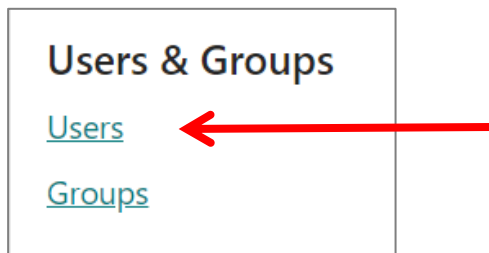**Resetting Individual Pupil Glow Passwords**

It is worth noting that all school staff can reset pupil Glow passwords.
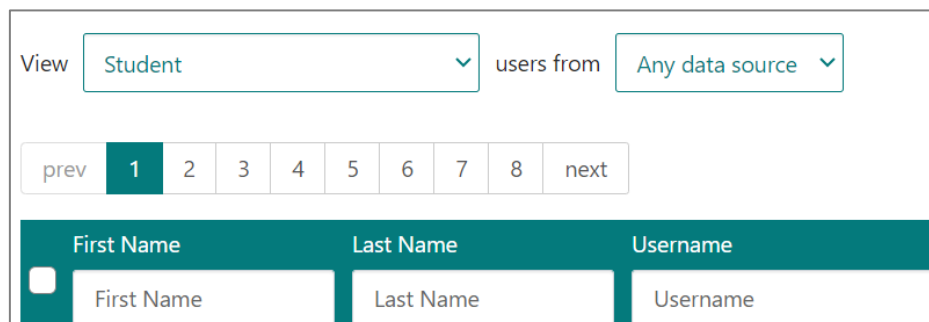
- Open Google Chrome and login to Glow
- Click on the **Management Console** link at the top left of the RM Unify screen
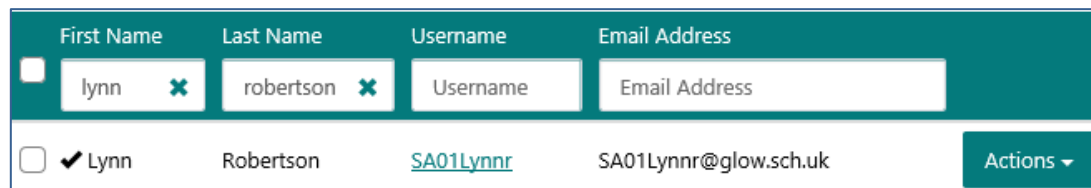

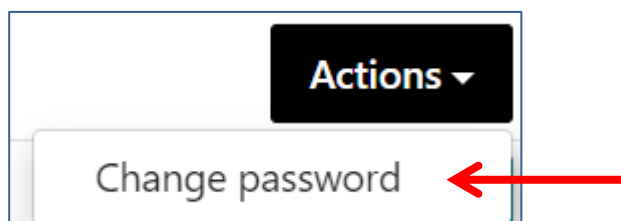- Click on the **Users** link at the left of the management console screen

- Ensure the correct 'Role' has been selected, this normally defaults to Student.

- Pupils will appear in alphabetical order and there may be several pages

- Click on the **Actions** button to the right of the pupil's name and select **Change Password**

- Type in a New password (for example Password1) and then type it again in the 2nd box
- Click **Save**

Resetting Groups of Pupil Glow Passwords

If a whole class or year group of pupils need their Glow passwords reset this can be done by any member of staff in the school who has a Glow account. You will set the same password for each member of the class or year group and they will be forced to set a new password when they login.

