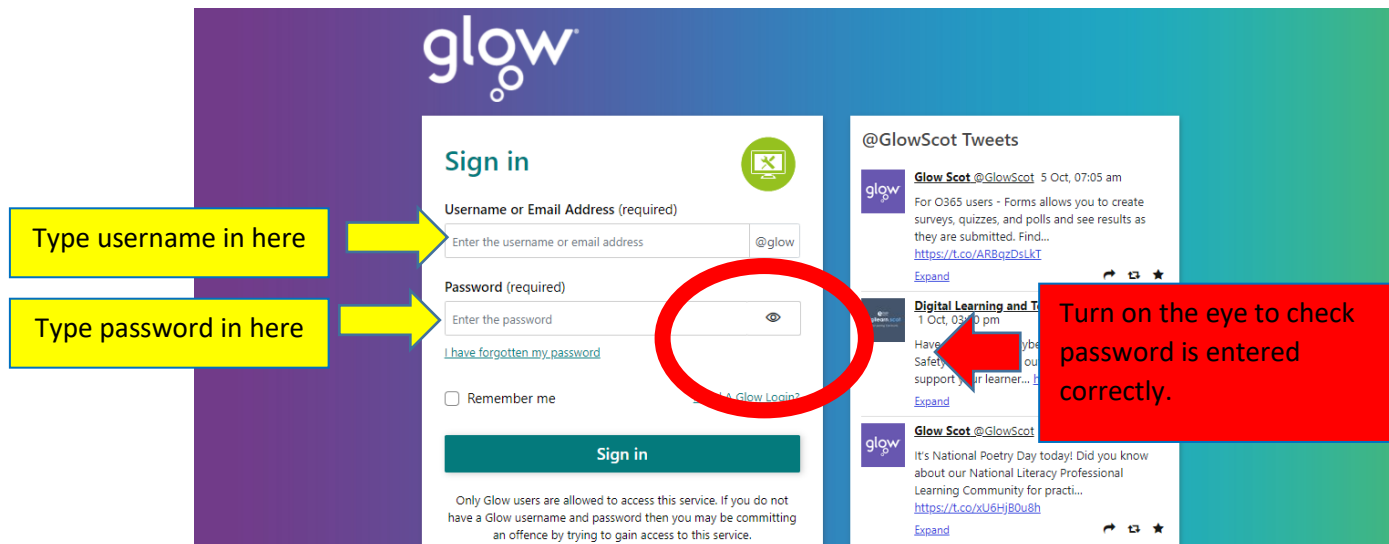


## How to Set a Recovery E-mail in Glow

Pupils can set a recovery e-mail address within Glow to allow passwords to be reset.

Go to Glow login page. Click here → <https://t.co/r8ENOdgtOk?amp=1>



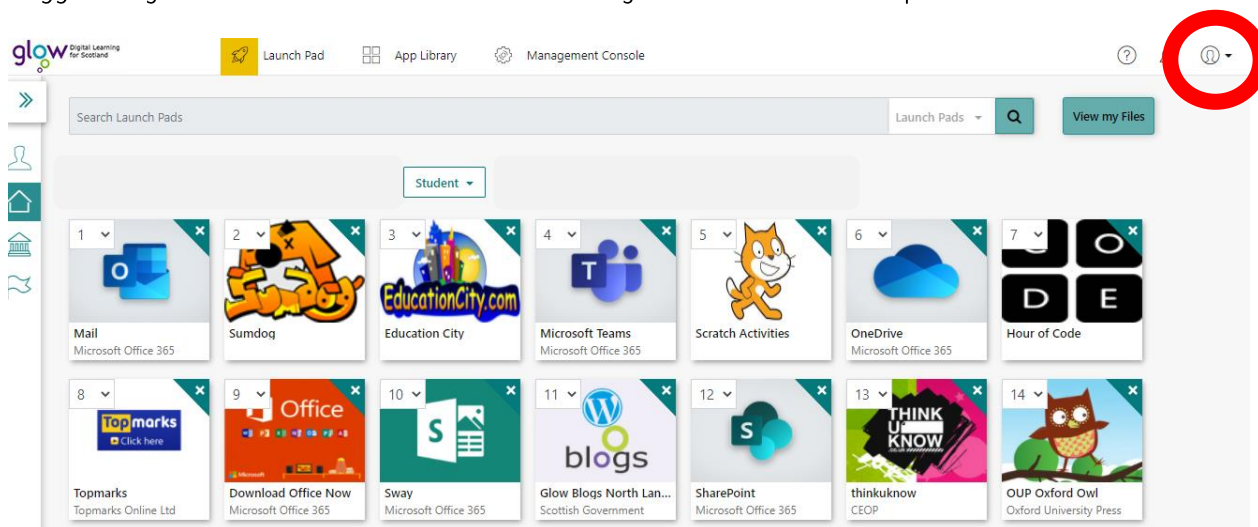
The image shows the Glow login page. On the left, there are two yellow boxes with arrows pointing to the login fields:

