



# Viracle User Guide for STAFF

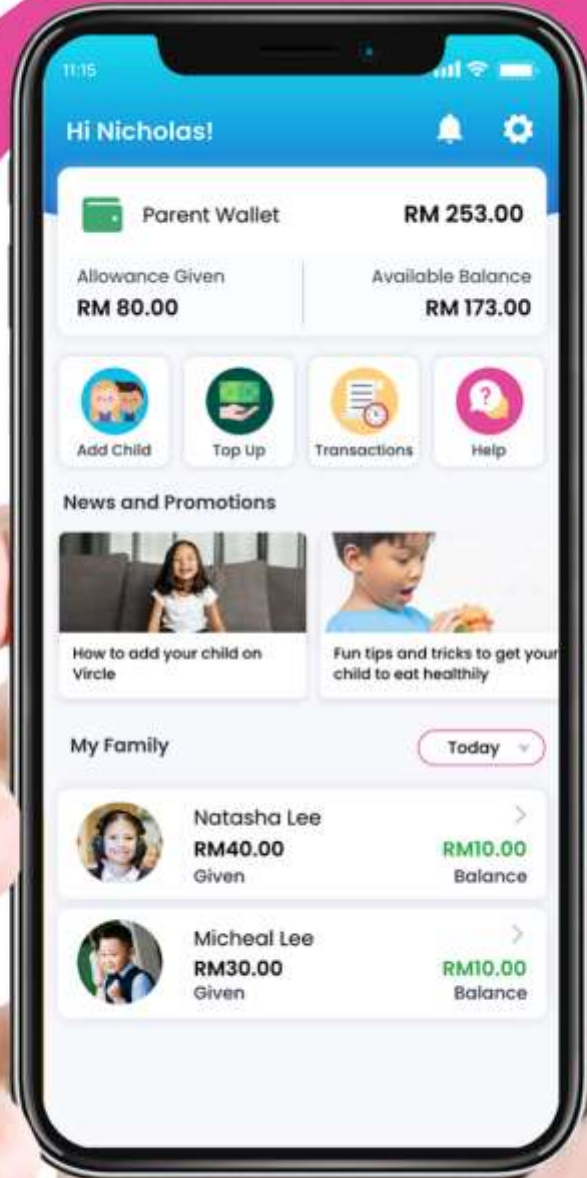


**VIRACLE**  
The Circle That Matters



# Getting Started

1. **Download App & Register for an Account**
2. **Join a community or workplace – Connect to school**
3. **Top Up eWallet**
4. **Transfer money to card**
5. **Spend and track**



**VIRCLE**

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

# Get Started



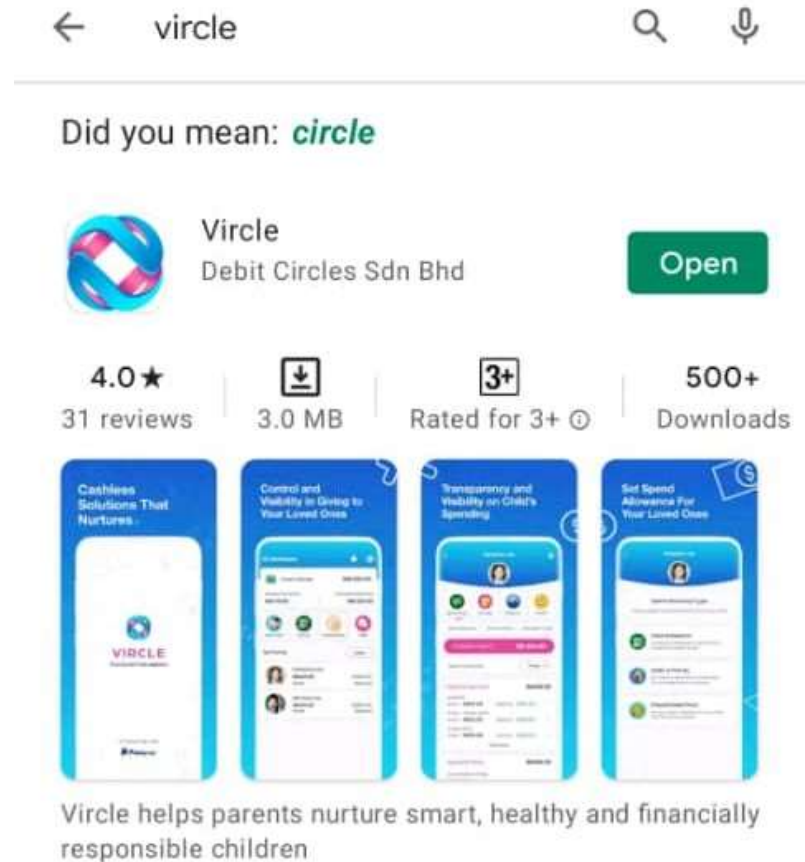
iPhone 8 Plus & Above



Android 8.1 & Above



\*Only for Google supported phones

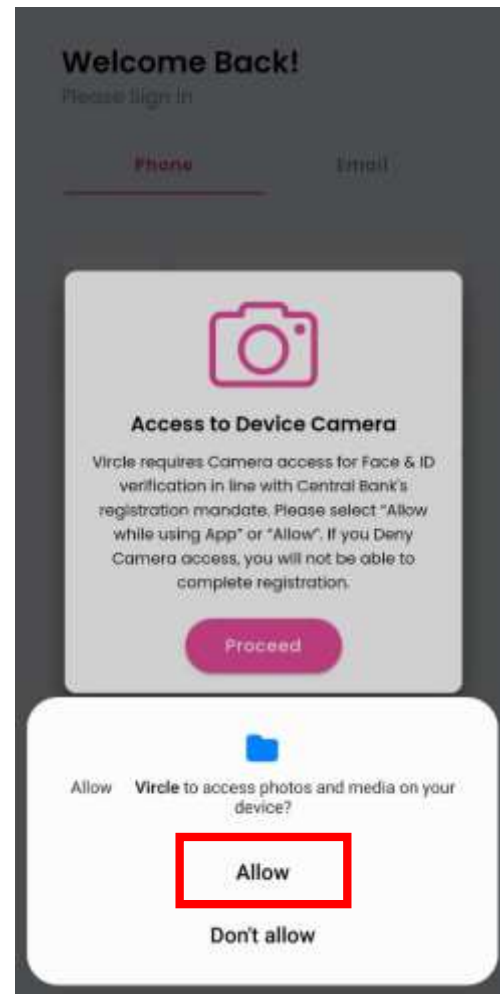


**Step 1:** Decide which Parent will Manage the App. Download the Viracle Application from Apple App Store or Google Play Store or Huawei App Gallery