- Open Google Chrome and login to Glow
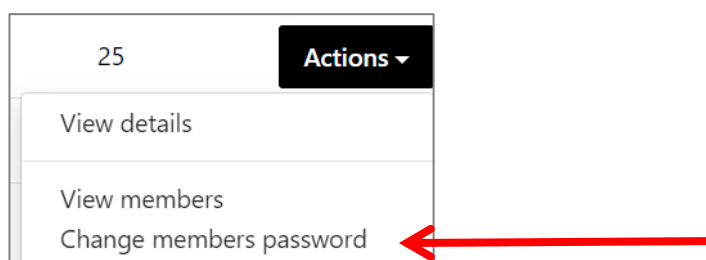- Click on the **Management Console** link at the top left of the RM Unify screen
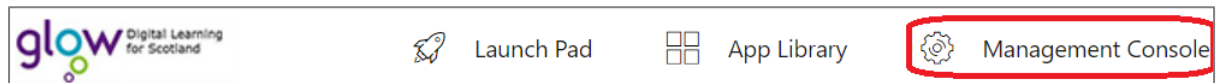
- Click on the **Groups** link at the left of the management console screen
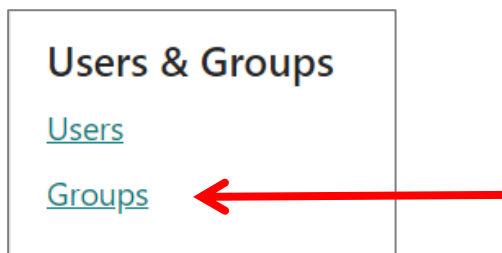
- Scroll down until you find the class or year group that requires their passwords reset (all the class and year groups in SEEMiS Click & Go should be displayed in the Management Console screen)

P1 (23/24)	48	Actions ▾
P2 (23/24)	36	Actions ▾
P3 (23/24)	51	Actions ▾
P4 (23/24)	63	Actions ▾
P5 (23/24)	59	Actions ▾
P6 (23/24)	63	Actions ▾
P7 (23/24)	55	Actions ▾
23/24 P1 Primary Curriculum Z P1G PRIM CfE	25	Actions ▾
23/24 P1 Primary Curriculum Z P1M PRIM CfE	23	Actions ▾

- Click on the **Actions** button to the right of the year group or class name and select **Change members Password**

- Type in a new password and then type it again in the 2nd box
- Click **Save**

Resetting Individual Staff Glow Passwords

Staff Glow passwords can be reset by those staff in the school who have been assigned the necessary access rights. This is normally the school clerical staff, Digital Champion and any other member of staff nominated by the school. All staff in a school should be aware of who is able to reset staff Glow passwords.
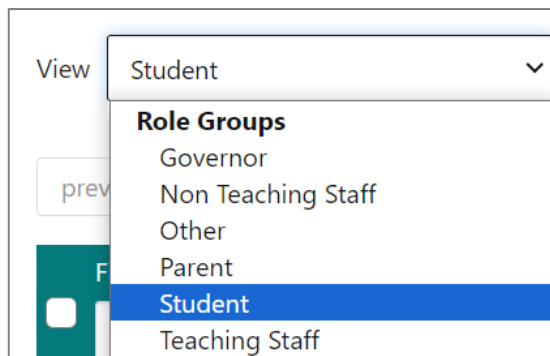
- Open Google Chrome and login to Glow
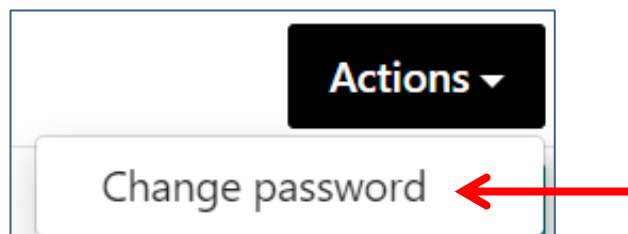- Click on the **Management Console** link at the top left of the RM Unify screen

- Click on the **Users** link at the left of the management console screen
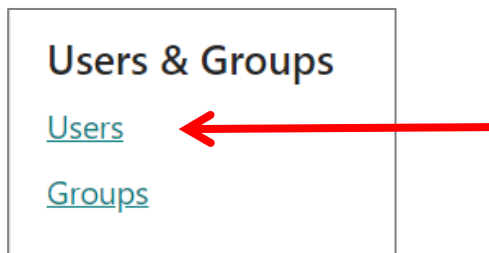
- Ensure the correct 'Role' has been selected, this normally defaults to Student so you will need to click on the drop-down arrow and select Teaching Staff <u>or</u> Non Teaching Staff.

- Click on the **Actions** button to the right of the staff members name and select **Change Password**

- Type in a New password (for example Password1) and then type it again in the 2nd box
- Click **Save**