



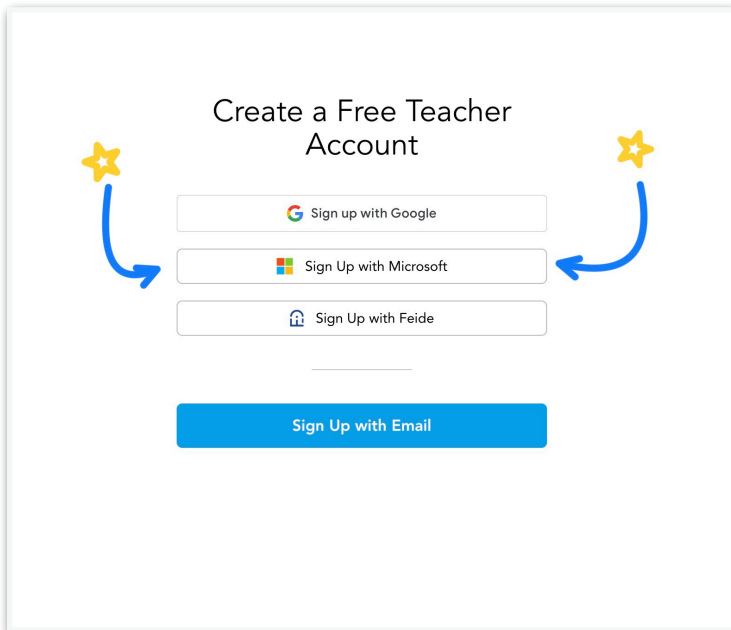
# SHOWBIE GUIDELINES AND SUPPORT

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# New Teacher Sign up

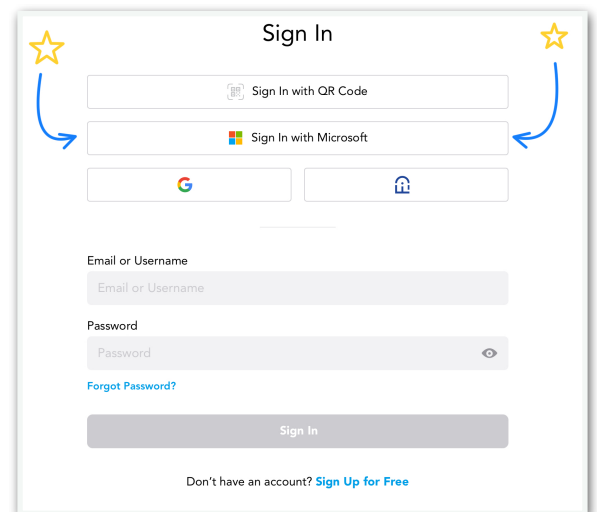
1. Ask your school admin for a sign up request to be sent to your glow email address. You must use this to be connected to the correct data region.



2. Click on **Sign up with Microsoft**

3. Follow the prompts using **your Glow username and passwords**

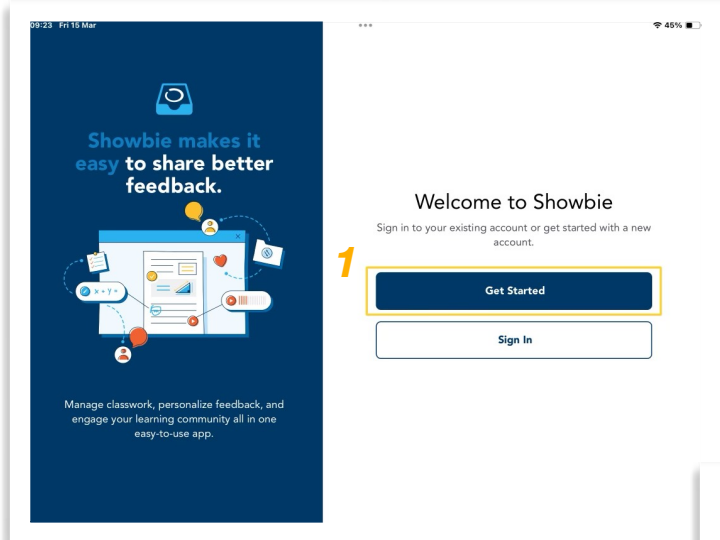
4. Once signed up you can go to the app on your iPad and choose Sign in with Microsoft



Note: You will be initially signed up with a basic account but once added to the school system fully, you will then be upgraded to Pro. If this has not been done within 48 hours please get in touch with *your Inspire Cluster support teacher or Lead Teacher*.

