

# Cumbernauld Academy



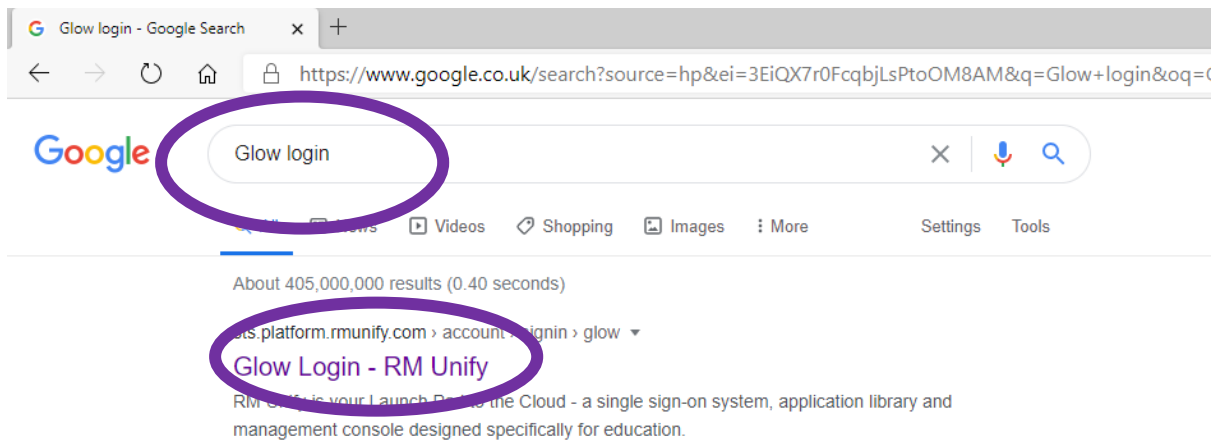
## Troubleshooting Guide for Teams and Online Learning

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## I don't know how to log in to Glow

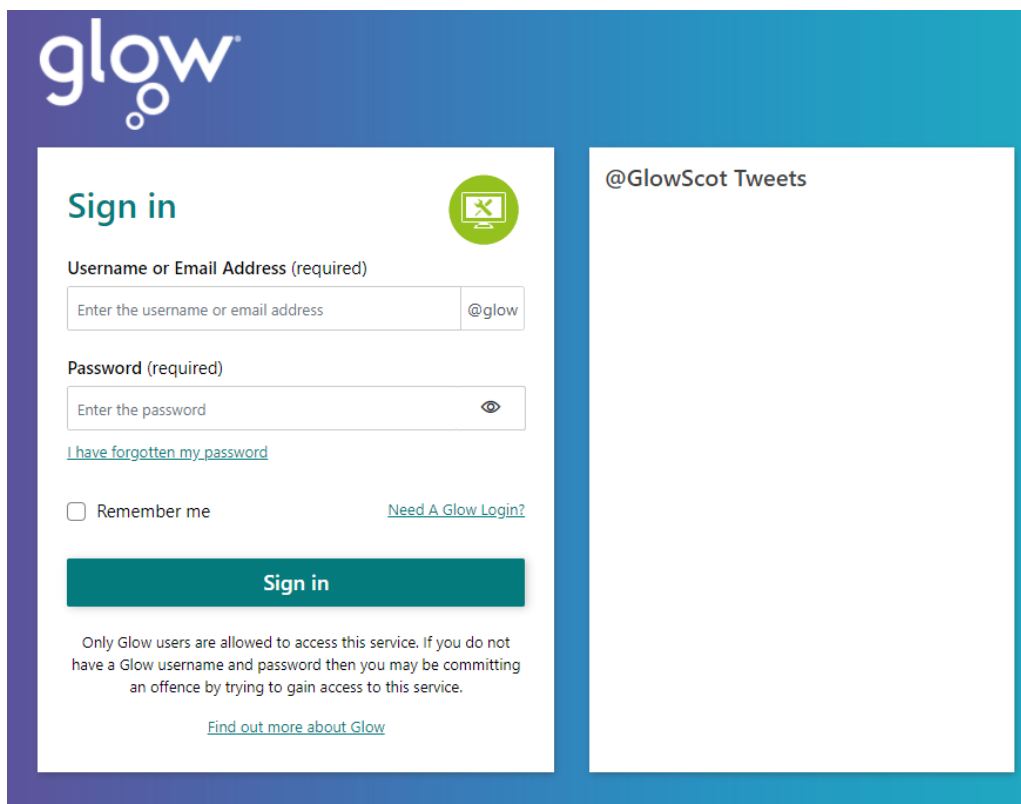
Access your Internet and in the Search Criteria, Enter the phrase 'Glow Login'



Or enter the following Glow Address.

<https://sts.platform.rmunify.com/account/signin/glow>

You will now see the Glow Sign In Page.