- Type username in here** (points to the 'Username or Email Address (required)' field)
- Type password in here** (points to the 'Password (required)' field)

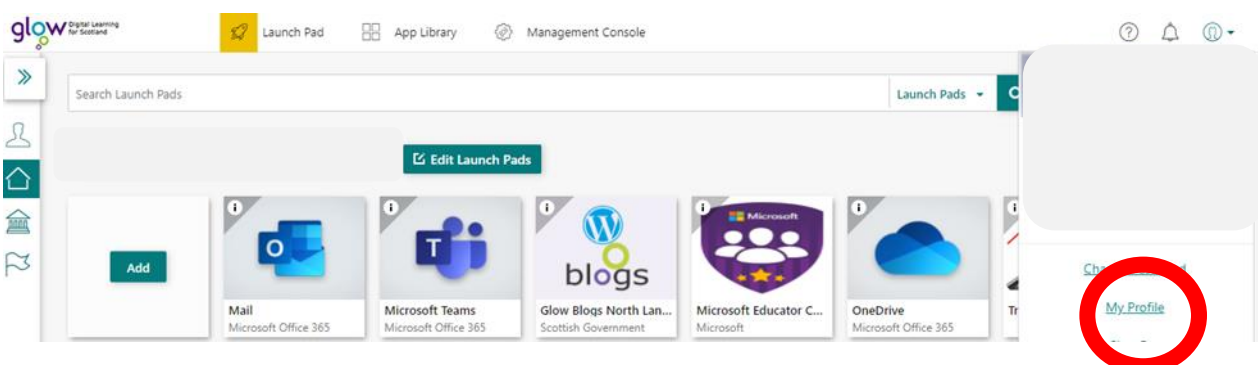
The password field has a red circle around the eye icon, with a red arrow pointing to it from a red box on the right that says: **Turn on the eye to check password is entered correctly.**

The login form includes a 'Sign in' button and a link for 'I have forgotten my password'.

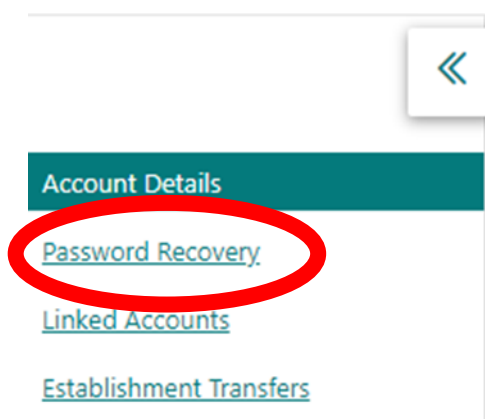
Once logged on you will see the Launch Pad. From here you should click on the person icon.



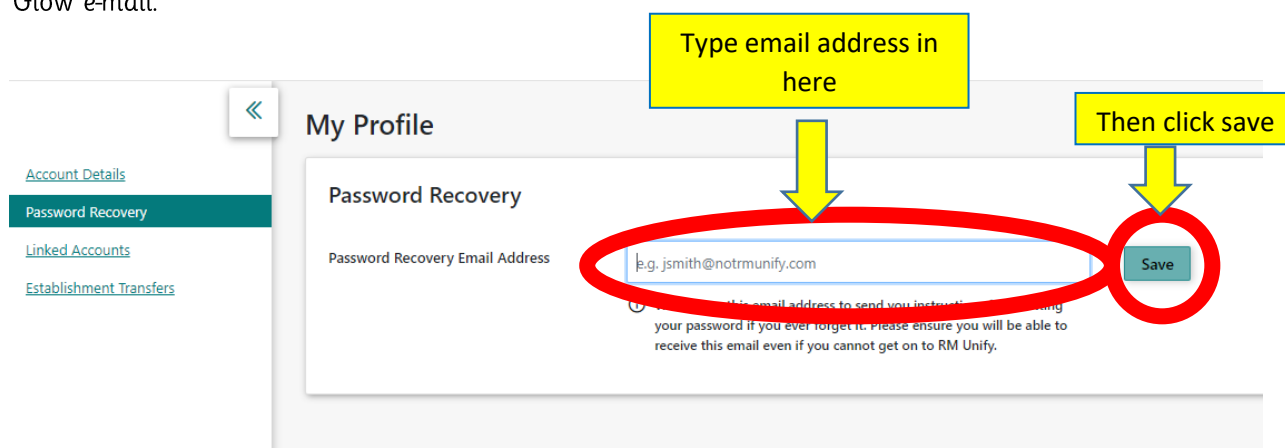
Choose 'My Profile' from the list



At the left hand side choose 'Password Recovery'



Pupil's should type their e-mail address in the box below and click save. Please use an e-mail address which is not your Glow e-mail.



Next time you have forgotten your Glow password then you can click on the 'I have my forgotten password' link to receive a link to reset your password.