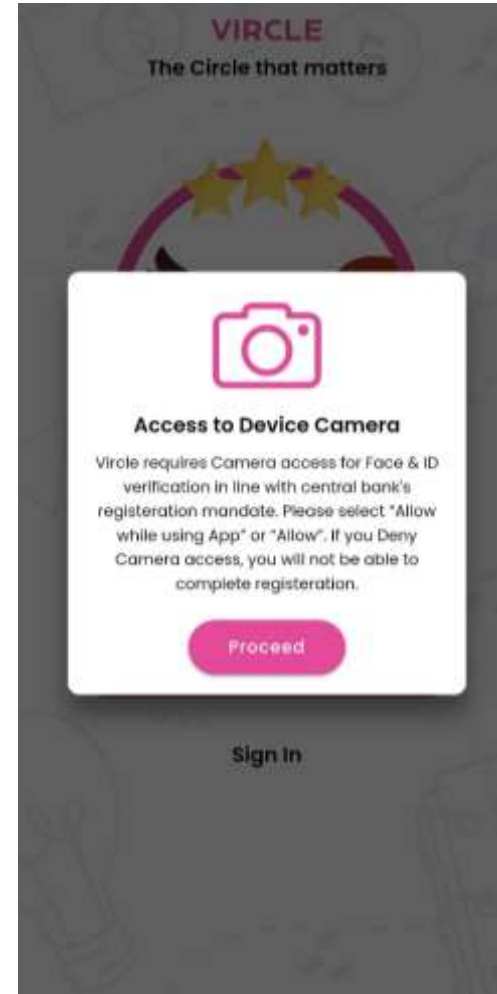
# Get Started



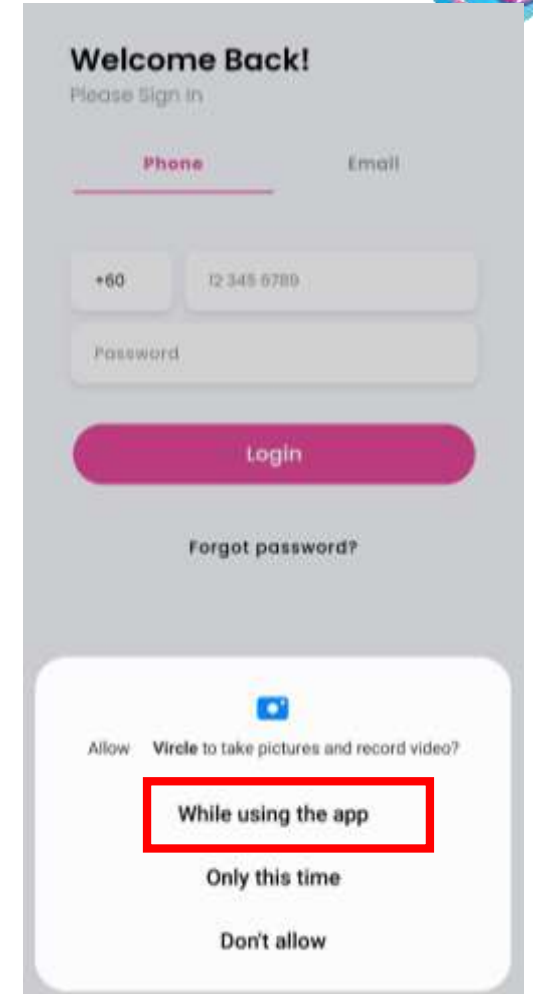
**Step 2**  
Open the Viracle App



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

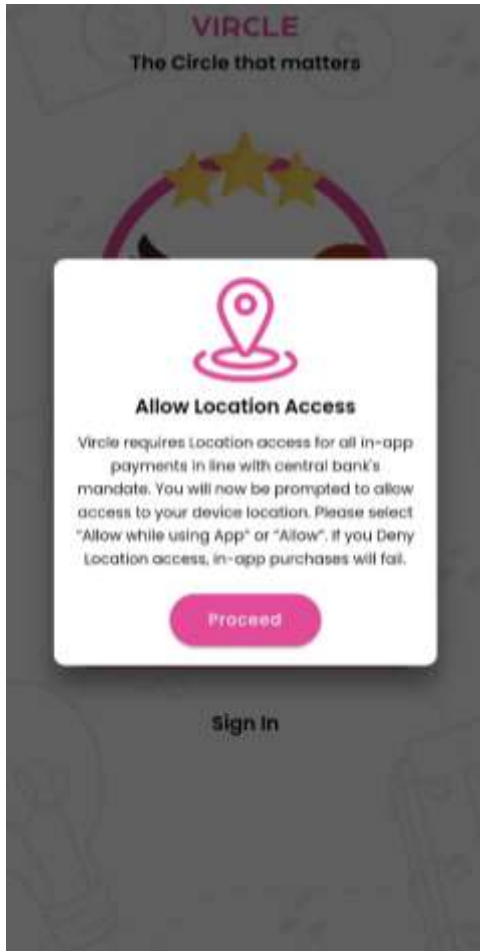


**Step 4**  
Press "Proceed"

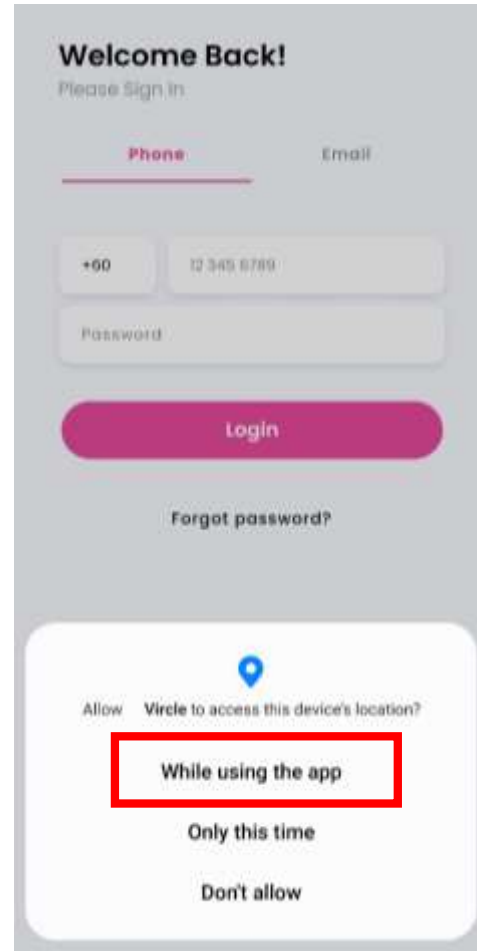


**Step 5**  
Select "While using the app" Viracle to take pictures and record video

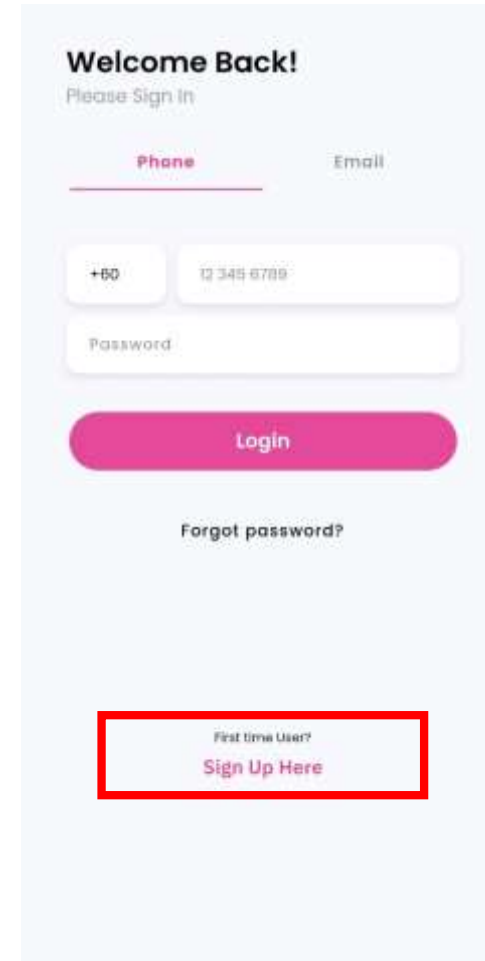
# Get Started



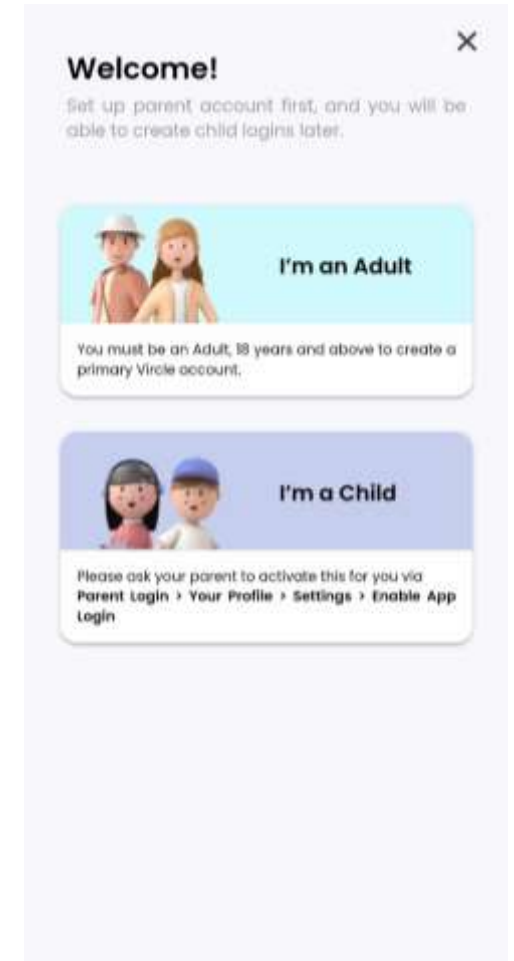
**Step 6**  
Press "Proceed"



**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



**Step 10**  
Select Preferred Language

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


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

**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 1 more time 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.

