GLOW ACCOUNT MANAGEMENT

October 2023

These notes are designed to support those staff with the responsibility for generating and deleting Glow accounts for pupils and staff.

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CHAPTER 1 - Introduction

Glow account management which includes creating new accounts, moving existing accounts and deleting accounts is done using SEEMIS Click & Go and the Glow Management Console.

Account management is required when a pupil or member of staff either comes in to your school or leaves your school and this information is recorded in their Click & Go record. The Glow account process requires a small number of tasks to be completed in both Click & Go and Glow. Therefore, it is recommended that this role is carried out by the person(s) who deals with Click & Go in the school.

Clerical staff should have the required access assigned to their Glow account to allow them to carry out the tasks in Glow. If this is not the case or you require your Glow password to be reset please contact EducationDigitalSupport@south-ayrshire.gov.uk

This help guide will support you through the majority of Glow account management scenarios you will experience in your school. If you come across a scenario that is not covered in this guide or you are unsure on the appropriate steps required to deal with the scenario please contact EducationDigitalSupport@south-ayrshire.gov.uk

CHAPTER 2 – Account management process chart

Scenario 1

When a new pupil or member of staff joins your school

- **Log an ICT Helpdesk call to get a new network account created or existing one moved**
- **Ensure the 'Data Sharing' option is selected in their Click & Go record**
- **Add network username (minus the sa) to the 'Login' field of the Click & Go record**
- **Check if the Glow account needs to be approved or deferred**
- **Download Glow account details if user has never logged in to Glow before**

Scenario 2

Check if a user in your school has a Glow account

- **Check the 'Login' field has been populated in Click & Go**
- **Check if the Glow account needs to be approved or deferred**
- **Check the 'Data Sharing' option is selected in their Click & Go record**
- **Download Glow account details if never logged in to Glow before**
- **Find Glow username details**
- **Reset Glow password**

Scenario 3

When a pupil or member of staff leaves the school

- Add an end date to the Click & Go pupil or work record
- Assign a Grace Period if required

CHAPTER 3 – Processes

Scenario 1 - When a new pupil or member of staff joins your school you will need to arrange for them to get a Glow account. Follow the steps below:

- **Add the member of staff or pupil to Click & Go**
    - o Follow normal procedures for setting up a staff or pupil record in Click & Go
- **Get them a network login**
    - o Log an ICT Helpdesk call requesting that a new <u>network</u> account is created for them or their existing network account is moved to your school. Each school will have their own local procedure for this and it may not be the responsibility of the member of staff who deals with Glow accounts.
- **Ensure the 'Data Sharing' option is selected in their Click & Go record**
    - o Pupil
        - ▪ Login to **Click & Go**
        - ▪ Open the **Application** menu, select **Records** and select **Edit**
        - ▪ Search for the pupil as normal
        - ▪ Click on the **Data Sharing** tab
        - ▪ In order for data to pass to Glow and create a Glow account the **Glow** checkbox must be ticked, if necessary click in the checkbox and click on **Save All**
    - o Staff
        - ▪ Login to Click & Go
        - ▪ Open the **Application** menu, select **Staff** and select **Edit Staff**
        - ▪ Search for the member of staff and click **Edit Staff**
        - ▪ Click on the **Work Record** tab
        - ▪ Select the current work record and click on **Details**
        - ▪ Scroll down to the **Data sharing** section at the bottom of the page
        - ▪ In order for data to pass to Glow and create a Glow account the **Glow** checkbox must be ticked, if necessary click in the checkbox and click on **Save**
- **Add network login details to their Click & Go record**
    - o Once you have received the network account details from the ICT Helpdesk you need to add the network username to their Click & Go record.
    - o Login to **Click & Go**
    - o Select **Application** / **Data Utilities** / **Glow Data Feed**
    - o Click on the **Logins** tab
    - o Make sure the appropriate group (Student or Staff) has been selected and then click on the **Load Details** button
    - o Find the person and click on their row in the list.
    - o Click in the **Login** box near the bottom of the screen
    - o Type in the network username that was provided by ICT – **YOU NEED TO TAKE THE SA <u>OFF</u> THE BEGINNING OF THE USERNAME.**
    - o Click on **Save**
    - o Click on **Update Glow**
- **Approve users Glow account (this can be done shortly after the steps above – however I would recommend doing it the next day)**
    - o In most cases the Glow account should be automatically provisioned in to Glow for your school and nothing else needs to be done however there may be an occasion where the Glow account in their previous school hasn't been closed yet and therefore you will need to manually select to 'transfer' their account to your school.
    - o Login to Glow (if you need your password reset please contact Lynn.Robertson@south-ayrshire.gov.uk)