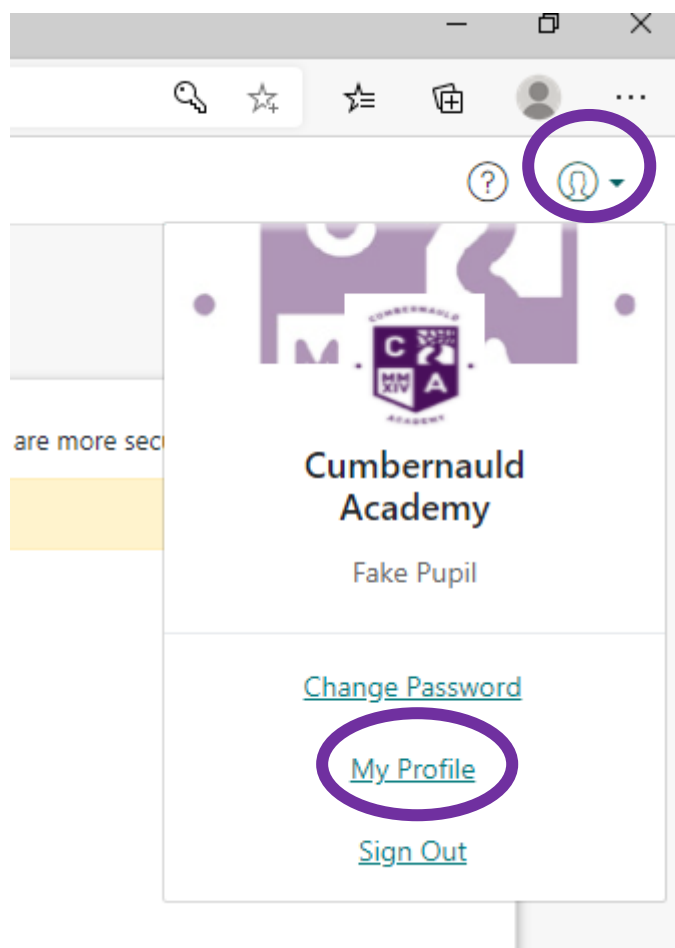
You need a username and password to access Glow. You should have been issued your Glow Username and Password. If you do not remember what it is, please either contact your Pupil Support Teacher or Mrs Johnston ([ujohnston@cumbernauldac.n-lanark.sch.uk](mailto:ujohnston@cumbernauldac.n-lanark.sch.uk))

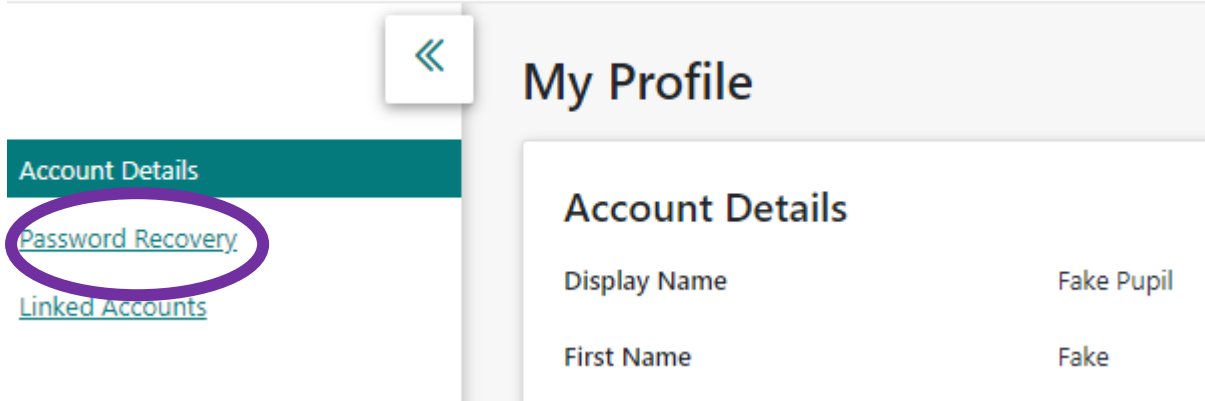
Enter your username and password in the boxes shown (by clicking the eye icon allows you to see your password as you type it in) then click 'Sign in'. If you enter your password incorrectly 3 times, you will be locked out of your account. If you have set a recovery email, you can reset your password using this, if not, please contact Mrs Johnston by email. ([ujohnston@cumbernauldac.n-lanark.sch.uk](mailto:ujohnston@cumbernauldac.n-lanark.sch.uk))

**Please note:** If you log in to Glow using the Glow RM Unify screen it will automatically add the @glow. If you don't see this you can add the @glow to the end of the address yourself.

## I want to set a Recovery Email if I accidentally lock myself out of Glow

You can create a Recovery Email from your Glow Launch Pad. Click on your name in the top right-hand corner of the Glow Launch Pad and select 'My Profile' from the drop down menu.





In the field 'Password recovery email address', enter an address that is NOT your Glow email address. This is where your password replacement information will be sent. Click the 'Save' button.

### Password Recovery

Please enter your password recovery email address to enable password reset for your account.