-----




## Step 16

Set Up Transaction Pin (6 Digits of your choice)

**Congratulations**

You have successfully created your Viracle Account

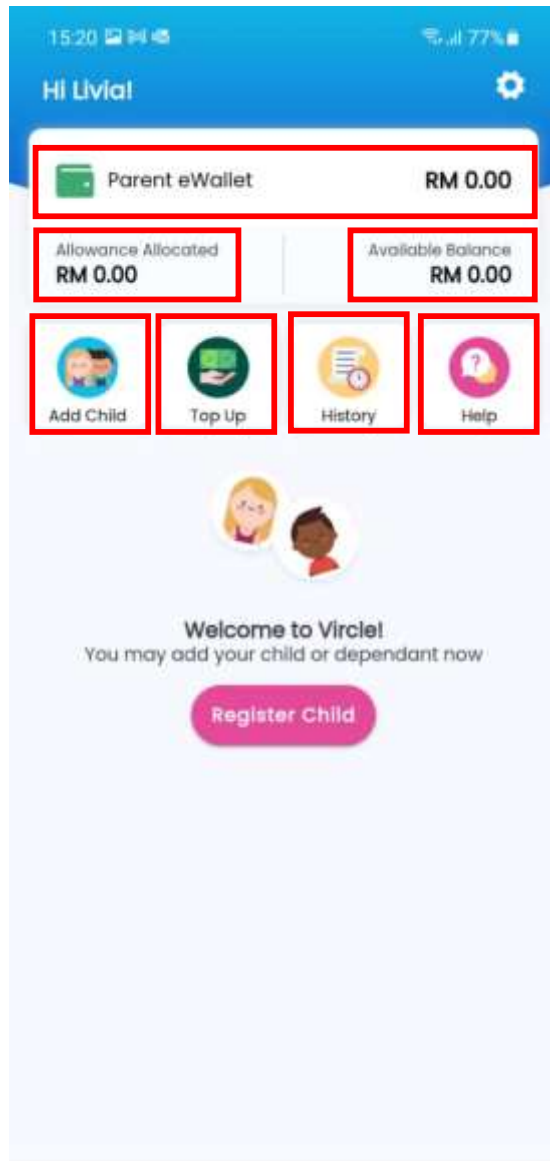
**Lets Begin!**



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



# View Dashboard

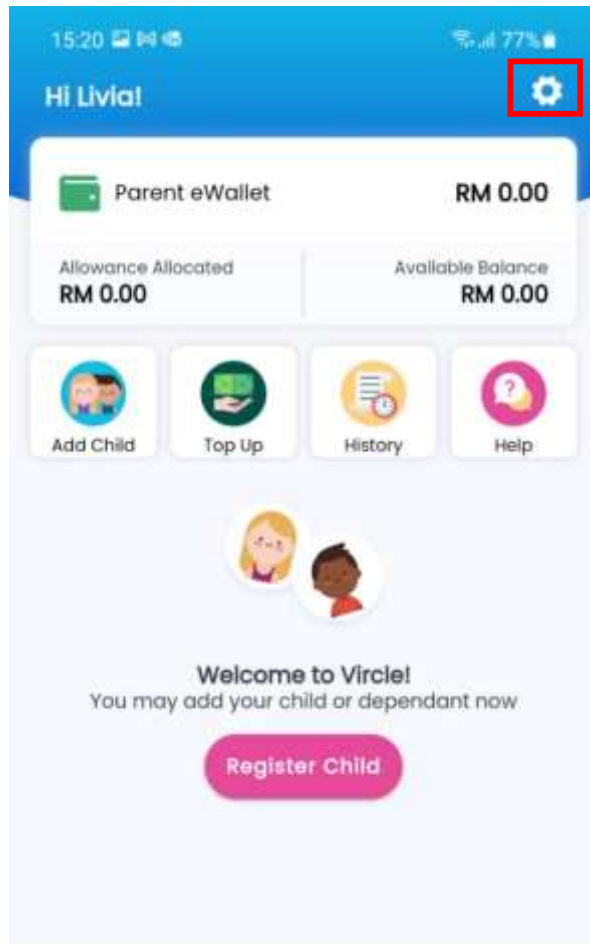


- **Parent Wallet** is Total funds in your eWallet (Parent).
- **Allowance Allocated** is the Total allowance given to your child.
- **Available Balance** is the Available balance to spend or not yet allocate to child.
- **Add Child** button is for you to Add your children under your e-Wallet account, this will explain more later
- **Top Up** button is to Top UP the e-Wallet
- **History** is to check your transaction history
- **Help** button, if you have any issue with the Viracle App, you can contact Viracle by using this Help Button.