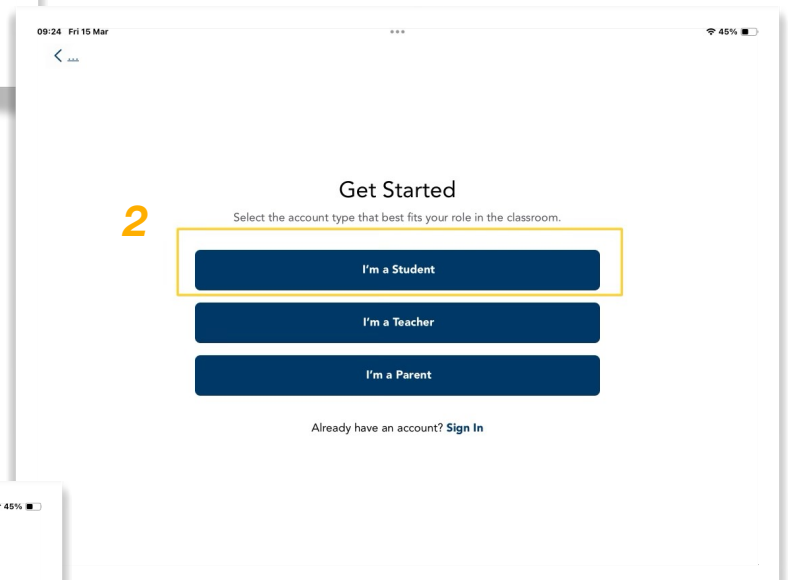
# Signing up - Pupils

Pupils must be signed up using their Glow email address and connecting them to single sign on with Microsoft.