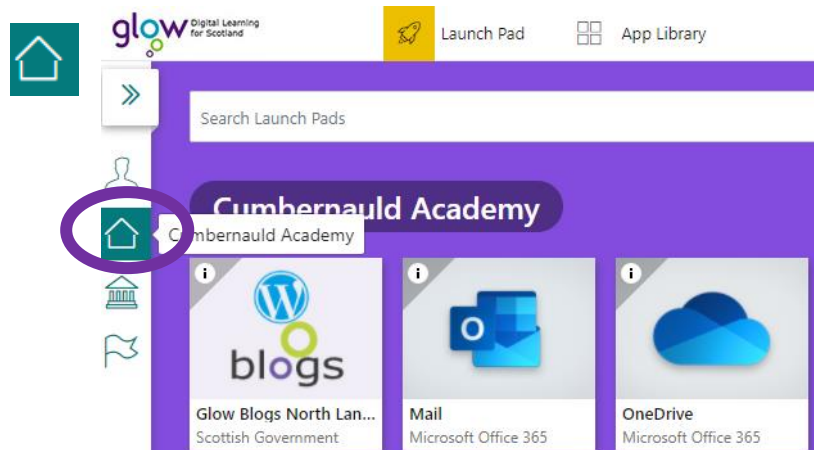
Password Recovery Email Address  Save

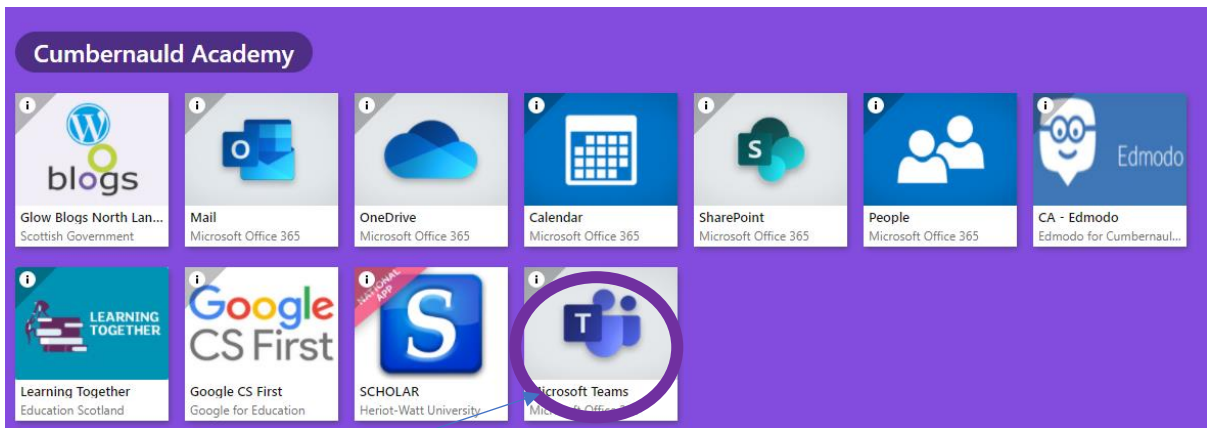
*i* We will use this email address to send you instructions for resetting your password if you ever forget it. Please ensure you will be able to receive this email even if you cannot get on to RM Unify.

You will receive an email from RM Unify to your recovery email address asking you to confirm your request. You will have 48 hours to do this. If you do not receive a confirmation email, check your 'Spam' and 'Junk' folders. If it's there, take the option to trust the sender.

### I can't find Teams on Glow

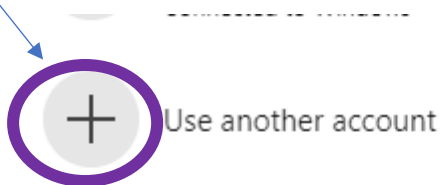
Select the House on the left hand side of the screen. This is the Cumbernauld Academy Site.



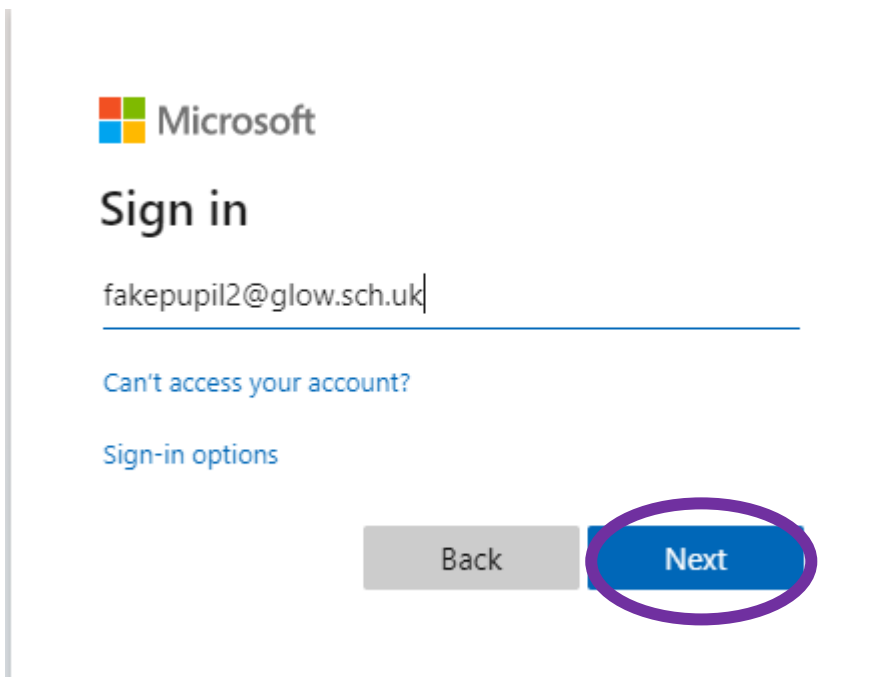


Click on **Teams**. You may be asked what Microsoft Account you may want to use. This will depend if someone else has been using Teams or Glow in your household. If so, follow the following steps.

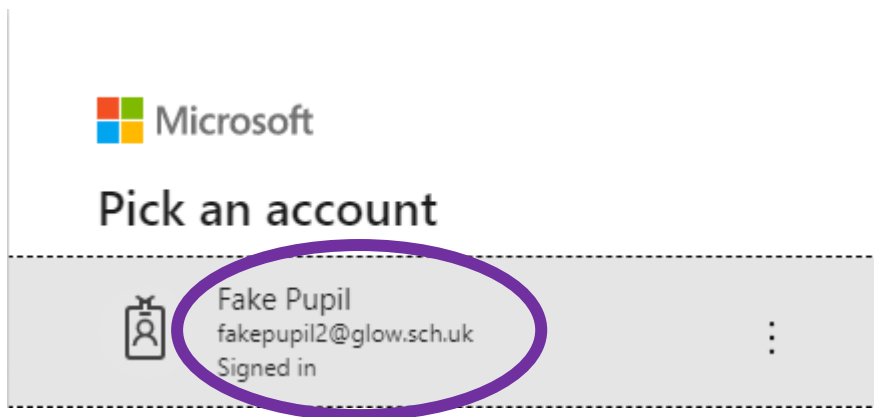
Select **Use another account**



You will then be prompted to sign in using a Microsoft Email. Your Glow Email is linked to Microsoft. This is your Username with @glow.sch.uk added at the end.



Select Next and then when prompted, choose the Account or Sign in to Glow again.



I am being asked if I want to Download the App or use the Web App for Teams. Which one do I choose?

