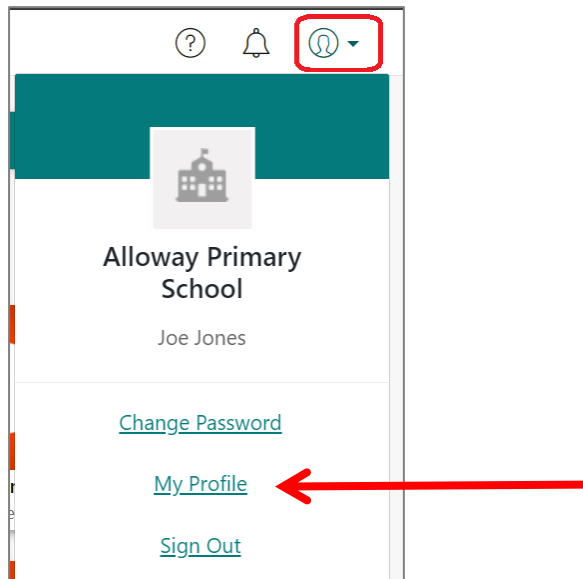


Setting a Password Recovery Email Address

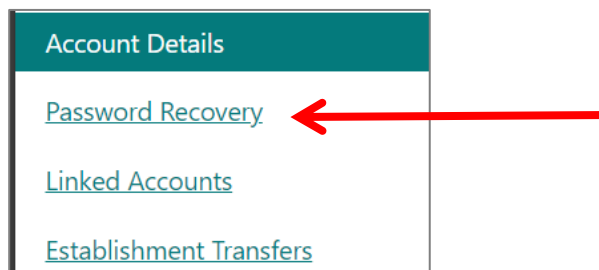
If a member of staff forgets their Glow password they can click on the **I have forgotten my password** link on the Glow login screen and, if they've set a password recovery email address, they'll receive an email that will allow them access to Glow and set themselves a new password.

Setting a password recovery email address needs to be done from within Glow.

- Open Google Chrome and login to Glow
- Click on the **Profile Settings** link at the top right of the RM Unify screen and select **My Profile**



- Click on the **Password Recovery** link at the left of the



- Type in the email address for an account you can easily access at any time; it is strongly recommended you use your South Ayrshire email address.

Password Recovery

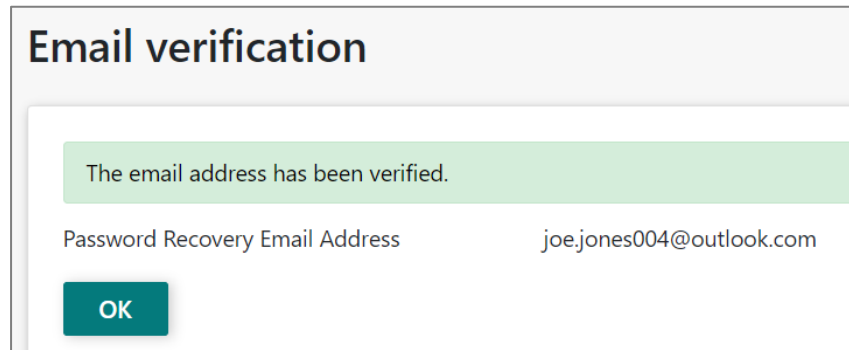
Please enter your password recovery email address to enable password reset for your account.

Password Recovery Email Address

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.

- Click **Save**

- An email will be sent to the email address you provided; open this email within 48 hours and click on the link within the email to verify your recovery email address. You'll be prompted to sign in to Glow and then you should see a message informing you that your email address has been verified and your recovery email address has been set up.



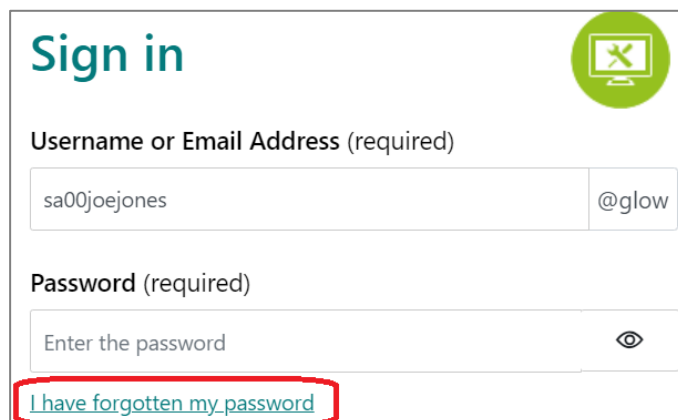
Email verification


The email address has been verified.

Password Recovery Email Address joe.jones004@outlook.com

OK

- Click **OK**
- If you forget your Glow password, click on the **I have forgotten my password link** on the Glow login screen.




Sign in 

Username or Email Address (required)

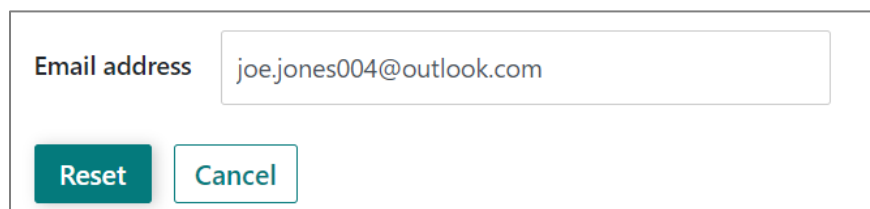
sa00joejones @glow

Password (required)

Enter the password 

[I have forgotten my password](#)

- Type in your Glow password recovery email address and click **Reset**



Email address joe.jones004@outlook.com

Reset Cancel

- Open the email you receive to your recovery email address – this must be done within 24 hours or the link will expire and you will need to send another link.

- Click on the link within the email to enter a new password
- Type in the new password and confirm the new password

Change Password

The password strength meter shown below the 'New password' field will help you choose a good password

Note: If you have linked accounts, your newly selected password will be applied to all of them.

All fields are required.

Email address:
joe.jones004@outlook.com

New password

Very strong

Confirm password

- Click **Change Password**
- You'll receive a message to confirm your password has been updated and be prompted to sign in to Glow with your new password. It is recommended that instead of clicking on the link to 'Sign in with new password' that you close the web browser, open it again and then sign in to Glow with your new password.

Change Password

The password strength meter shown below the 'New password' field will help you choose a good

Note: If you have linked accounts, your newly selected password will be applied to all of them.

Your password has been successfully updated.

All fields are required.

Email address:
joe.jones004@outlook.com

New password

Confirm password