

TIPS FOR PUPILS CHANGING THEIR OWN GLOW PASSWORDS

Making pupils aware of the following should assist them with logging into Glow and changing their passwords:

- username is all lower case
- look at the username carefully – if name is over 20 characters, it may be truncated, if name is popular, there may be a number at the end eg. gw18callaghanamy3
- if pupil is using an iPad, as soon as they start typing, it will default to a capital letter at the beginning so need to change to lowercase
- clicking the eye at the end of the password box allows the pupil to see what they are typing
- do not add @glow – the system does it for you
- when asked to change password they must enter their existing password once then their new password twice
- random, easily forgotten passwords should not be used
- new passwords must be strong enough to change the colour of the bar from red. They are not acceptable if they are red – they must be amber, yellow or green
- once they have changed the password, they need to log in
- if a pupil has never logged onto Glow before the first screen they will see is a black one that asks them to accept cookies – they must tick the box to continue