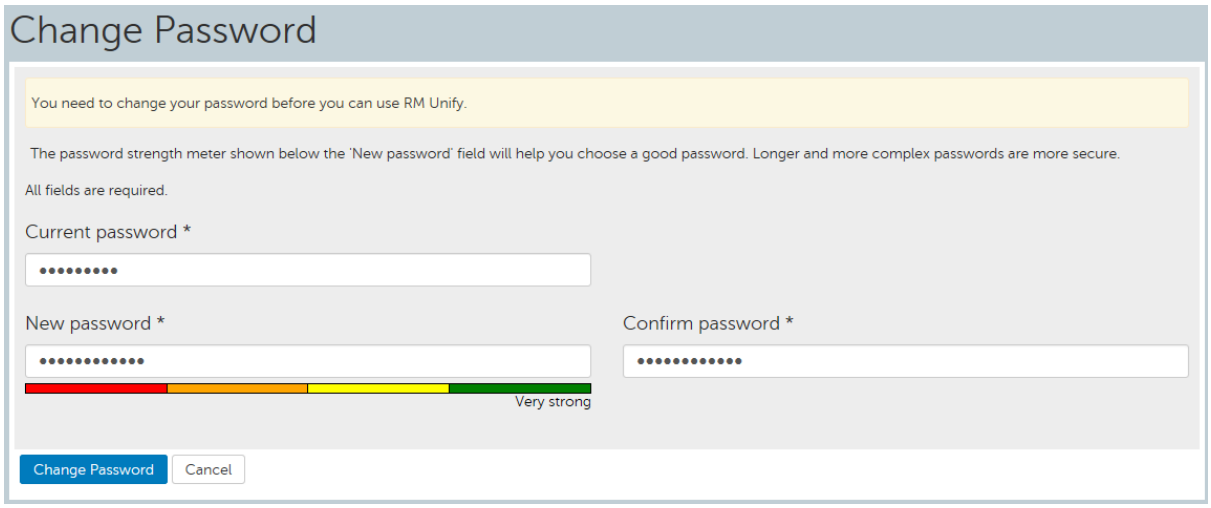
Glow Password Change Guidance

As part of an annual process that will occur at the start of each academic year, Glow users will soon be prompted to change their passwords. This will begin for pupils on 24th August 2020 and for staff on 7th September 2020. This document provides guidance on changing your Glow password.

Note: It is also no longer possible to sign in to Glow with a password recovery email address. However, this doesn't prevent you using one when you forget your password or can't log in.

To begin the process, go to the normal Glow login page at **https://glow.rmunify.com** and log in with your current user name and password. You will then be prompted to change your password.



You'll then be taken to the page shown above. You'll firstly need to enter the password you've just used in the box labelled "Current password".

Before you enter a new password, be aware that Glow has a minimum requirement for password strength; as you type a new password in the "New password" box, a password strength rating will appear underneath, ranging from "Very weak" to "Very strong".

Your password is rated on a number of factors such as how common the password is, how long it is and the use of different types of characters (such as symbols, numbers and capital letters). Your password should be difficult for other people to guess, but easy for you to remember. Using a group of words or a phrase, as well as using symbols, spaces and capital letters, can make passwords stronger. Below are a few examples of passwords from Glow Connect (a Glow support site):

- ***small grey mouse*** is an example of a very strong password, as, despite appearing basic, it is not easily guessed
- ***D11giTal%$*** is very strong, as, despite being shorter, it uses different character types
- Conversely, ***Pa$$word1*** is actually a weak password, as it is common and easy to guess, despite appearing complex.

Enter a new password of your choice (do not, however, use any of the above examples) in the "New password" box, and then enter it again in the "Confirm password" box (this is to prevent typos when setting a new password).

If your password is strong enough, and the new password you've typed in the "New password" and "Confirm password" boxes match, you will be able to click the "Change Password" button and your password will have been successfully changed.

Remember that you should not share your password with anyone else, nor should you log in with someone else's details. You should also make sure that you log out of Glow when you've finished using it.

For more useful information, please see:

- The Digital Learning Team's ***Guidance on Data Sharing in Glow*** document: https://blogs.glowscotland.org.uk/ab/public/sali/uploads/sites/1389/2020/03/05155952/Guidance-on-Data-Sharing-in-Glow.pdf
- The Digital Learning Team's ***Security and Good Practice in Glow*** document: https://blogs.glowscotland.org.uk/ab/public/sali/uploads/sites/1389/2020/03/18104814/Security-and-Good-Practice-in-Glow.pdf
- The Digital Learning Team's ***Online Safety and Cyber Security*** document: https://blogs.glowscotland.org.uk/ab/public/sali/uploads/sites/1389/2020/03/05160000/Online-Safety-Cyber-Security.pdf
- The Glow support site **Glow Connect**: https://glowconnect.org.uk/