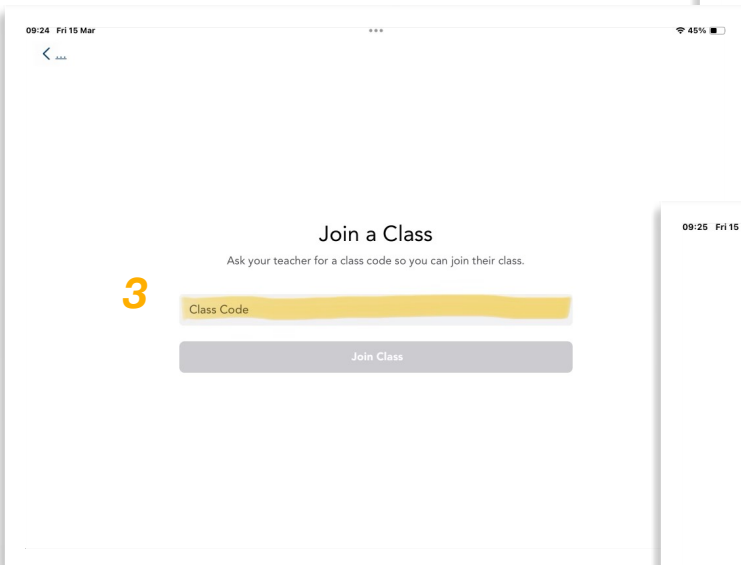


Step 1 - tap on get started

Step 2 - Tap on I'm a Student

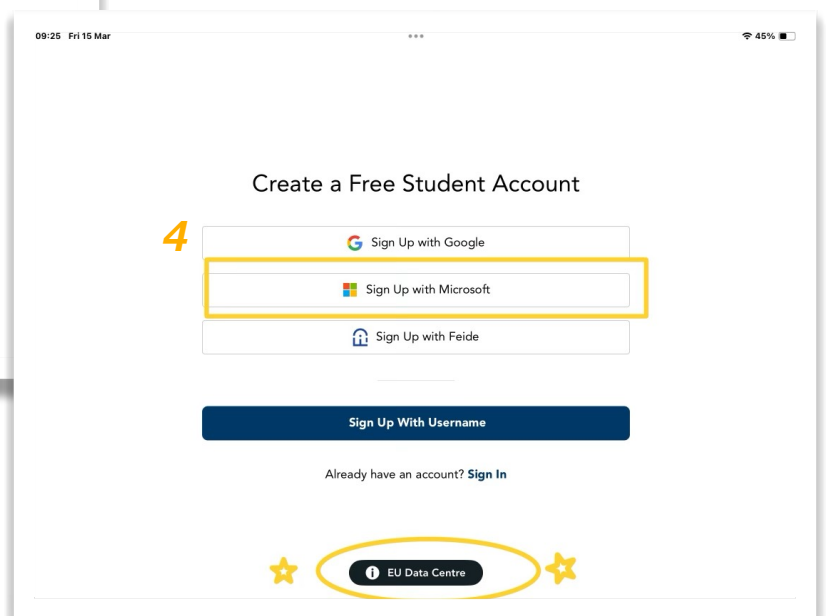


Step 3 - a Class code is needed to connect your student to the right data region and to ensure they are signed up to the school



Step 4 - You must choose Sign up with Microsoft. This will then take you to the Glow login once you put in the glow email address.

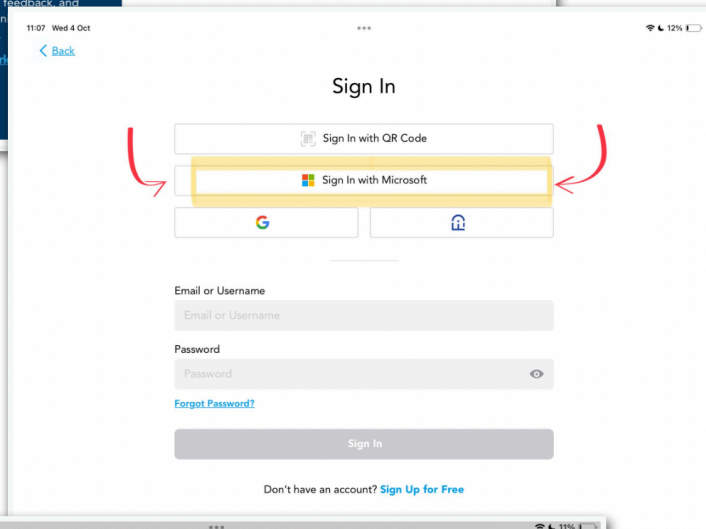
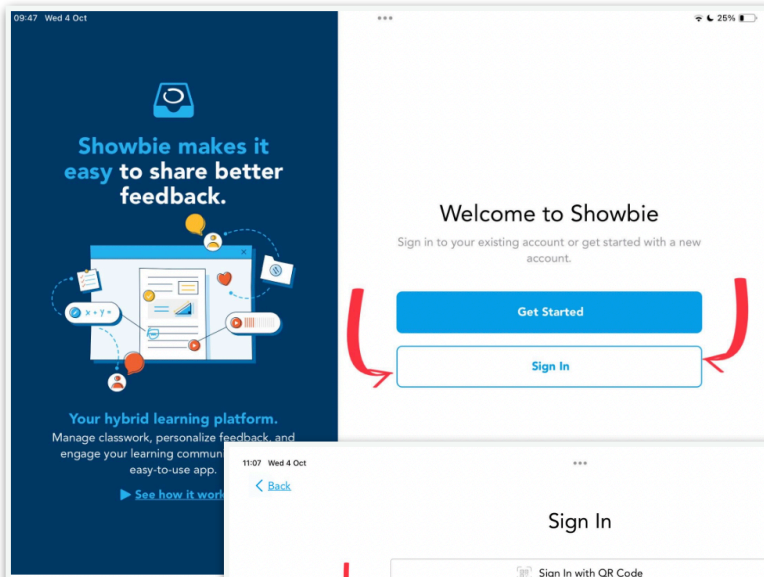
You should also note at the bottom of the screen that an icon showing EU data Centre is showing