- o Click on the **Management Console** link at the top of the RM Unify screen
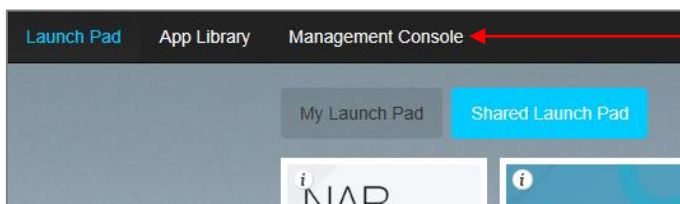
- o First of all you need to double check that the account was automatically provisioned; click on the **School Transfers** link on the left side of the screen
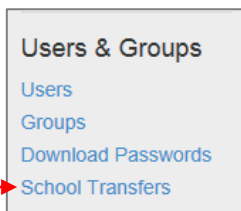

- o If the user appears in this screen you need to establish if this is the only school they attend/work in or if they attend/work in any other school. If this is their only school go ahead and click the **Approve** button to the right of their name.
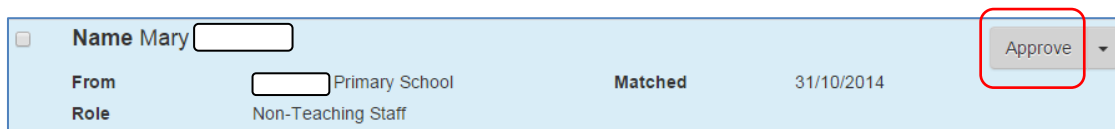
- o If this isn't their only school you need to establish if they spend more time in your school or the other school. If they spend more time in your school you can go ahead and click the **Approve** button to the right of their name
- o If they spend more time in another school you need to click on the black drop-down arrow to the right of 'Approve' and select **Defer**
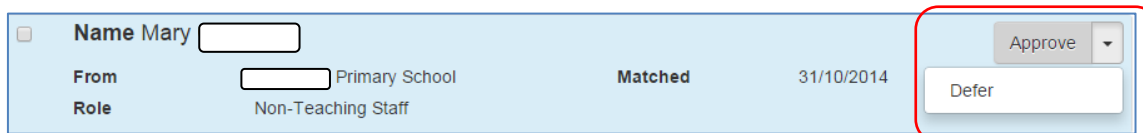
- o When you select to 'Defer' an account it may continue to appear on the School Transfers screen as each night a feed from Seemis Click & Go passes through to Glow and this users details will continue to pass across. Once you have selected 'Defer' you can ignore this person if they appear in the list.

- **Provide Glow account details**
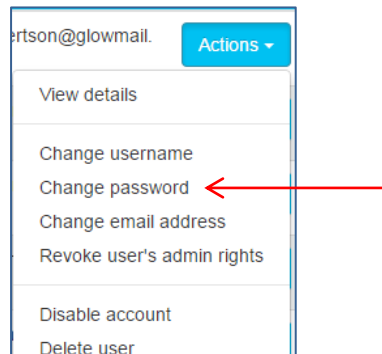 - o Click on the **Users** link at the left of the RM Unify screen
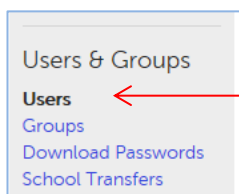
- o Ensure the correct 'Role' has been selected. The default role displayed is 'Student', if you need to change this click on the black drop-down arrow and select either 'Teaching Staff' or 'Non Teaching Staff'

Use this page to view and manage your establishment's users.

View   Student   ▼   users from   Any data source ▼

- o Users will appear in alphabetical order and there may be several pages of users listed. Once you have found the user their Glow username will be displayed next to their name. The **@glow** section of the username can be ignored.
- o Set them a new password by clicking on the **Actions** button to the right of the users name and select **Change Password**

ertson@glowmail.   Actions ▼

View details

Change username
Change password ←
Change email address
Revoke user's admin rights

Disable account
Delete user

- o Type in a password (I use Password1) and then type it again.
- o Click on **Change Password**

Scenario 2 - Check if a user in your school has a Glow account. You may be asked from time to time if a pupil or member of staff has got a Glow account, if this happens follow the steps below:

- **Check if they appear in the Glow Management console screen**
  - Login to Glow and click on the **Management Console** link
  - Click on the **Users** link at the left of the screen and select the appropriate group
  - If the pupil or member of staff appears in this screen they have a live Glow account and you can provide their username details and set a new password if required
- **If they don't appear in this screen you can check if the account needs to be approved or deferred**
  - Click on the **School Transfers** link at the left of the screen
  - If they appear in this screen Approve or Decline as appropriate. If you approve their account will belong to your school and you can provide their username details and set a new password if required. If you decline their account will belong to the other school and the school office in this school will need to provide their username and password details.
- **If they don't appear in the School Transfers screen you need to check the 'Login' field has been populated in Click & Go**
  - Login to Click & Go,
  - Select **Application / Data Utilities / Glow Data Feed**
  - Click on the **Logins** tab
  - Make sure the appropriate group (Student or Staff) has been selected and then click on the **Load Details** button
  - Find the person and check if the Login field has been populated with the network username of the pupil or the member of staff
- **If the Login field is empty you need to add the network username**
  - Click in the **Login** box near the bottom of the screen
  - Type in their network username (minus the **sa** at the beginning), click on **Save** and then **Update Glow**
- **If the Login field contains the network username check the 'Data Sharing' option is selected in their Click & Go record**
  - Pupil
    - Login to **Click & Go**
    - Open the **Application** menu, select **Records** and select **Edit**
    - Search for the pupil as normal
    - Click on the **Data Sharing** tab
    - If the checkbox is empty click in it and click on **Save All**
    - If the checkbox has been ticked you need to contact Lynn.Robertson@south-ayrshire.gov.uk
  - Staff
    - Login to Click & Go
    - Open the **Application** menu, select **Staff** and select **Edit Staff**
    - Search for the member of staff and click **Edit Staff**
    - Click on the **Work Record** tab
    - Select the current work record and click on **Details**
    - Scroll down to the **Data sharing** section at the bottom of the page
    - If the checkbox is empty click in it and click on **Save**
    - If the checkbox has been ticked you need to contact Lynn.Robertson@south-ayrshire.gov.uk

Scenario 3 - When a pupil or member of staff leaves the school their pupil/work record must be closed and this will result in their Glow account also being closed. When they move to their new school their Glow account will be reactivated (for staff this is only if they stay in South Ayrshire) however if the move takes place at the end of term or school year they could have a number of weeks with no access to Glow. A Grace Period can be applied to the Glow account and this will give them an extra 60 days access to their account. The Grace Period can be applied before they leave your school or up to 90 days after they have left your school.

Follow the steps below:
- **Add an end date to the users Click & Go record**
  - Follow normal procedures to add an end date to the users Click & Go record
- **Assign a Grace Period <u>before</u> the pupil or member of staff leaves the school (only if requested by the member of staff or a teacher on behalf of a pupil)**
  - Login to Glow and click on the **Management Console** link at the top of the screen
  - Select the appropriate role from the Dashboard screen
  - Search for the pupil or the member of staff
  - Click on the **Actions** button to the right of the name and select **Assign Grace Period**
  - Click **OK**
- **Assign a Grace Period to multiple pupils at the same time e.g. P7 pupils at the end of the summer term**
  - Login to Glow and click on the **Management Console** link at the top of the screen
  - Click on the **Users** link at the left side of the screen
  - In the **View** section select the appropriate year group
  - Either select individual pupils by clicking in the checkbox to the left of their names or click in the checkbox above the list of names
  - Click on the **Actions** button at the top of the screen and select **Assign grace period for selected user(s)**
  - Click **OK**
- **Assign a Grace Period <u>after</u> the pupil or member of staff leaves the school (only if requested by the member of staff or a teacher on behalf of a pupil)**
  - Login to Glow and click on the **Management Console** link at the top of the screen
  - Click on the **Users** link at the left side of the screen
  - In the **View** section select **Deleted Users**
  - Click on the **Actions** button to the right of the name and select **Restore user**
  - Click **OK**

Please do not use this Admin functionality to:

- **Manually create Glow accounts for staff and pupils. All Glow accounts <u>MUST</u> be automatically created via Click & Go**
- **Manually delete a user's Glow account. This <u>MUST</u> be done automatically via Click & Go however if you feel an account should not be sitting within your school please contact Lynn Robertson.**
- **Assign Admin Rights to other users in your school**

If you are unsure how to carry out any of the account management tasks please contact Lynn Robertson on 01292 616282 or <u>lynn.robertson@south-ayrshire.gov.uk</u>