Some devices run better when using the downloaded version of the App, particularly Apple Devices. If you are using an Apple device, it is recommended that you download the App from the Apple Store as Safari does not support Teams very well. This is free from the App Store.

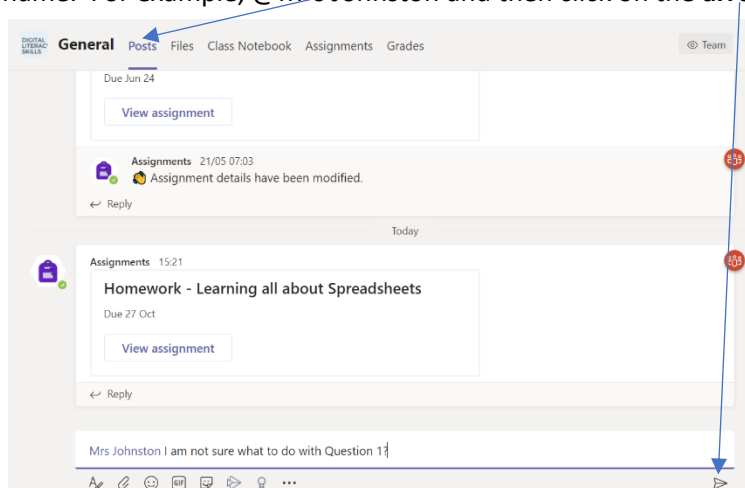
I have downloaded the Teams App but it's asking me for a Microsoft Account Email.

Your Glow Email is linked to Microsoft. This is your Username with @glow.sch.uk added at the end.

For example: [JoeSmith@glow.sch.uk](mailto:JoeSmith@glow.sch.uk)

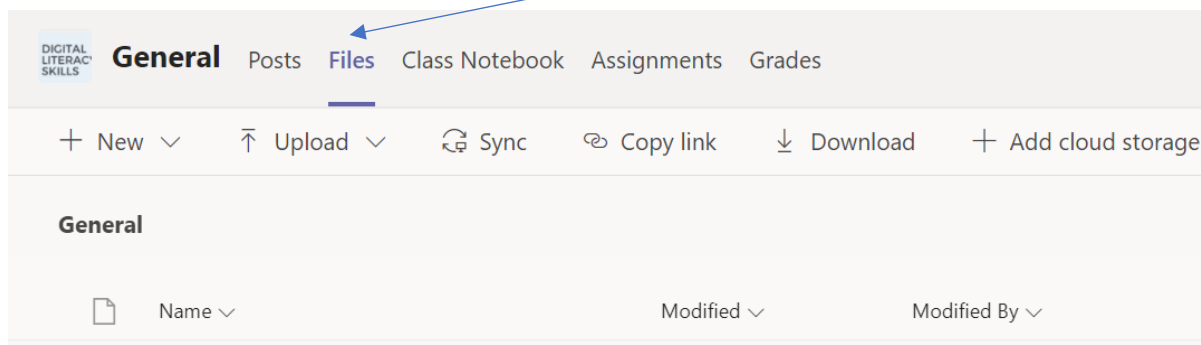
How do I send my teacher a message in Teams?

You can message your teacher by accessing the **post** area and tagging them in the post by using @teacher name. For example, @Mrs Johnston and then click on the **arrow** to send your message.



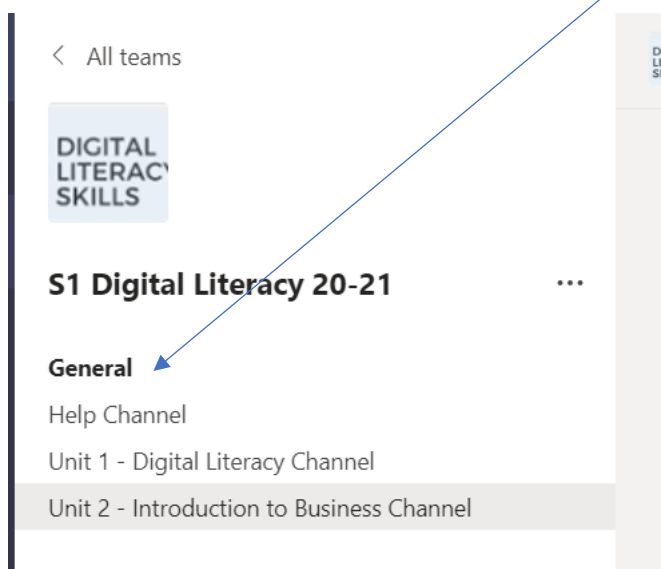
## How to I access Files that my Teacher has uploaded to the Team?

Your teacher may advise you that there are files available for you to look at. Click on the **Files** Tab at the top to access them.



## My teacher uses Channels, how to do I access them?

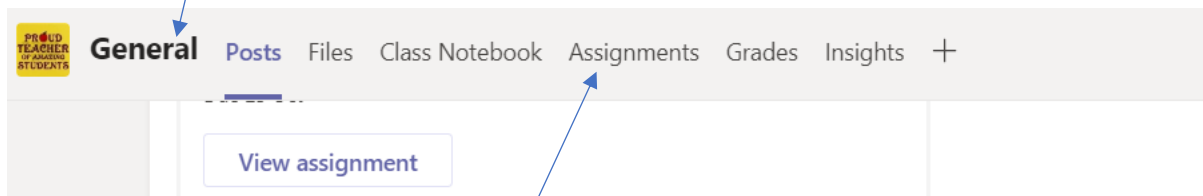
Channels are another way in which your teacher may organise work. They will advise you what channel to access. Your Channels are **underneath General Channel**.