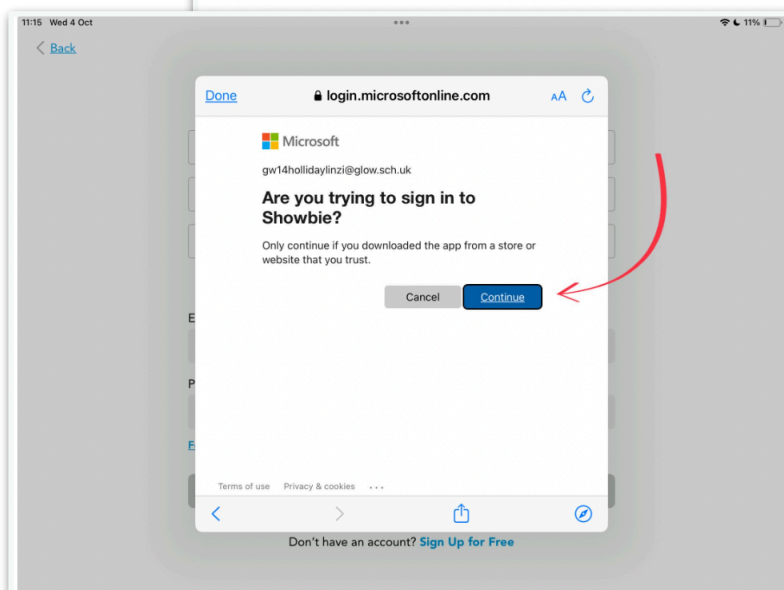
# Signing in - Pupils and Staff

Pupils must be signed in using their Glow email address and connecting them to single sign on with Microsoft. If they are not please see the **help page** to get them connected.

Below is the process for pupils signing in.



Make sure to tap on the Sign in with Microsoft option.



