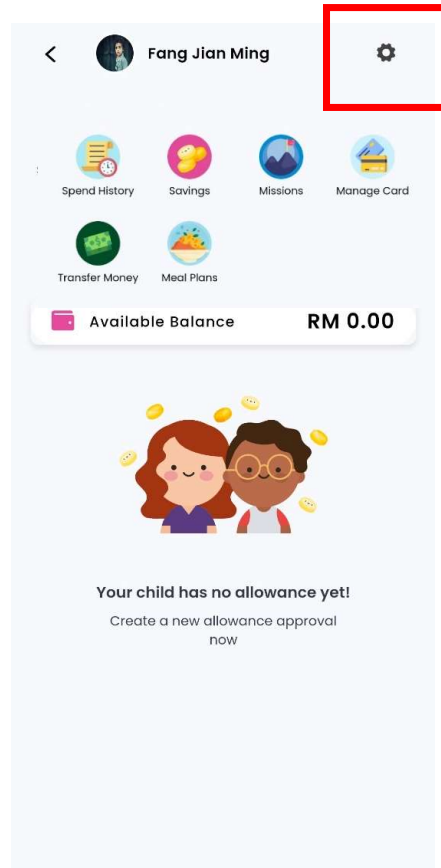


Step 4:
Swipe to the button to left to Freeze Card

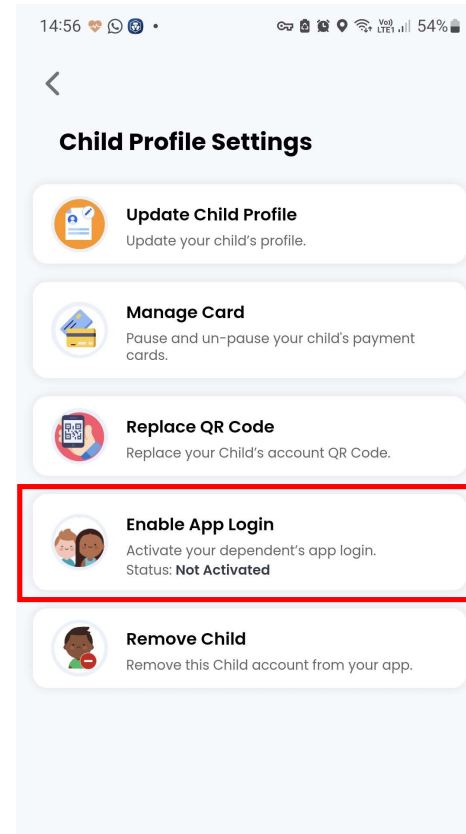
Enable Child App Logins for your children



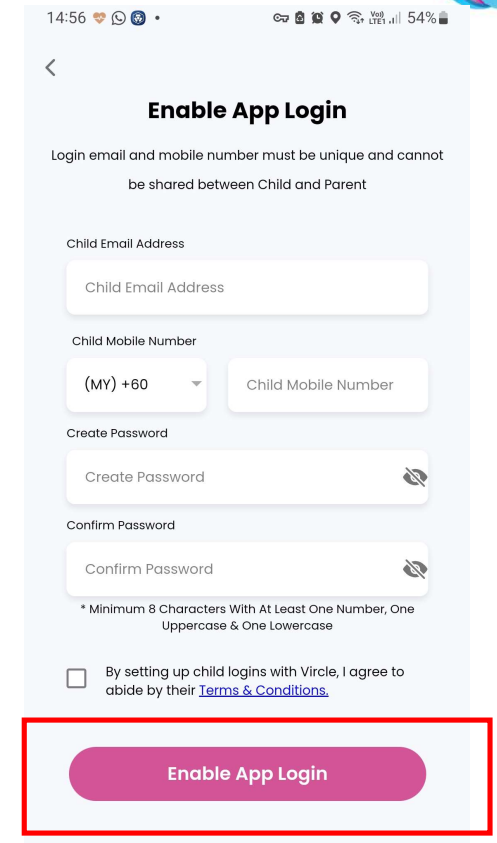
Step 1:
Select the child profile on
your main dashboard



Step 2:
Select "Manage Card"