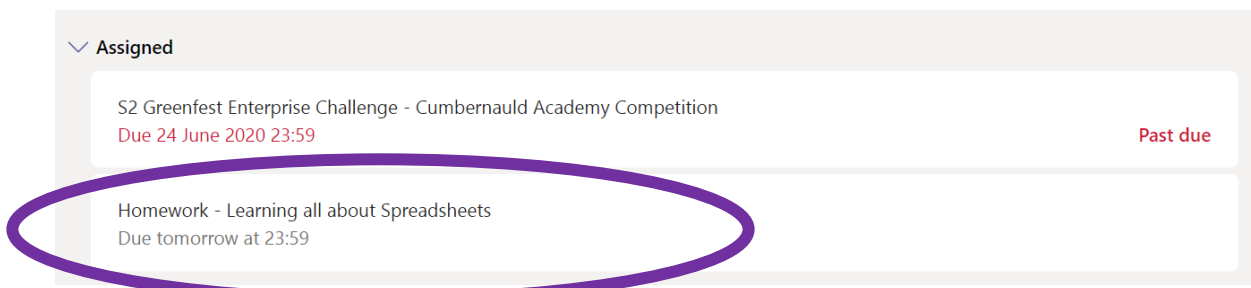
My Teacher has assigned me an Assignment on Teams, but I don't know how to access it.

The top tab of **General** is the homepage for the team.



View any assignments by clicking on the **Assignment** tab.

This will list all active assignments and provide information about due dates. Click on the Assignment for more details.



I don't know how to attach work to an assignment to hand in to my teacher

The screenshot shows a homework submission page for 'Homework - Learning all about Spreadsheets'. At the top right, there is a 'Hand in' button. Below the title, it says 'Points: No points' and 'Due tomorrow at 23:59'. Under 'Instructions', it says 'None'. There is a 'My work' section with an 'Add work' link. A text box on the left contains instructions: 'If you need to attach work on the add work tab. This will ask them to either show your One Drive where any documents created on GLOW will be saved or upload from this device. This will depend on where you saved the document. You need to make sure you know where you have saved it. Once you have found your file, attach/open it. This will upload to your Assignment. When you are happy, choose Hand In. An animation will play to show it has been successful.' Blue arrows point from this text box to the 'Add work' link, the 'Upload from this device' option in a OneDrive selection dialog, and the 'Hand in' button.

**Homework - Learning all about Spreadsheets**

Points  
No points

Due tomorrow at 23:59

Instructions  
None

My work  
Add work

OneDrive

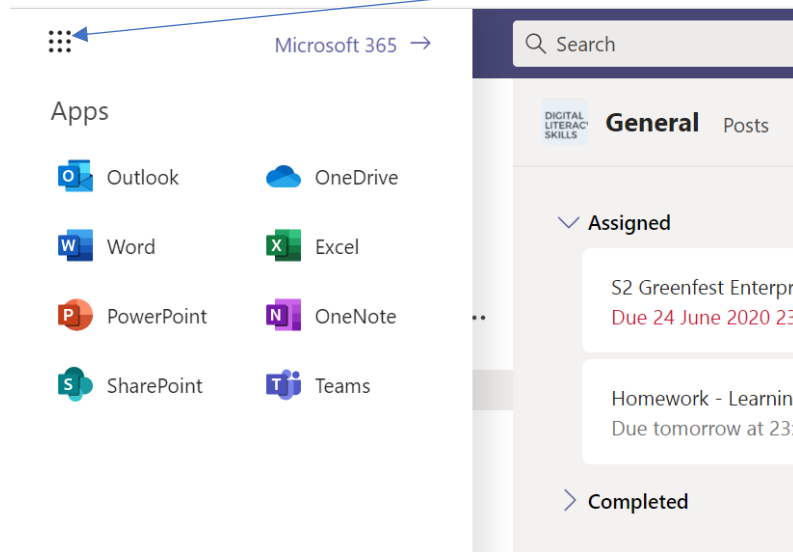
Name	Modified
Microsoft Teams Data	18 Apr 2019
Notebooks	16 Apr 2019
Document.docx	18 Apr 2019
Document1.docx	21 Aug 2020
Document2.docx	22 Aug 2020
This is where I put in the file name.docx	15 May 2020
Visit Scotland Leaflet.docx	21 Aug 2020