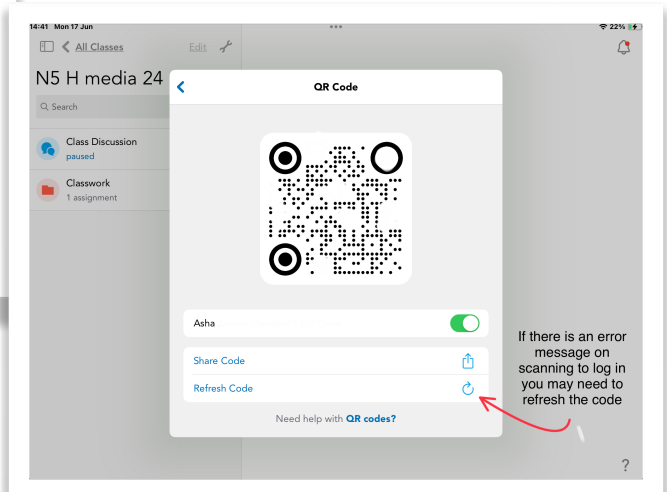
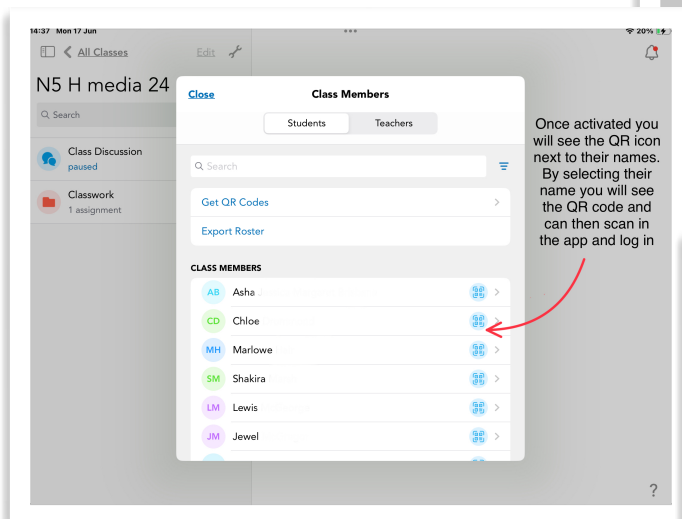
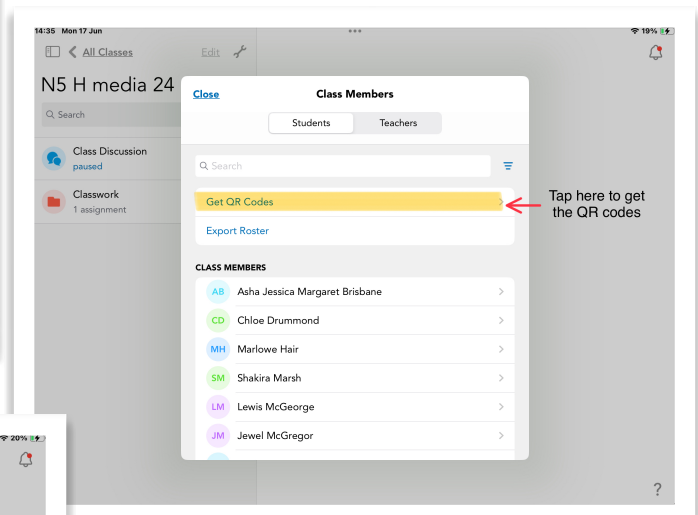
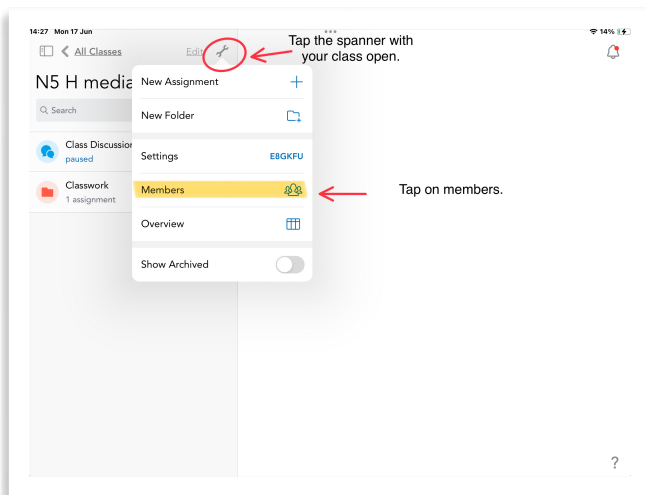
Then either enter your glow username or click on the continue button if it has recognised their details.

If you get any error messages at this point please see the trouble shooting guide.