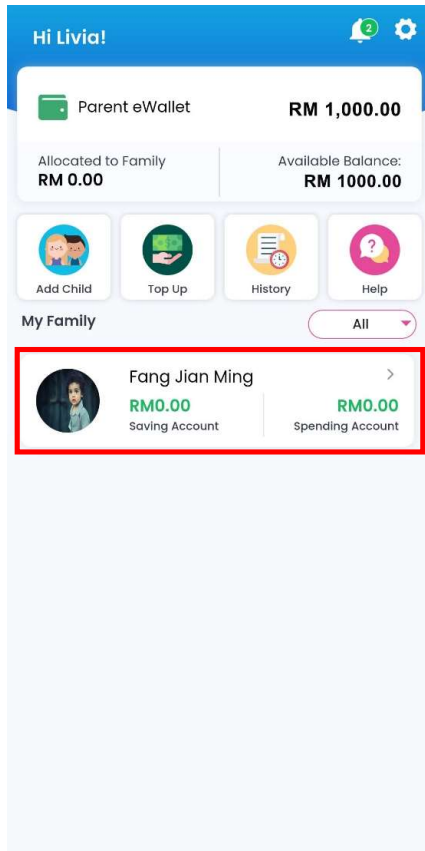


Step 3:
Select **Enable App**
login



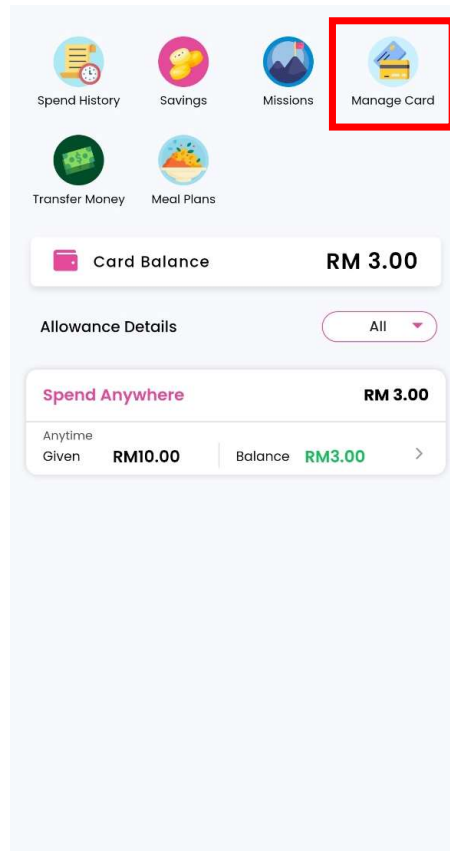
Step 4:
Enter details & Enable
(mobile number and email
must be unique to child)

How to change QR to New School?



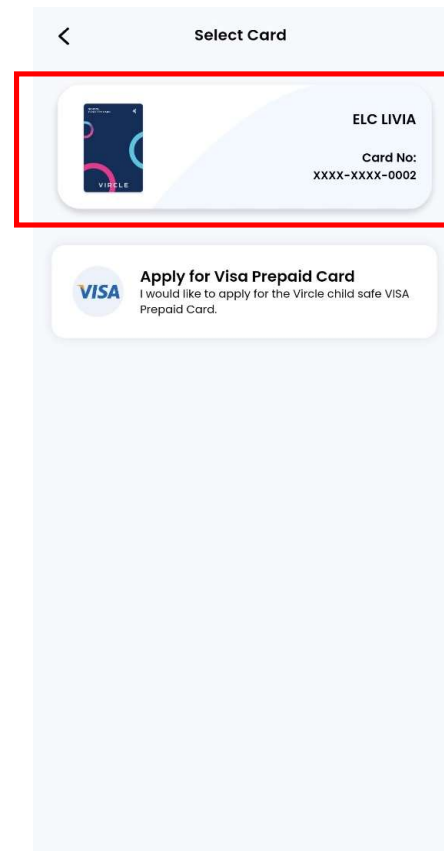
Step 1:

Please check Viracle App version is 2.1.9. Select the child profile on your main dashboard



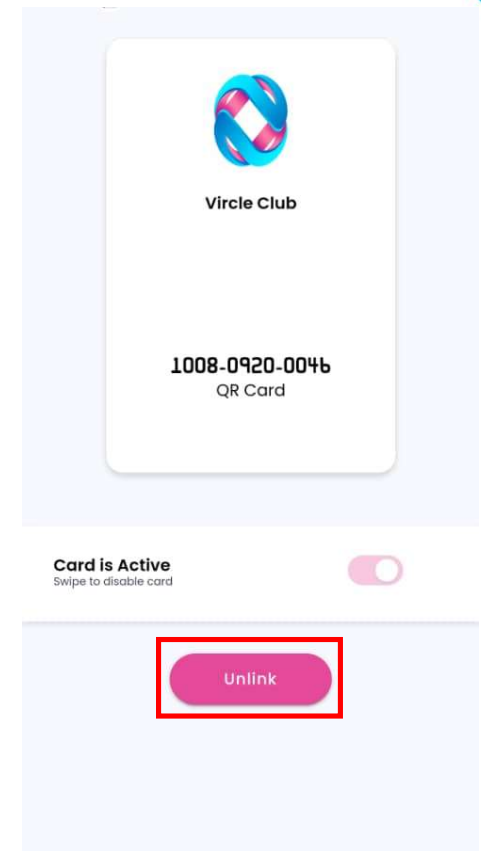
Step 2:

Press the **Manage Card**



Step 3:

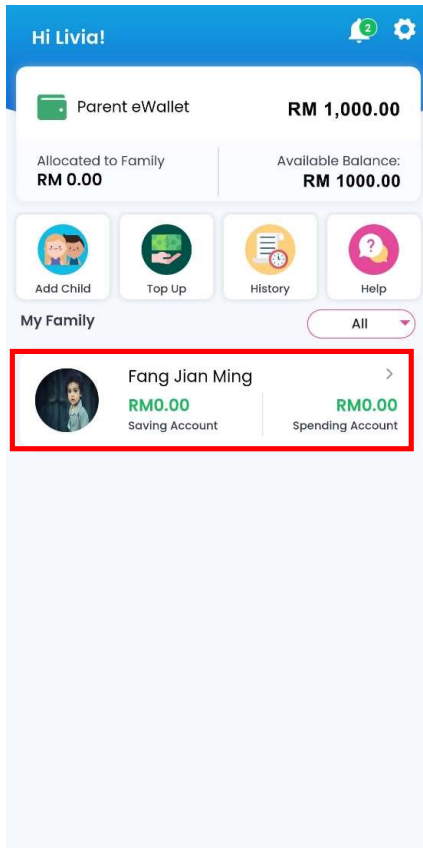
Select the **Blue Card**



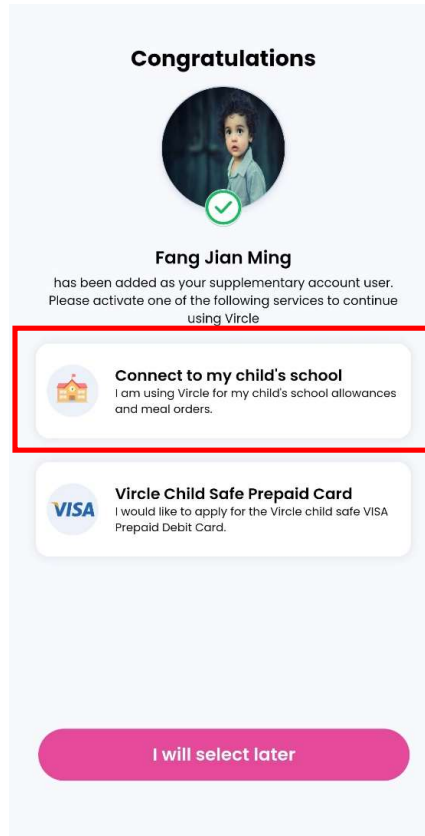
Step 4:

Press the “Unlink” button to unlink previous school card.

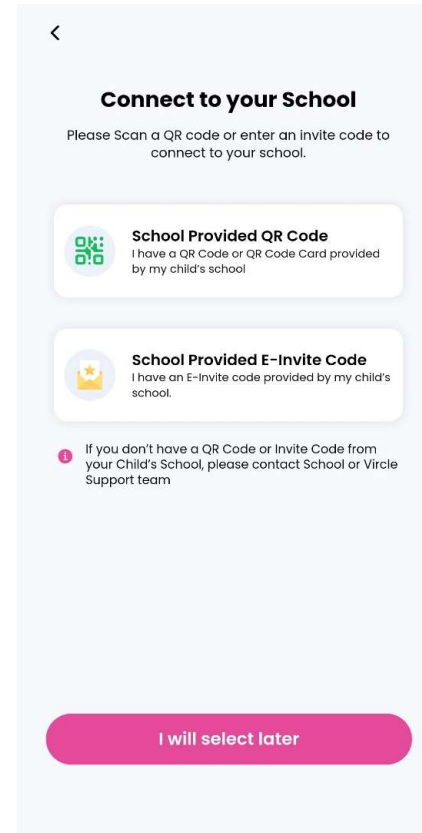
How to change QR to New School? Cont...