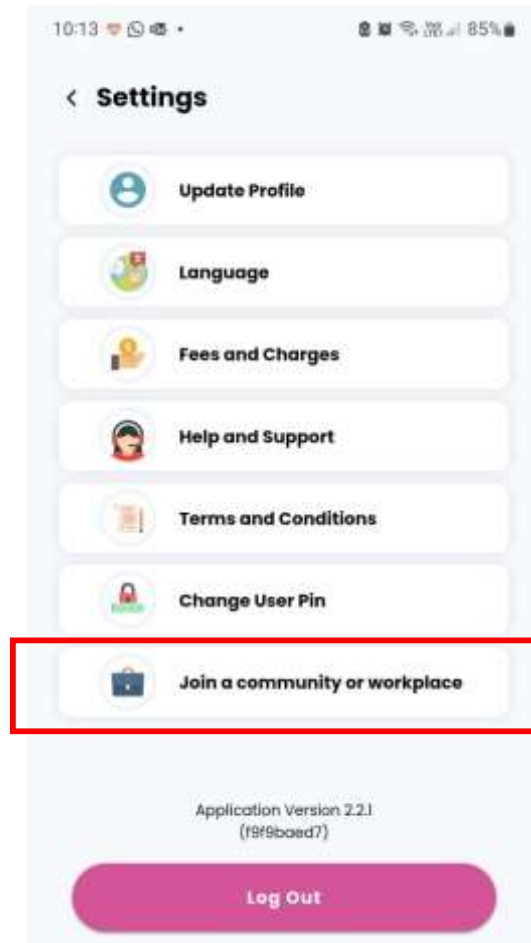
**VIRCLE**

**Step 2: Connect to School Community  
using Invite codes sent by us**

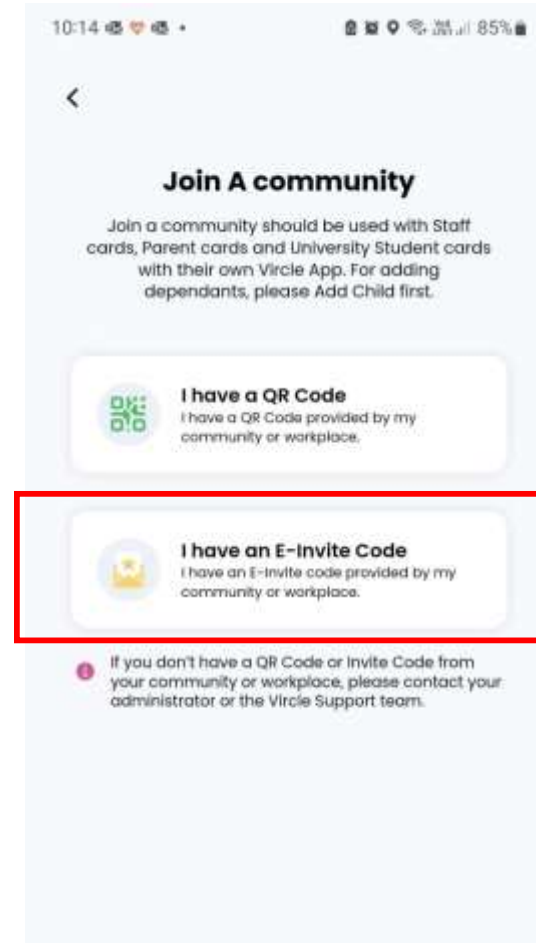
# Staff - Add a Viracle Card



1. Select “**Setting**”



2. Select “**Connect to Workplace**”



3. Select one of the method **Scan QR** or key in 12 digits **E-Invite Code**

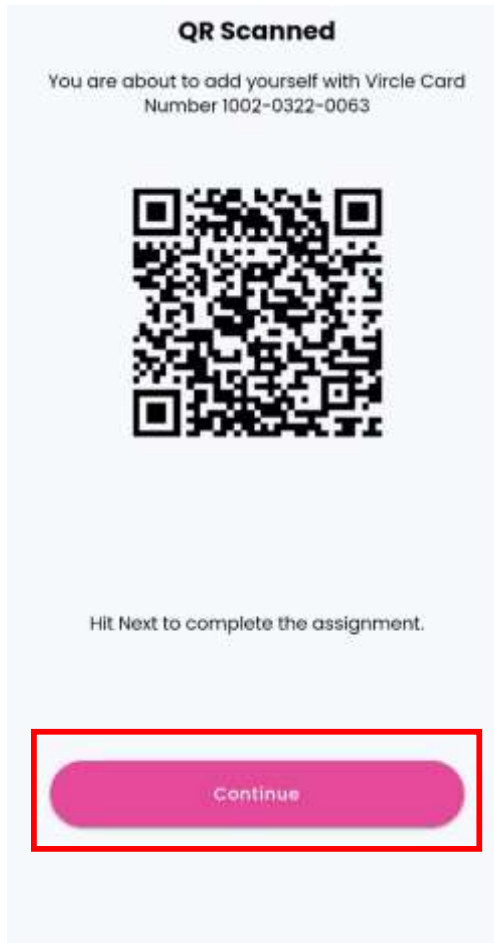


OR

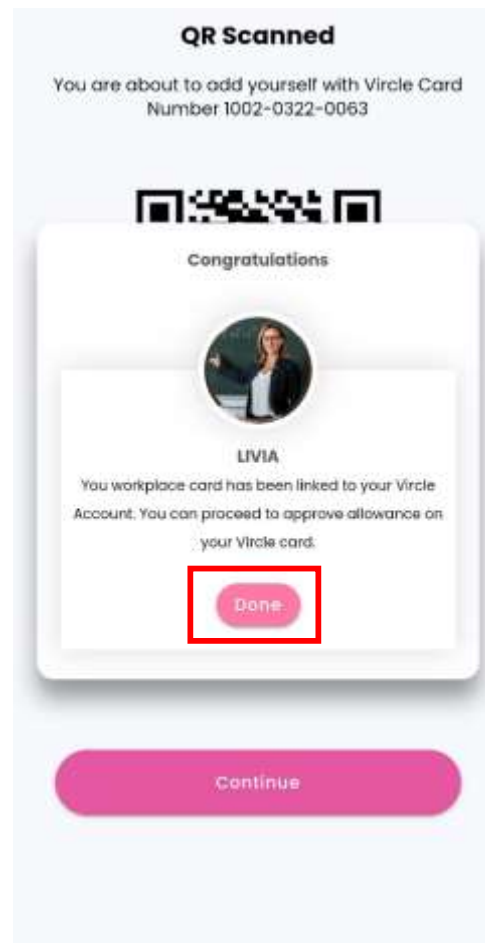
16 digits E-Invite code  
example:  
*1002-0322-0063-9500*

4. Scan your personal QR code or key in the 16 digits E-Invite code from your email

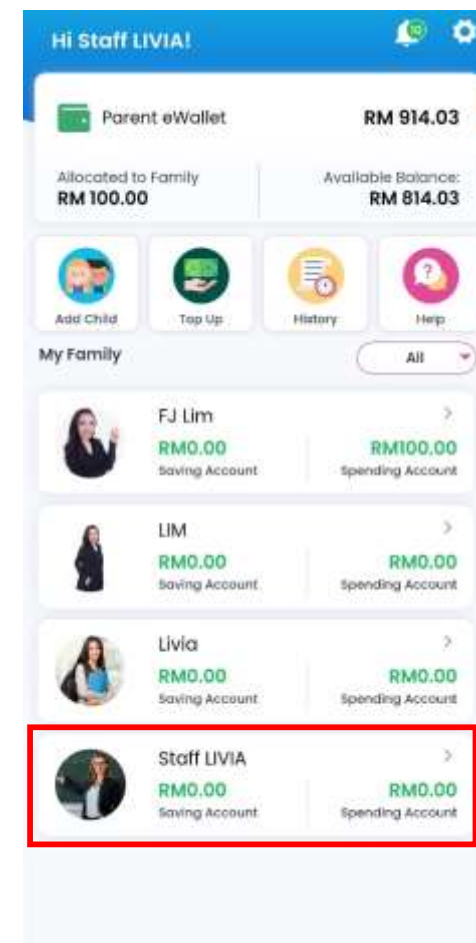
# Staff - Add a Vircle Card



5. Press **“Continue”**



**Congratulations!**  
Your Vircle Card is added to your eWallet successfully.  
Press **“Done”**

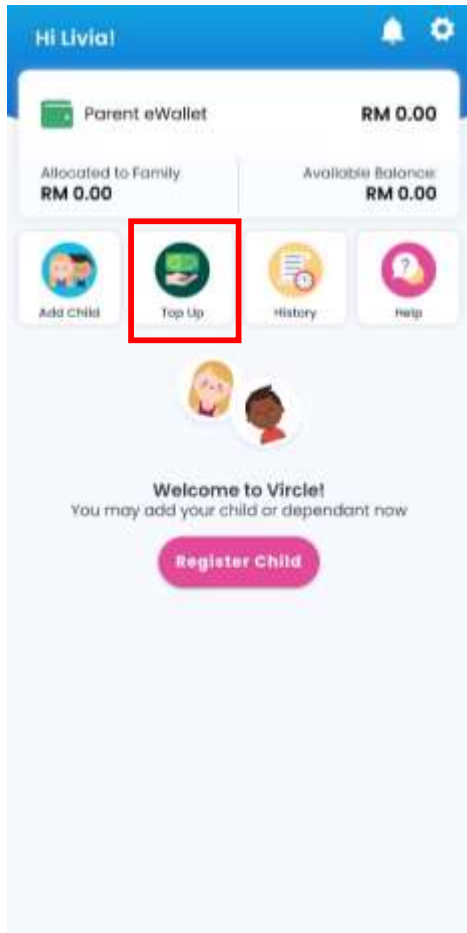


Now your Vircle Card is display on the main dashboard.

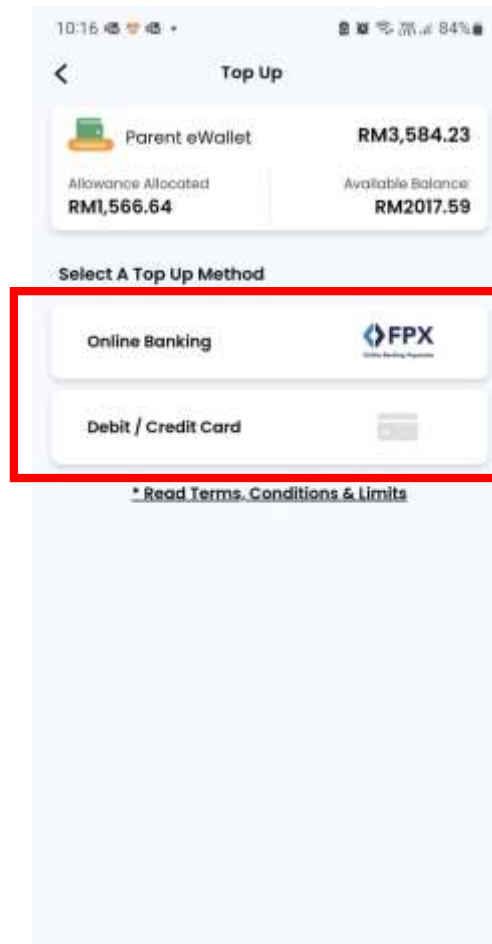
**VIRCLE**

## **Step 3: Top Up eWallet Account**

# Topping up Parent e-Wallet



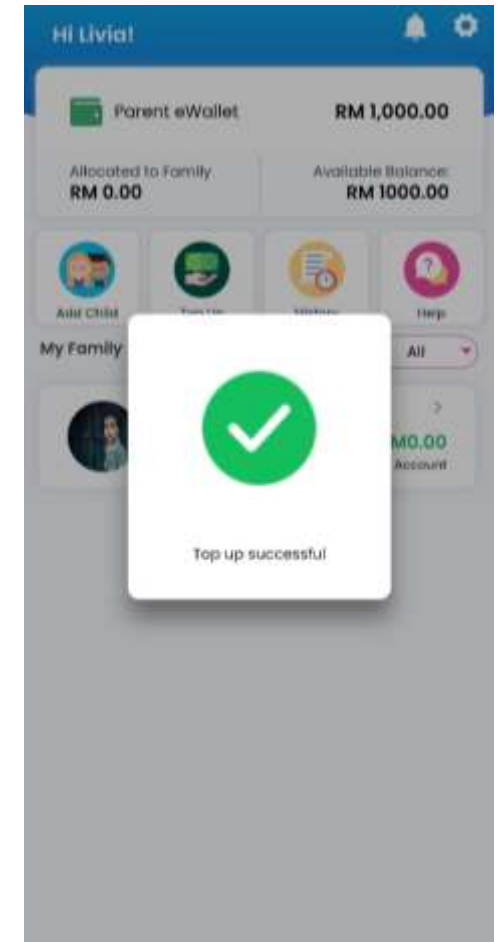
**Step 1:** Tap the Top-Up Icon



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



**Step 3:** Key in the payment details



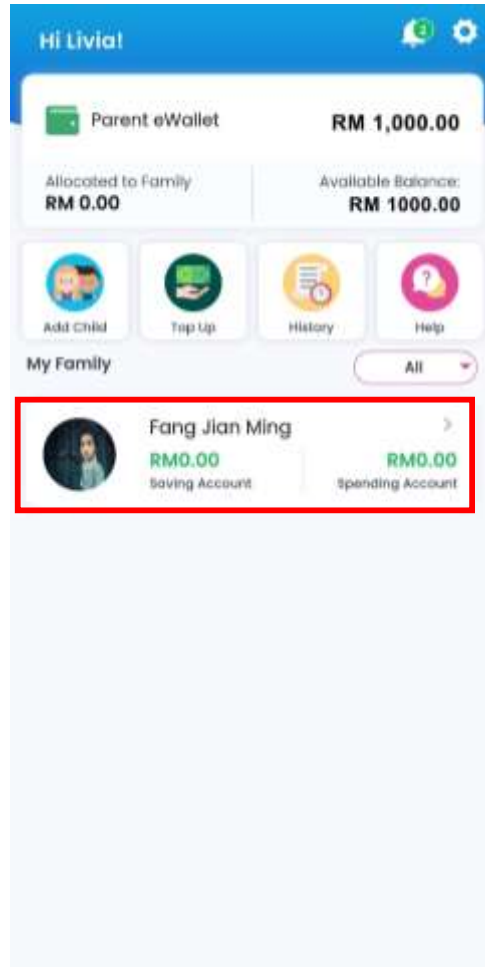
**Congratulations!**  
Your Top Up is successful