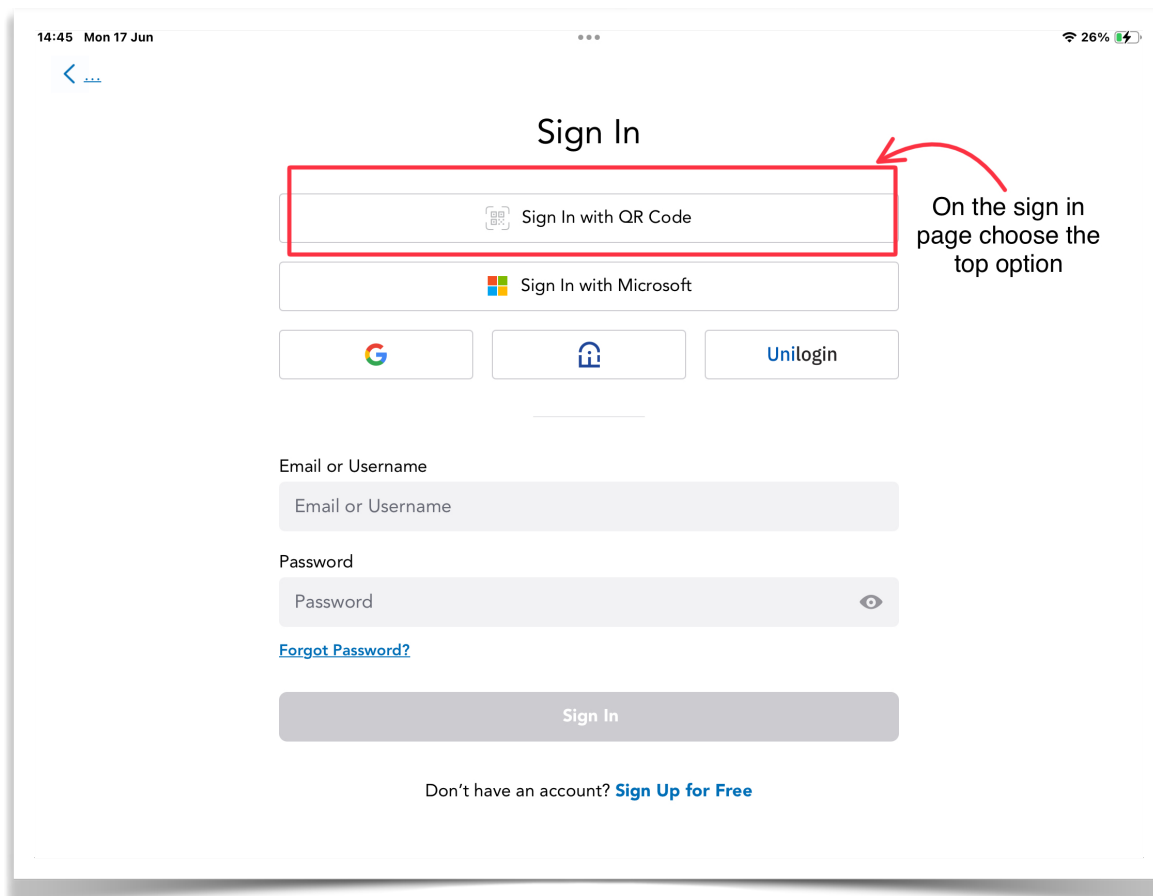
# Signing in pupils using the QR Code

Once a pupil is signed up they can use a QR code to sign in. This is useful for P1-3 with the Shared iPads or for quick access if they don't have their Glow details to hand.

To do this first off you have to enable the QR code on each pupil.



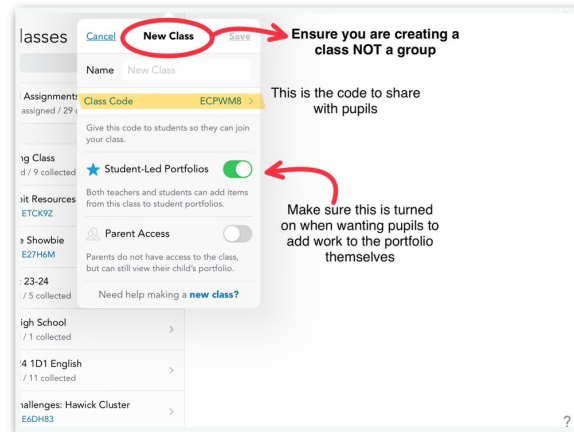
# To sign in with a QR code



If you are signing a pupil in using the QR code as a one off as they have forgotten their password please ensure that they connect their glow account once signed in. See instructions for this on **Page 12**.

# Creating and Ending Classes

- Tap the Spanner and selecting New Class
- Naming a new class: Year Group+ teacher + year, e.g. **S1 Ms Inspire 23/24**