Upload from this device

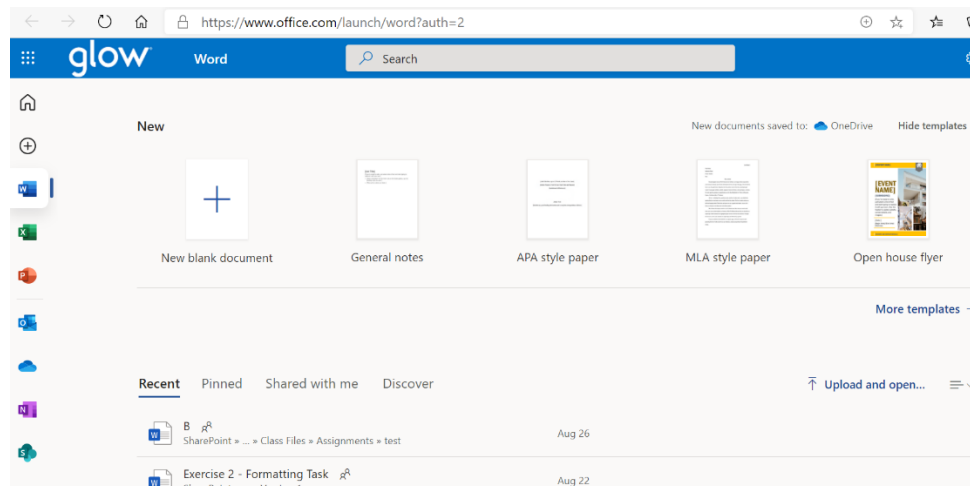
Hand in

## Can I use Microsoft Applications on Glow

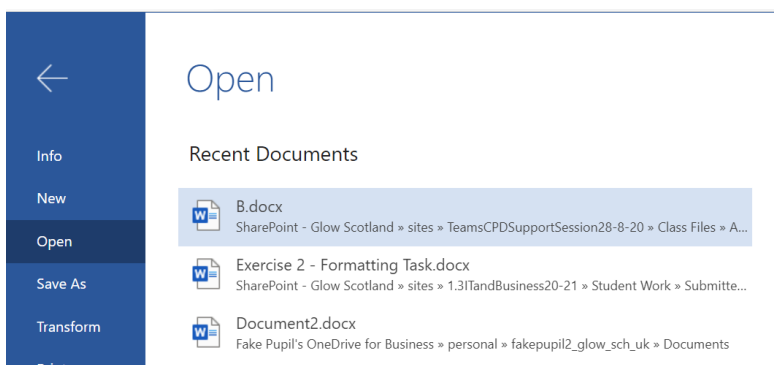
These are all the Microsoft Applications that you can use for free. Click on the **3x3 Grid** (top left-hand corner of Glow)



You can access and use these at home. Opening one will open a new tab.



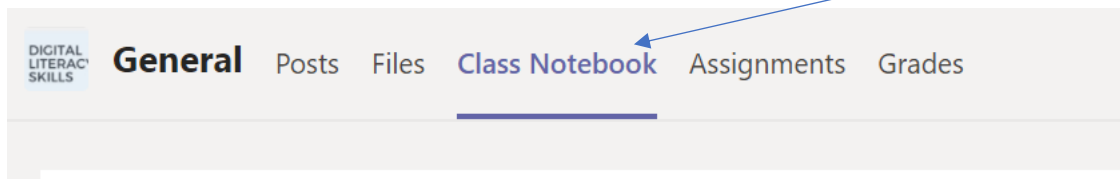
You can then use the software exactly as you would at school. Any saves will be made to your **One Drive**.



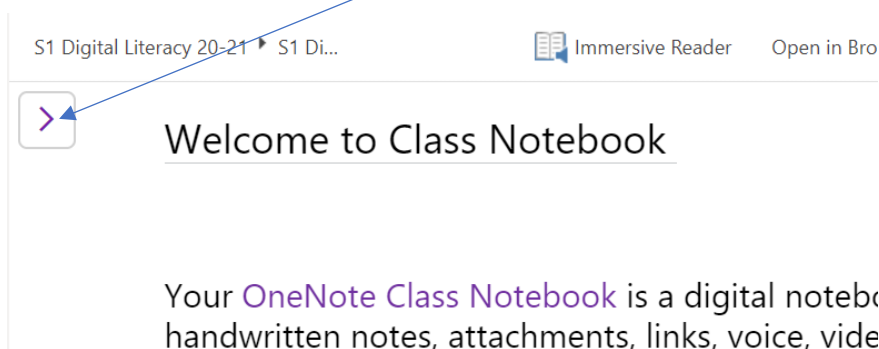
When submitting work for an assignment, all documents on their One Drive will be there to choose from.

## My Teacher Uses Class Notebook. How do I access it?

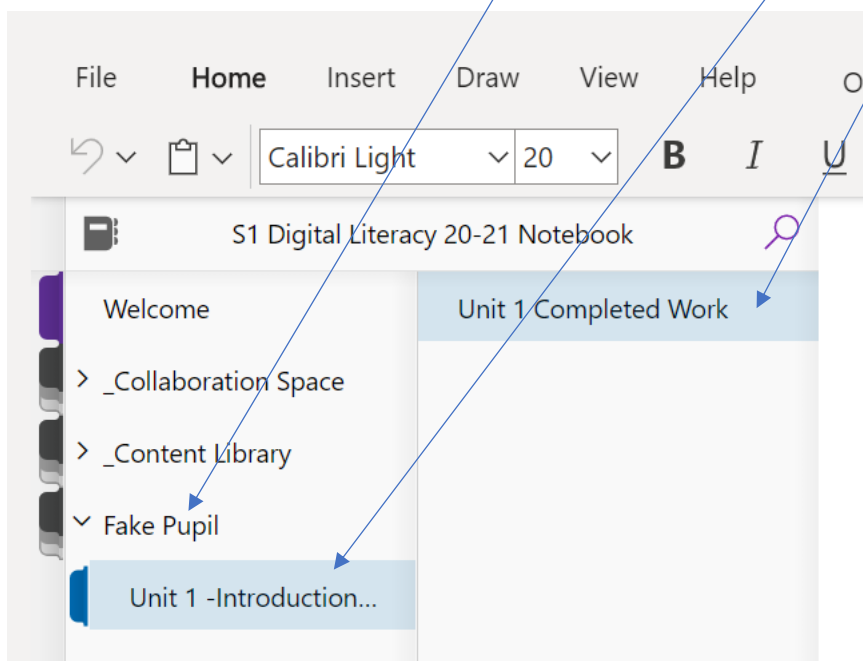
Your Class Notebook is shown in a Tab at the top of your Team. Click on **Class Notebook**



You will then see the Welcome Page. Click on the **arrow** beside the Welcome Page to open the Navigation Pane.