Step 5:
From the main Dashboard, select the child profile again



Step 6:
Select “**Connect to my child’s school**”



Step 7:
Select one of the method
Scan QR or key in 12 digits **E-Invite Code**

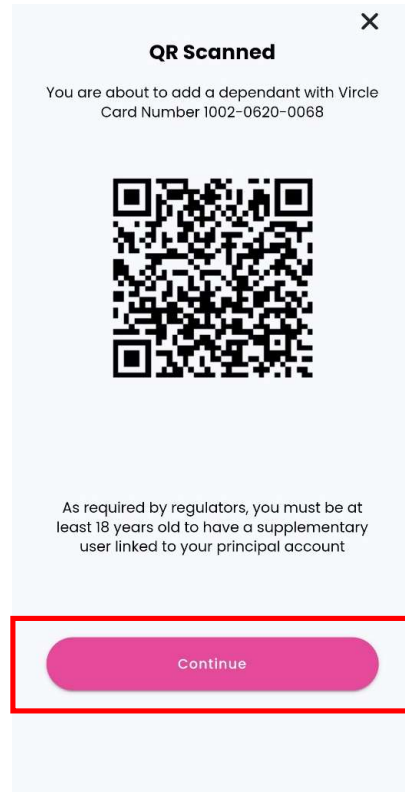


OR

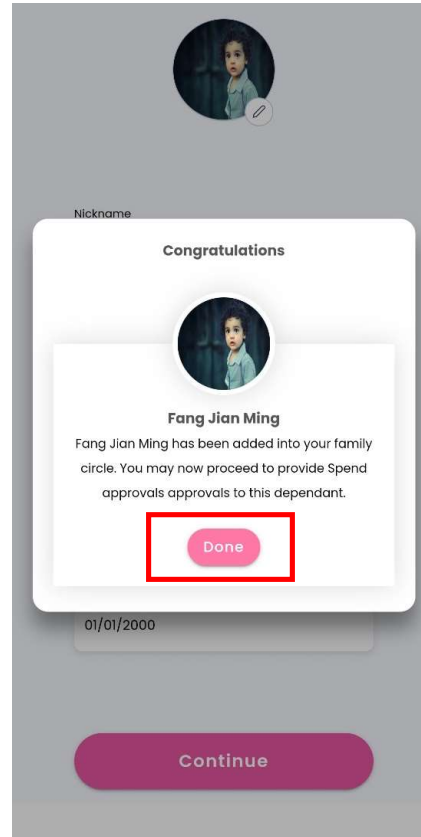
16 digits E-Invite code
example:
1002-0322-0063-9500

Step 8:
Get the New School QR or eInvite code, scan your child’s personal QR code or key in the 16 digits E-Invite code from your email

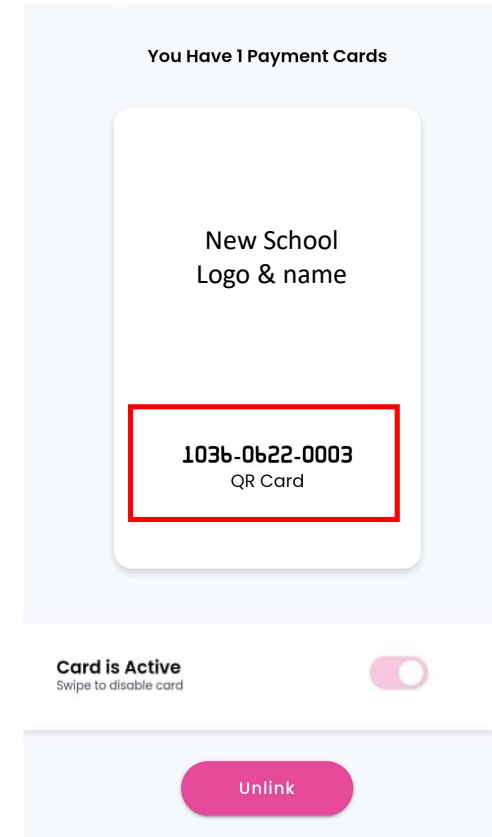
How to change QR to New School? Cont...



Step 9:
Press “Continue”



Congratulations!
Your child is added to
your eWallet successfully



Repeat the Step 1 to 4 to
check the New School QR is
now link with your eWallet.

Who to contact?



If you have technical issue while using Viracle App, please reach out to Viracle

Whatsapp us @ +6011-1117 6000 (9AM to 5PM – Mon-Fri)

Email: support@viracle.com

Or visit

FAQ's : www.Viracle.com/help

Website: www.viracle.com

If you have queries about School Payment / Canteen / Bookstore / Uniform Store, please contact the merchant.

VIRCLE

The Circle That Matters.

Debit Circles Sdn. Bhd (1307991X)
Unit 1901, Vertical Business Suite Tower A,
Jalan Kerinchi, Bangsar South, 59200 Kuala Lumpur,
Wilayah Persekutuan, Malaysia.
+6 011-1117 6000
info@vircle.com