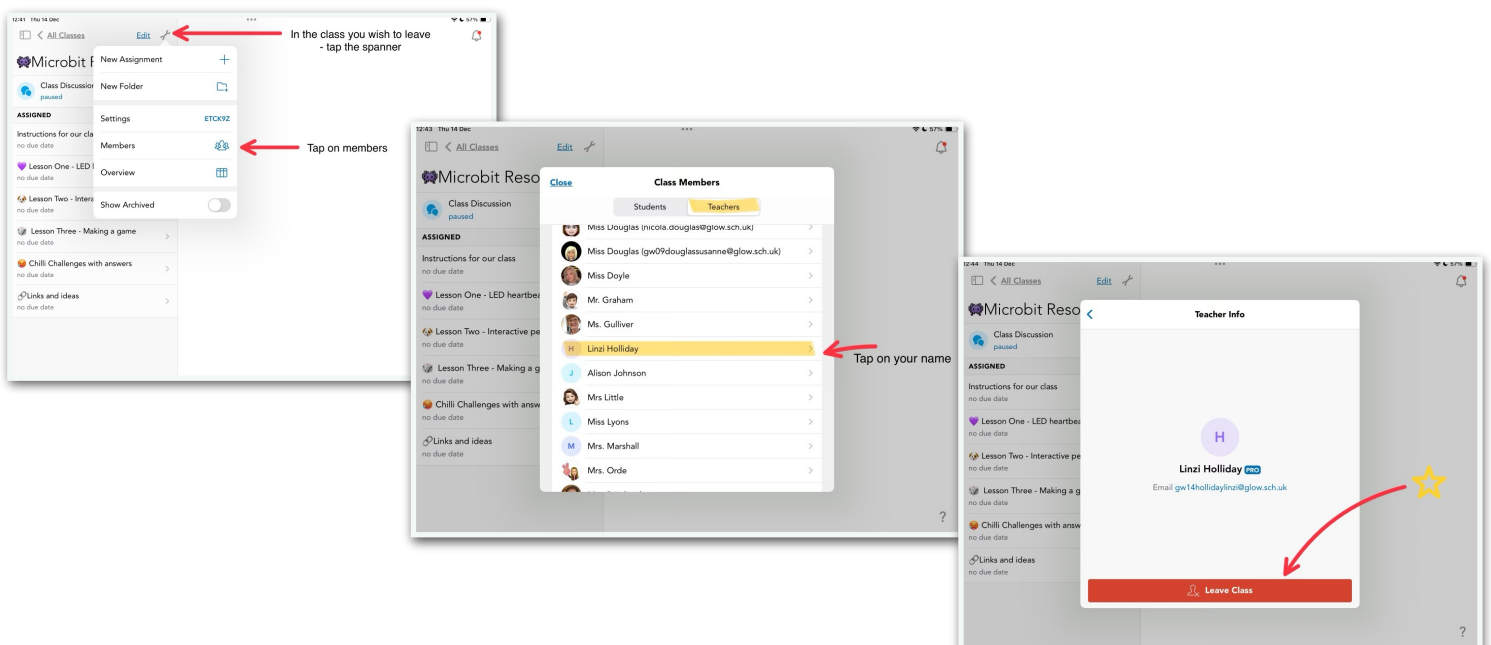


- Parent access can be enabled at teacher discretion. This allows connected parents to see all work added to their young persons assignments and folders.
- Once class is set up add pupils -> make sure pupils are signed into Showbie with their glow sign in -> provide pupils with the new class code

\* If pupils are not signed into their account when adding the class code please do not let them create a new account. Follow the sign in process.

## Leaving a Class

Please be aware that if you archive a class you archive it for ALL teachers and students. If you need to leave a class but the class is still in action then remove yourself from the members list of the class.



# End of Year Process

- At the end of the academic year, **ARCHIVE your class but DO NOT delete it.** (ignore restore & delete options)

Archiving a class hides past/ unnecessary classes from both you and your student's daily views and allows you to:

- Easily view & retrieve last year's resources
- Copy & share archived master content to active classes
- Find samples of exemplary student work
- View & export student grades from archived work

When **classes are archived**, as the teacher you will have *view-only* access. This means you will be able to make a copy of the class, restore it, delete it, view your students, and view the class overview.