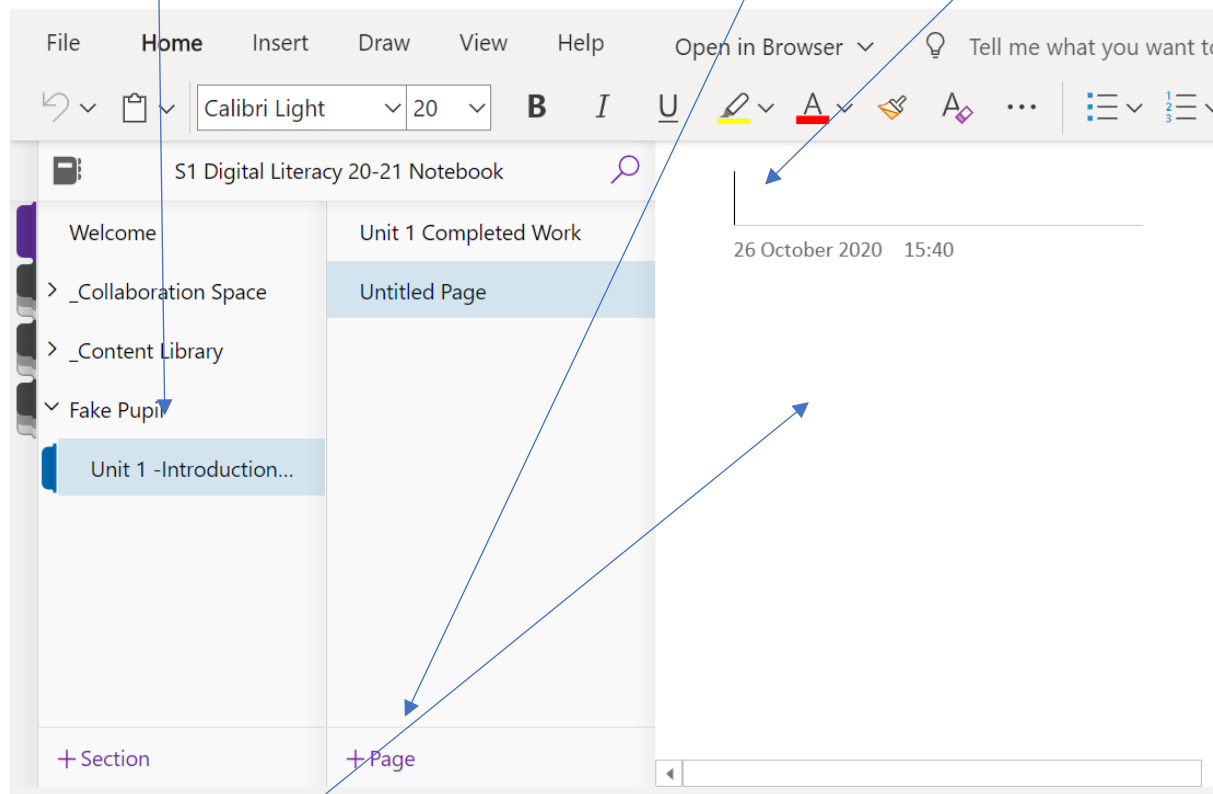


From the Navigation Pane, click on your **name** to access your **sections** and **pages**.



## How do I create a new page in Class Notebook?

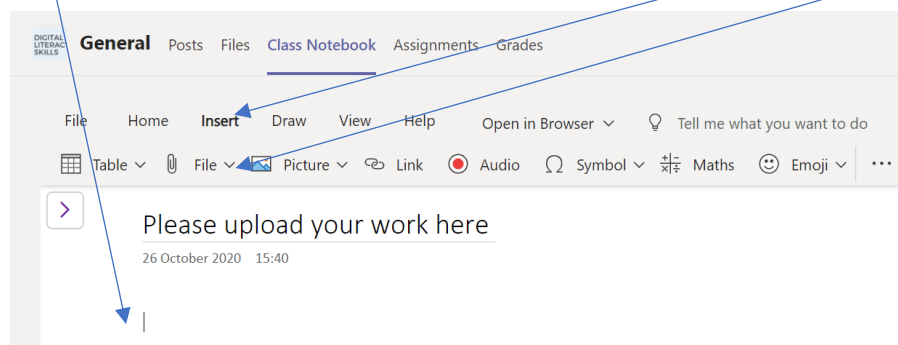
Select the **Section** you want to add the new page to. Click on **+Page**. Type in the **Heading** for your New Page.



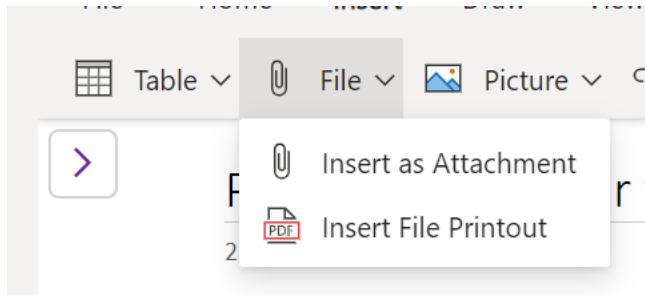
You can now **type directly onto the page and/or upload a file**.

## My Teacher has asked me to Upload a File to my Class Notebook

**Click** under the Heading of the Page you want to use and then select **Insert** then **File** from the Menu at the top.

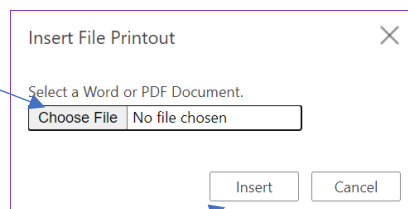


You will be asked if you want to Insert the File as an Attachment or File Printout.



This will depend on what your teacher has asked for. If you Insert as Attachment, your teacher can download and edit your work. If you Insert File Printout, this will upload an image of your file which your teacher can't edit but can look at. Check with your teacher which one they would prefer.

You will then be asked to **Choose a File**.