VIRCLE

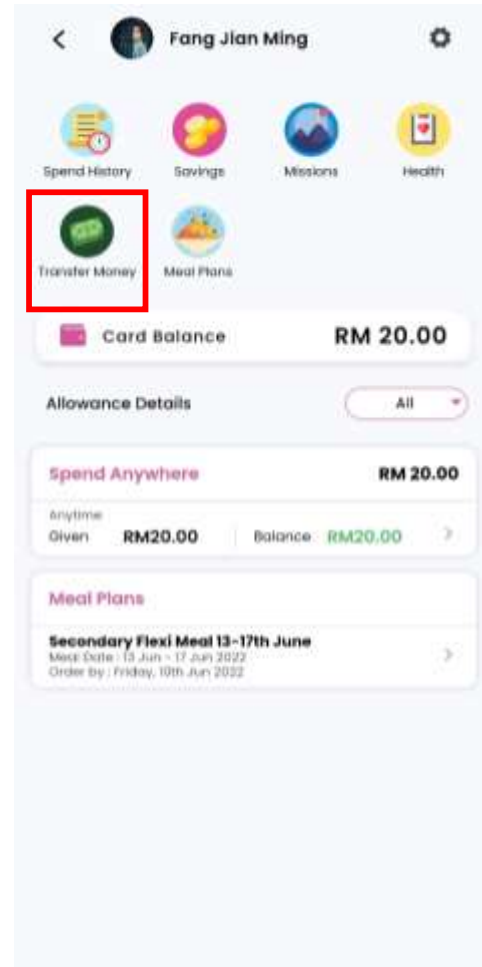
## Step 4: Transfer Money to card

(allocate money from eWallet into employee card)

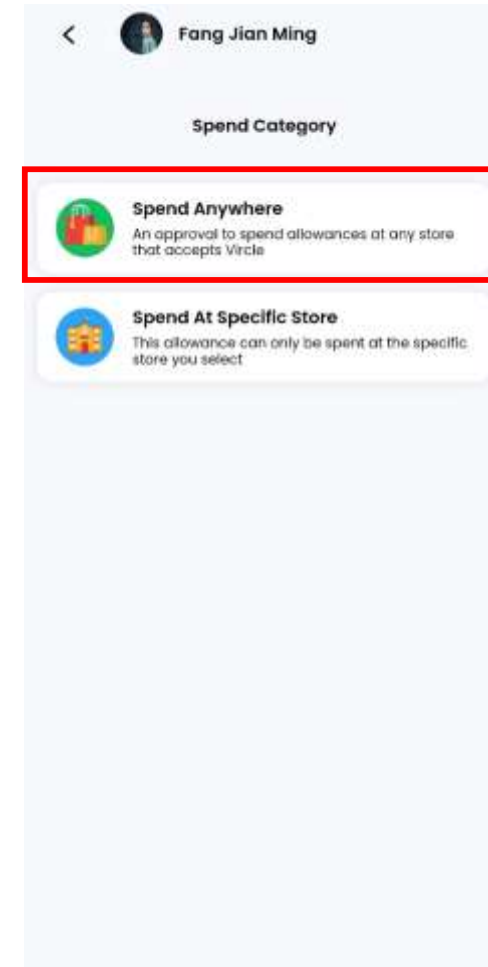
# Transfer Money to Card from Wallet



**Step 1:**  
Select your own  
Vircle Card



**Step 2:**  
Press the icon “Cash  
Allowance”



**Step 3:**  
Select **Spend Anywhere** (spend at  
Canteen and Bookshop in the  
school or Vircle Merchant)



# Use Spend Anywhere – Anytime for simplicity



Fang Jian Ming

Spend Anywhere

Allowance Limit

Spend Anytime Daily Limit

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

Allowance Amount

RM 100

Please set allowance amount

Allowance Expiry

No Expiry Set Expiry

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

Create Allowance

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

Fang Jian Ming

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

Please set allowance amount

Allowance Expiry

No Expiry Set Expiry

Allowance expires at expiry date. Any balance will be credited back to Parent eWallet

