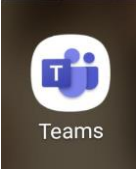

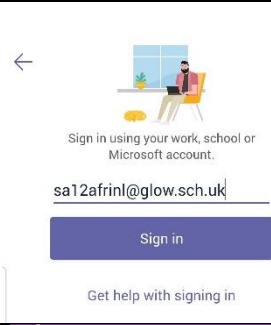
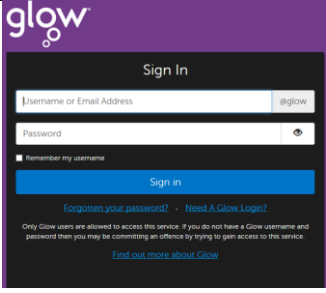


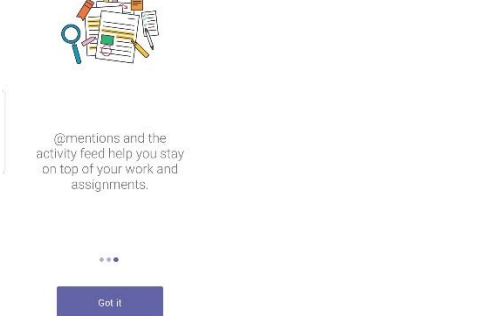
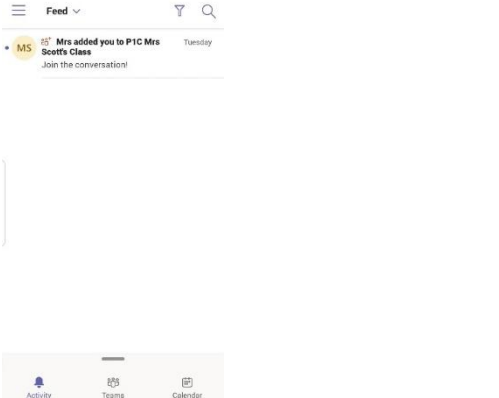
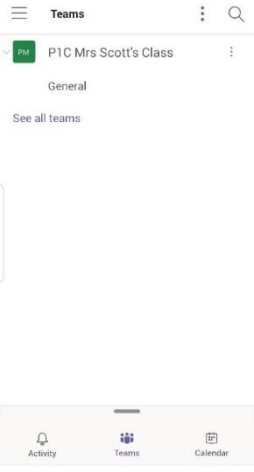

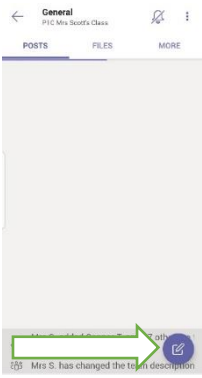


Parent/ Guardian Help Guide - Accessing Teams from Home using the App

<p>1. Download (Microsoft) Teams app from your App store and click Install</p>	
<p>2. Click on Teams app on your device. It should open, showing this page – click the Sign in button</p>	
<p>3. Click on sign in with another account. Type in your child's full GLOW (email) address i.e. sa12afrin@glow.sch.uk</p>	
<p>4. You will automatically be taken to the GLOW website to validate the username and login to the GLOW account.</p>	

<p>5. Insert your child's login and password on this page – click sign in</p>	
<p>6. If correct, it will return you to the app automatically signing your child in.</p>	
<p>7. Click Next button until you reach this page – Click Got it</p>	
<p>8. It should open the app at this page (FEED) Click on Teams at the bottom of the page</p>	

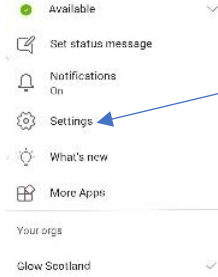
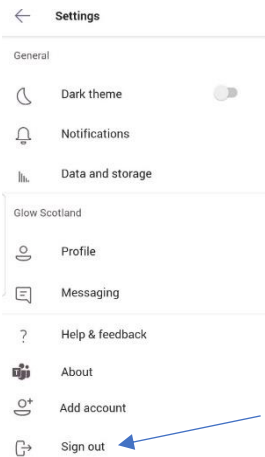
<p>9. Click on the word General</p>	
<p>10. This will open up the communication page for Teams –</p> <p>Click on the icon  if you wish to type a message and then send it to the Team.</p> <p>You can also read messages from your child's teacher in this section.</p>	

Accessing Glow on Xbox or PS4

Go to the following link to get a step-by-step guide for accessing GLOW through Xbox and PS4

<https://youtu.be/rWTwAfLKbkU>

Sign out of Teams App

<p>1. under your child's profile pic, click on Settings</p>	 <p>A screenshot of the Microsoft Teams mobile app main menu. The menu items are: Available (with a dropdown arrow), Set status message, Notifications On, Settings (highlighted with a blue arrow), What's new, More Apps, Your orgs, and Glow Scotland (with a dropdown arrow).</p>
<p>2. Now click on the Sign out button</p>	 <p>A screenshot of the Microsoft Teams mobile app Settings menu. The menu items are: Settings (with a back arrow), General, Dark theme (with a toggle switch), Notifications, Data and storage, Glow Scotland, Profile, Messaging, Help & feedback, About, Add account, and Sign out (highlighted with a blue arrow).</p>

Troubleshooting

If you are having issues logging into Glow – try a different browser – such as Google Chrome, Edge or Safari.