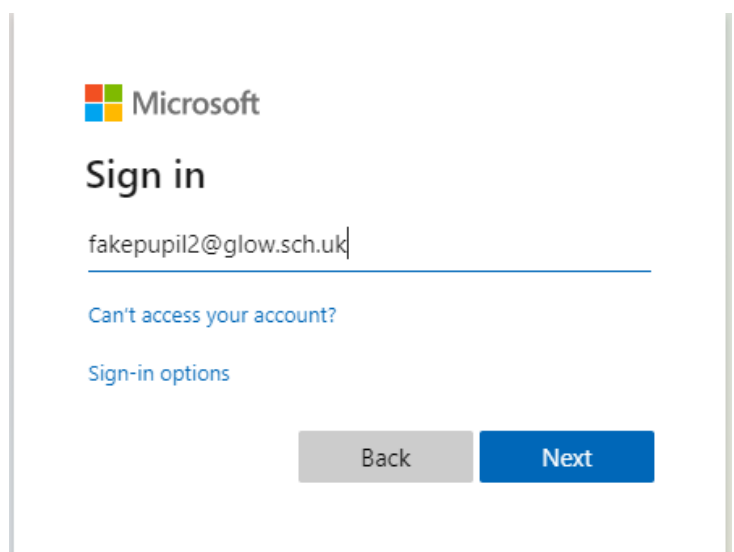


This will automatically link to your device where you can upload the file you want. Once you select your File, click on **Insert**.

## I am using my phone and I can't access my Class Notebook.

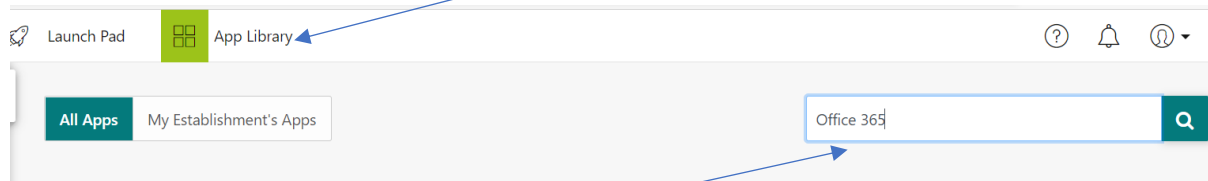
Class Notebook is Glow's name for Microsoft One Note. If you can't access Class Notebook from your phone through your team, **download Microsoft One Note from your device App store**. Once downloaded you will be asked to enter your Microsoft Account details.

You will then be prompted to sign in using a Microsoft Email. Your Glow Email is linked to Microsoft. This is your Username with @glow.sch.uk added at the end.



I want to download Microsoft Office 365 onto my home devices. Can I?

To download Office 365, log in to your Glow and select **the App Library**.



In the Search App option, type **Office 365**.

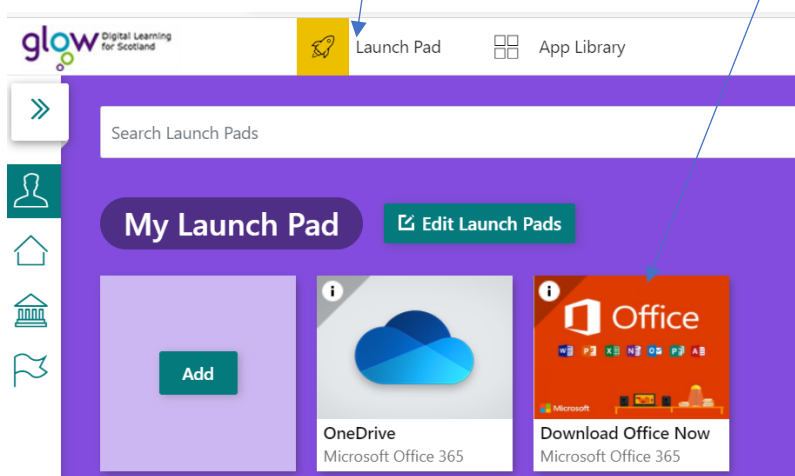


Click on Download Office Now Tile.

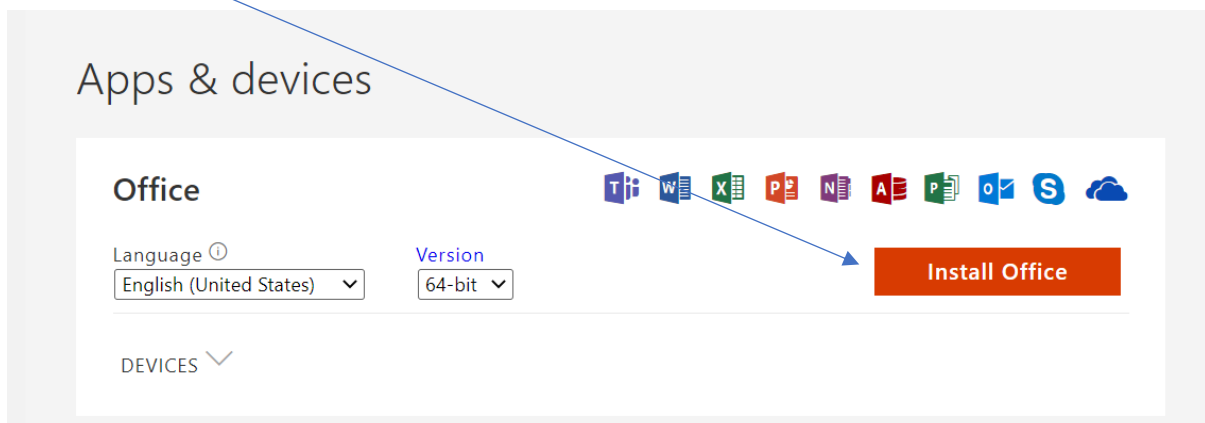
Select **Add to My Launchpad**



Access your Personal **Launch Pad** and then Click on the **Download Office** Tile.



You will then have the option to Install all the Microsoft Applications onto your personal device at home. Select **Install** and then follow the instructions on your home device to complete installation.



Remember, if it asks you for a Microsoft Account, use your Glow Email details.

Can I download any other Microsoft products with my Glow details?

Yes, you can access the following Apps from your App Store using your Glow Email.

Microsoft Maths Solver



Microsoft Office Lens that will take photographs of documents and convert them to PDF's.