Starts On 07/02/2022

Expires On 11/02/2022

Create Allowance

**Step 4b:**  
Select **Spend Anytime**  
– Amount - Set Expiry

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

20 21 22 23 24

27 28 29 30 31

Create Allowance

**Step 4c :**  
Select **Daily Limit** –  
Amount – Select Days

Fang Jian Ming

Confirmation

Allowance Type: Cash

Spend Category: Spend Anywhere

Frequency: Anytime

Approved Limit: RM100.00

Allowance Expiry: No Expiry

Available Balance: RM1,000.00  
sufficient

Total allowance approval  
RM100.00

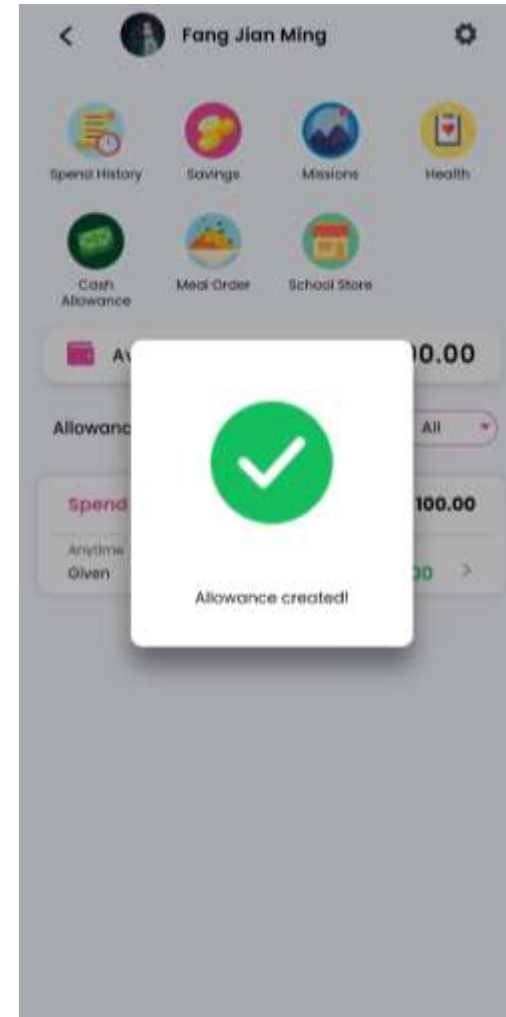
Cancel Create Allowance

**Step 5 :**  
Double check the setting and  
press **Create Allowance**

# Create Allowance: Cash Allowance – Spend Anywhere

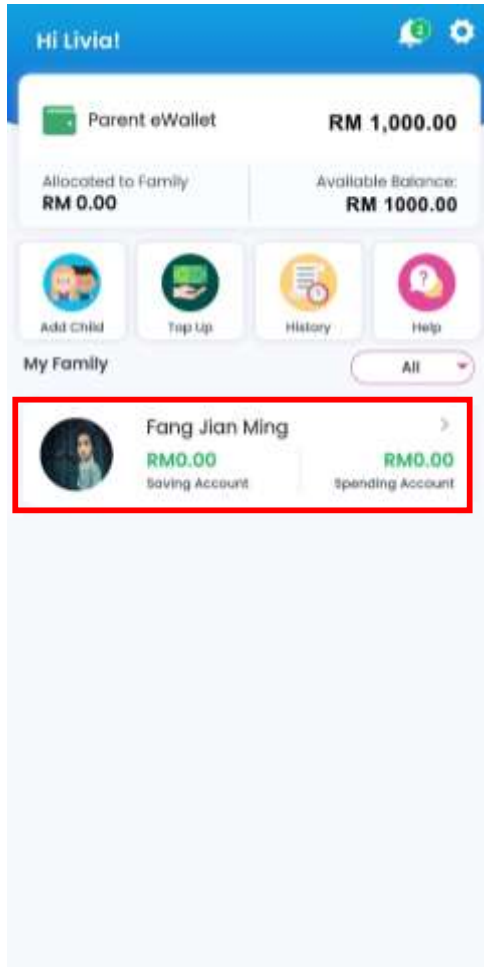


**Step 6:**  
Key in your User Pin

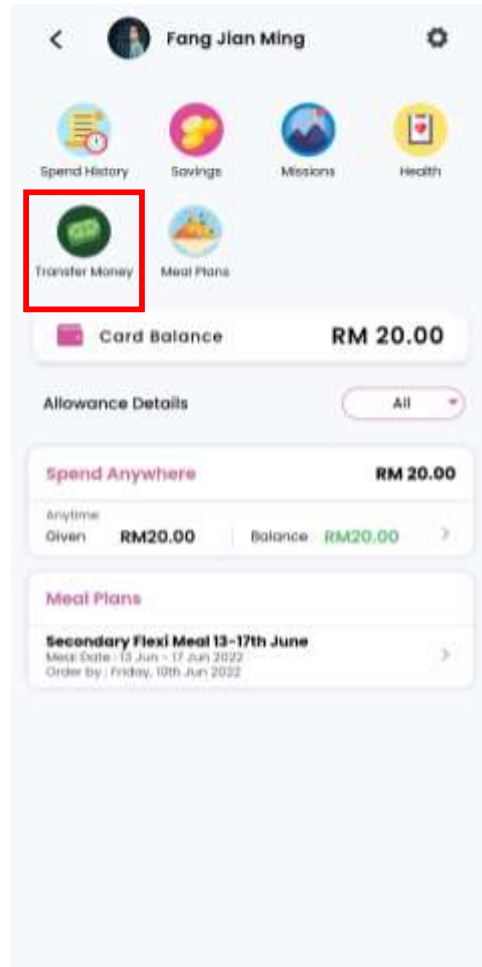


**Congratulations!**  
**Allowance created**  
**successful.**

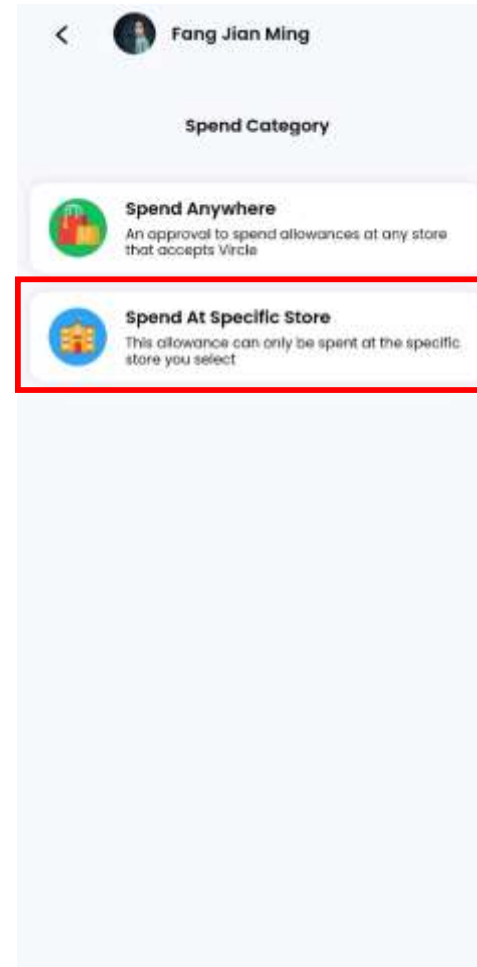
# Create Allowance: Cash Allowance – Specific Store



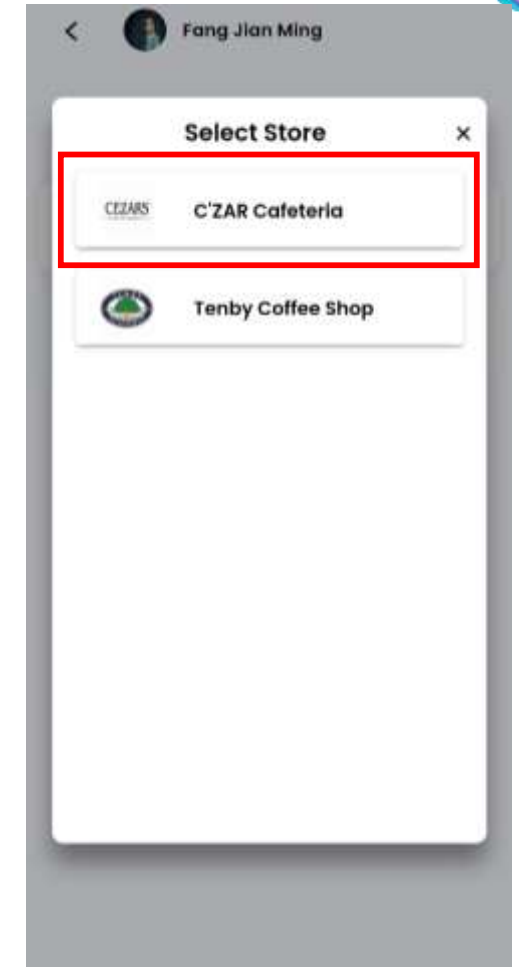
**Step 1:**  
Select your own  
Vircle Card



**Step 2:**  
Press the icon “Cash  
Allowance”



**Step 3:**  
Select **Spend at Specific  
Store** (Spend only at  
Canteen or Bookshop)



**Step 4:**  
Select the **Specific  
Store**

# Create Allowance: Cash Allowance – Specific Store



Fang Jian Ming

C'ZAR Cafeteria

Allowance Limit

Spend Anytime | Daily Limit

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

Allowance Amount

RM 100

Please set allowance amount

Allowance Expiry

No Expiry | Set Expiry

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

Create Allowance

**Step 5a:**  
Select **Spend Anytime**  
– Amount - No Expiry

Fang Jian Ming

C'ZAR Cafeteria

Allowance Limit

Spend Anytime | Daily Limit

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

Allowance Amount

RM 100.00

Please set allowance amount

Allowance Expiry

No Expiry | Set Expiry

Allowance expires at expiry date. Any balance will be credited back to Parent eWallet

Starts On 07/02/2022

Expires On 11/02/2022

Create Allowance

**Step 5b:**  
Select **Spend Anytime**  
– Amount - Set Expiry

Fang Jian Ming

C'ZAR Cafeteria

Allowance Limit

Spend Anytime | Daily Limit

Recurring daily allowance with daily spending limit on selected days.

Allowance Amount

RM 20.00

Please set daily amount

Daily Limit [Clear Selection](#)

DEC 2021

31	30	29	28	27	26	25
4	3	2	1			
11	10	9	8	7	6	5
18	17	16	15	14	13	12
25	24	23	22	21	20	19
31	30	29	28	27	26	25

Create Allowance

**Step 5c :**  
Select **Daily Limit** –  
Amount – Select Days

Fang Jian Ming

C'ZAR Cafeteria

Confirmation

Allowance Type: Cash

Spend Category: Spend Anywhere

Frequency: Daily

Merchant Name: C'ZAR Cafeteria

Approved Limit: RM20.00

Approved Days:

20 Dec 2021	Monday
21 Dec 2021	Tuesday
22 Dec 2021	Wednesday

Available Balance: RM900.00 Sufficient

Total allowance approval  
**RM100.00**

Cancel | Create Allowance

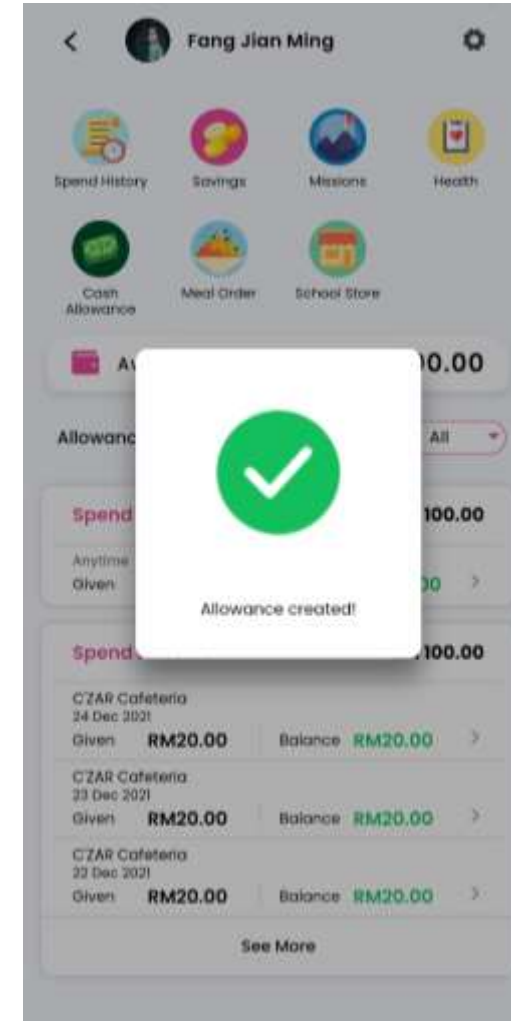
Create Allowance

**Step 6 :**  
Double check the setting and  
press **Create Allowance**

# Create Allowance: Cash Allowance – Specific Store



**Step 7:**  
Key in your User Pin



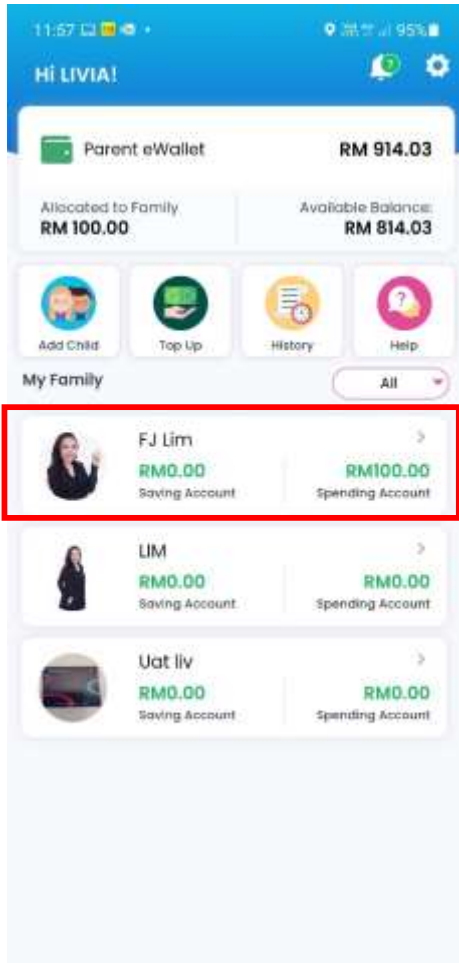
**Congratulations!**  
**Allowance created**  
**successful.**

VIRCLE

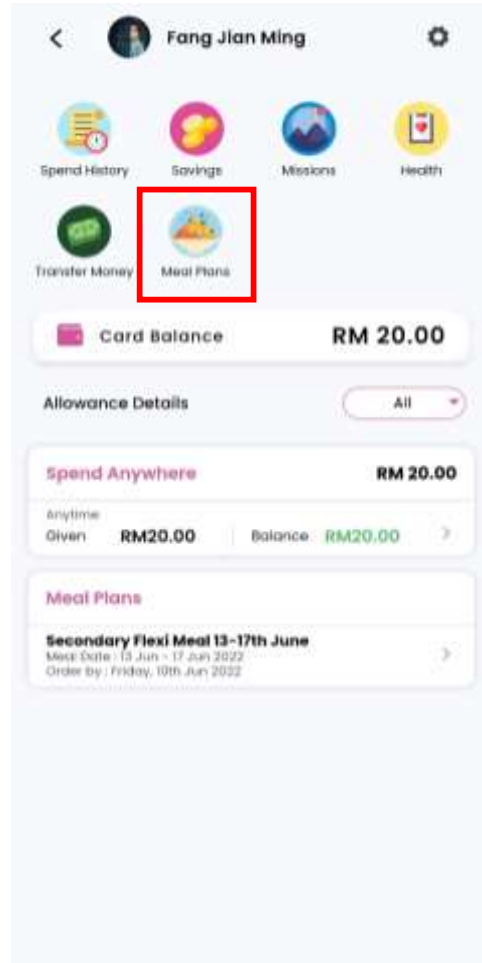
**optional: Purchase Meal Plans**

(Recommended for young children)

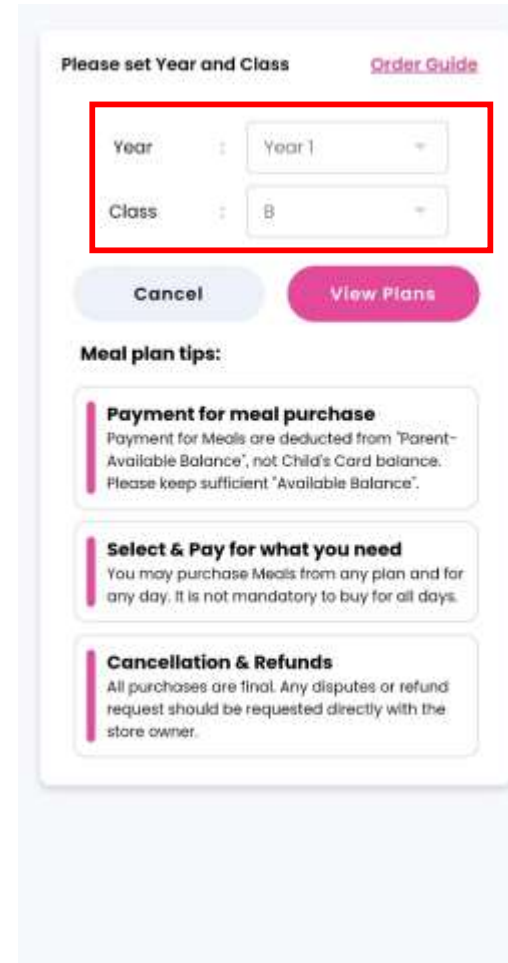
# Create Allowance: Prepaid Meal Plans



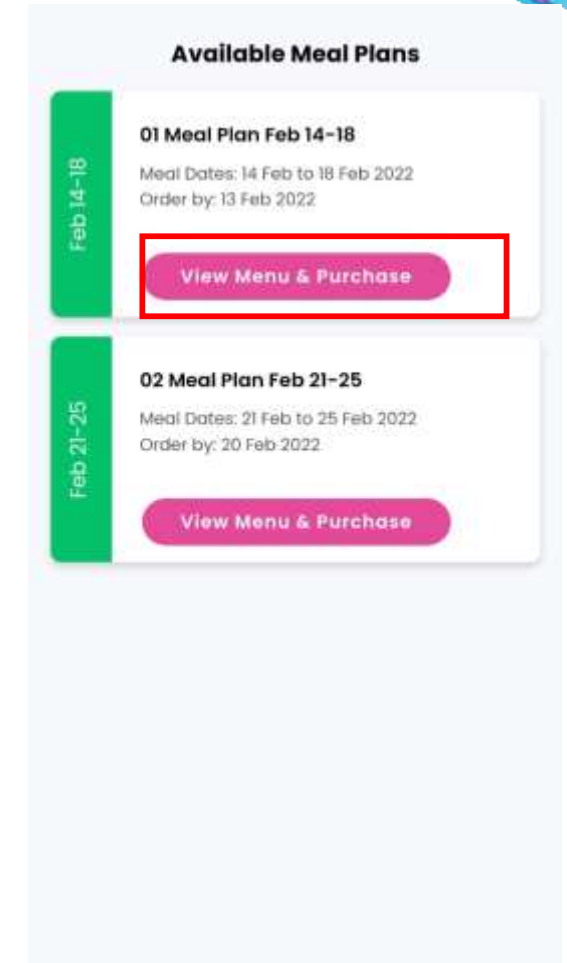
**Step 1:** Select your own Vircle Card



**Step 2:** Press the icon "Meal Order"



**Step 3:** Pick "Staff" for the Year and Class




**Step 4:** Select "View Menu & Purchase" to browse and purchase a Meal Plan


# Create Allowance: Prepaid Meal Plans





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. All meal products from a single day. Please purchase only what you need.


Meal Selection



Monday, 21st Feb 2022



Monday Morning Snack RM 0.01 


 **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 

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


 **Grandma Chicken Chop w/ Roasted Pumpkin & Pickled Cabbage** 





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 


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





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

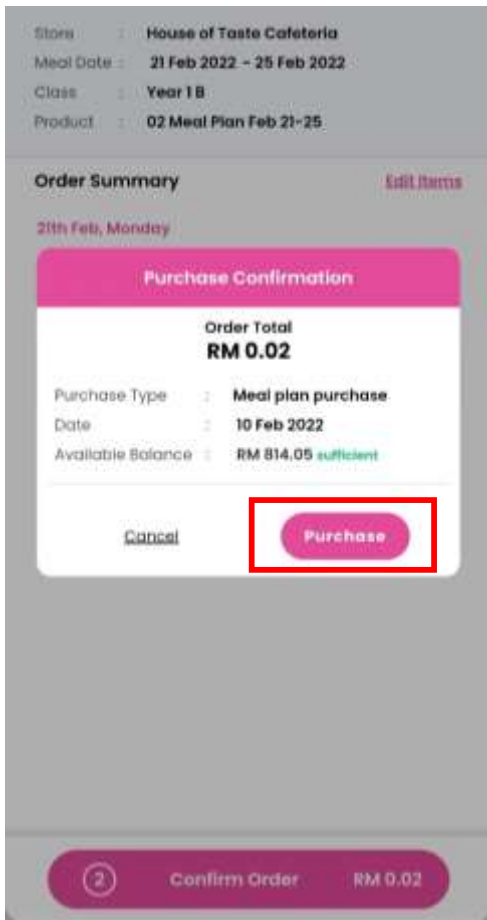
**Step 6:** Press to tick the food you want, once done the selection, press "Confirm Order"

