

### **Assigning a Grace Period to a Glow Account**

When a pupil or member of staff leaves their school their pupil/work record is closed and this will result in their Glow account also being closed.

If they're moving to another school their Glow account will be reactivated (**for staff this will only happen if they move to a South Ayrshire school**) 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.

The Grace Period can be applied before the pupil or member of staff leaves the school or up to 90 days after they have left. Only school clerical staff with Glow Account Management Admin rights can apply a grace period to a Glow account.

The instructions on how to assign a grace period to a Glow account can be found within the [Glow Account Management User Guide](#)

More information about Grace Periods can be found at <https://glowconnect.org.uk/docs/rm-unify/managing-glow-accounts/>