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

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



# Create Allowance: Prepaid Meal Plans cont..



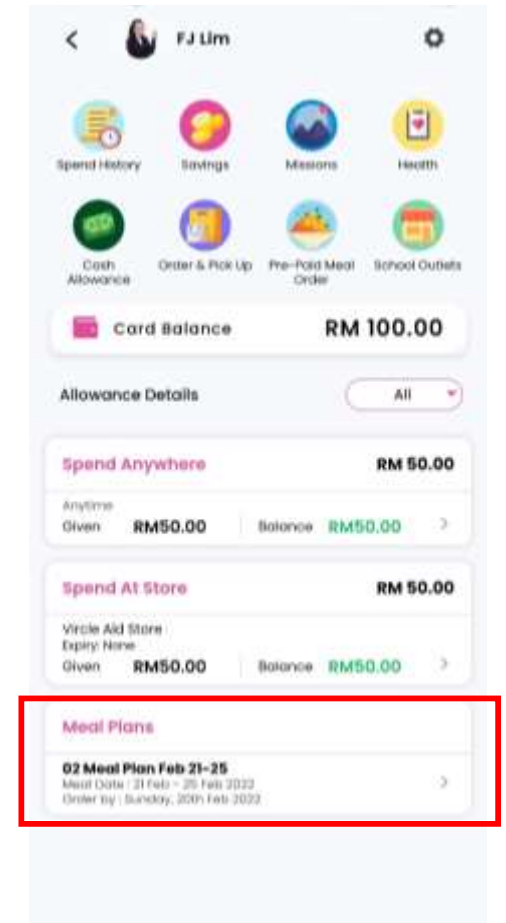
**Step 8:**  
Check total amount to be pay and eWallet balance is sufficient then press **“Purchase”**



**Step 9:**  
Key in your 6 digit PIN

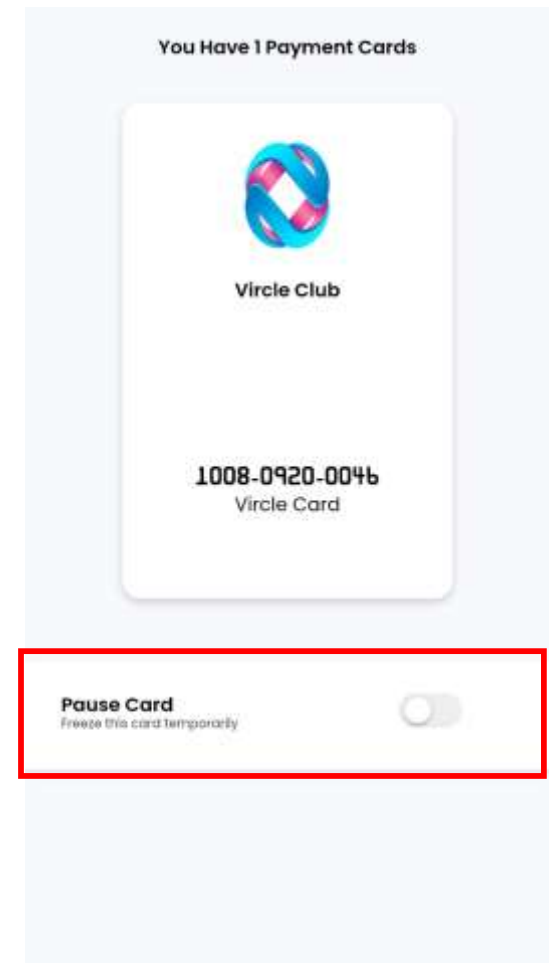
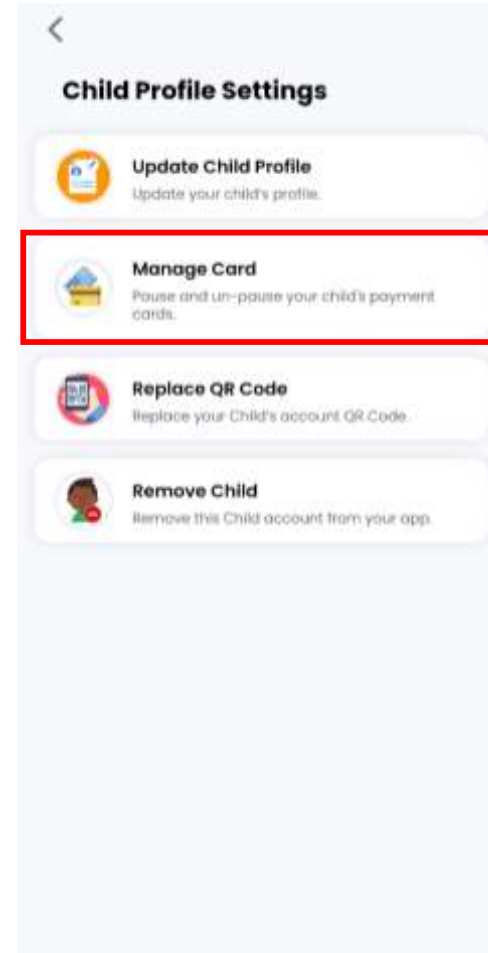
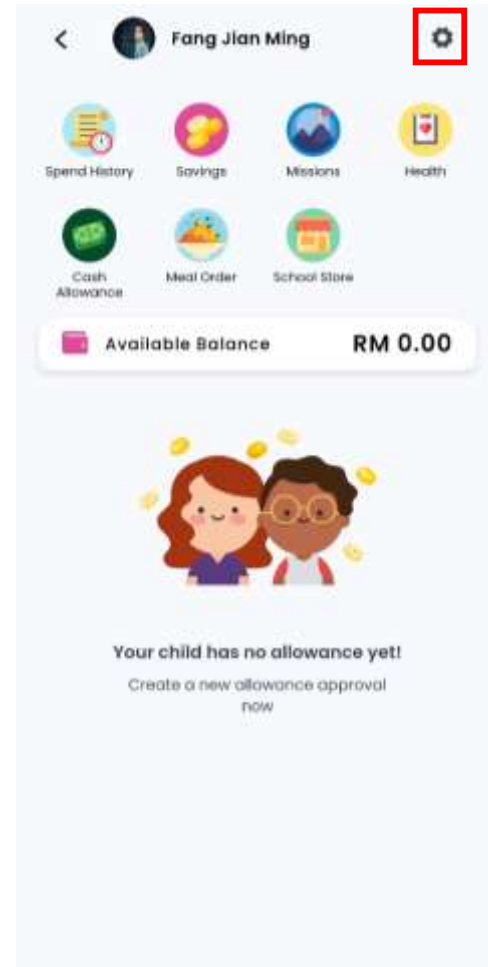
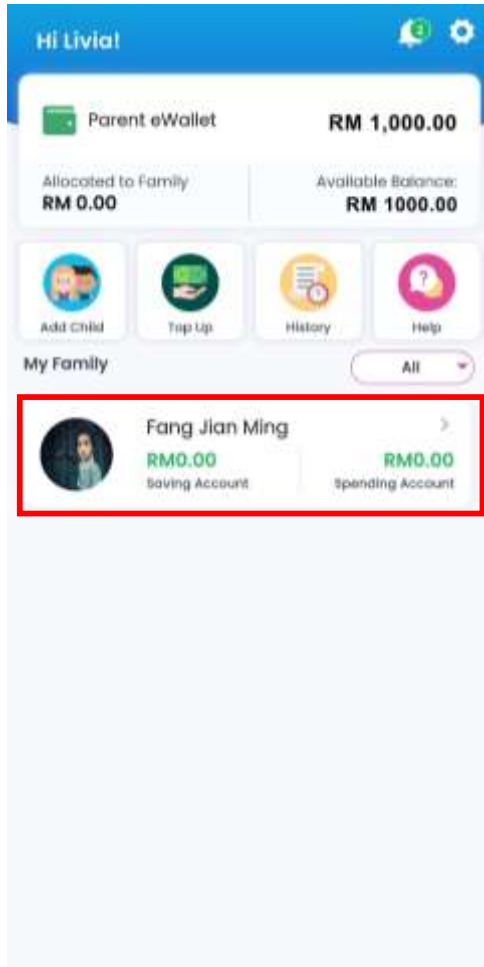


Your Meal Plan is ordered successfully.



The purchased Meal Plan is now show on your Viracle Card dashboard

# What happen if child lost the Vircle / Student Card?



**Step 1:**  
Select the child profile on your main dashboard

**Step 2:**  
Press the **Setting** button on the right top

**Step 3:**  
Select **Manage Card**

**Step 4:**  
Press the button to **Pause Card** for the Vircle / student card

# Who to contact?



FAQ's : [www.Viracle.com/help](http://www.Viracle.com/help)

Website: [www.viracle.com](http://www.viracle.com)

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

Email: [support@viracle.com](mailto:support@viracle.com)

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](mailto:info@vircle.com)