## Archived assignments

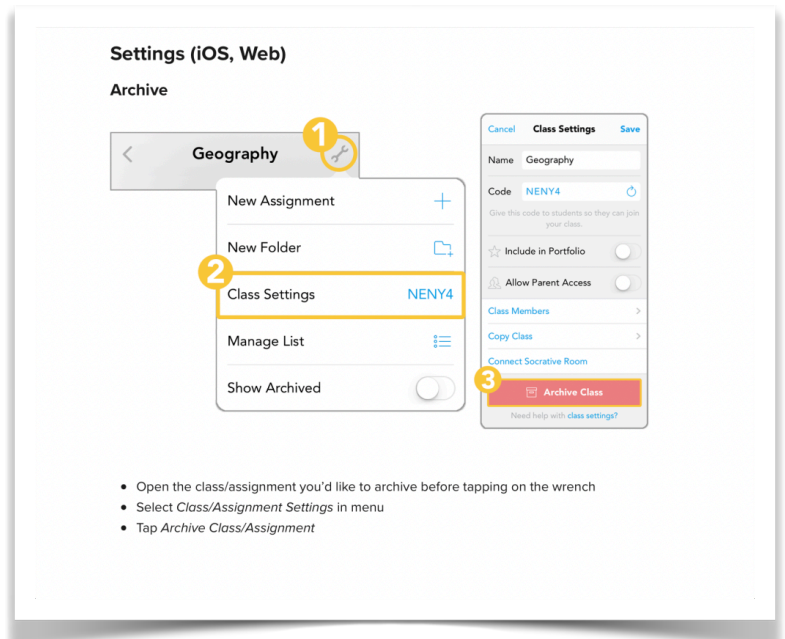
Archived assignments in the class can also be viewed, copied and shared. Archived assignments **cannot** be modified by teachers or students. If an assignment needs to be modified, it can be restored. (see below for how to restore.)

## Restoring archived teams or Assignments

If you've archived a class or assignment by mistake, it can be restored. A class should only be restored if you are actively using it with your students as restoring a class will make it appear within the class lists of student & teacher members that were originally part of the class.

### To Restore (On the web version not App):

- Navigate to your class list or your assignment list within a class
- Tap on the spanner
- Tap on the slider next to *Show Archived* and your archived classes will appear at the bottom of the class list. Assignments will automatically show within your archived class.
- Tap on what you'd like to restore
- In the menu that pops up, tap *Restore Class* and it'll reappear with your active classes





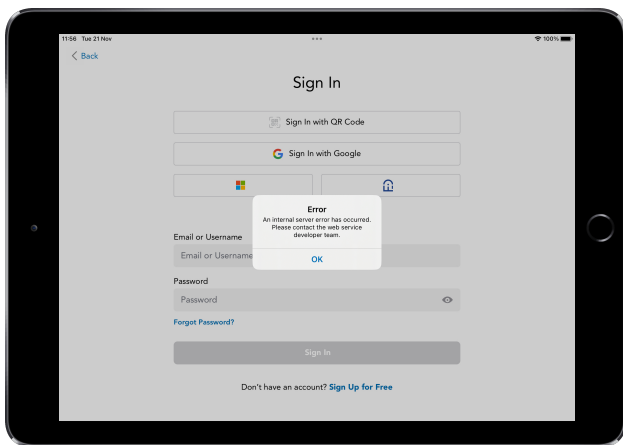
# Trouble Shooting

## General Trouble shooting

All first steps to making Showbie work properly for you/learners is to check the following:

- Internet is signed in and working properly. To test this search for something on Safari. Or type w.com into the search bar. If the proxy box appears then the internet has not been connected properly.
- iPad is up to date. Settings - general - software update
- Showbie is on the latest version - Self Service - Showbie - reinstall

## Sign in issues



### 1. \*Internal Server Error\* message

If a pupil gets this message then it means they never used Microsoft/Glow to sign up in the first instance. So to fix just get them to do the forgot password option. Put in their glow email address and then they will get a link to reset.

✳️Once they are logged in if they go to their account settings they connect to Microsoft so they will sign in with Microsoft/glow going forwards.

### 2. \*Only one Active session\* message

For this the system has got a bit confused. Try a full switch off and back on of the iPad in the first instance and try again. If this does not resolve the issue then delete the app and reinstall.

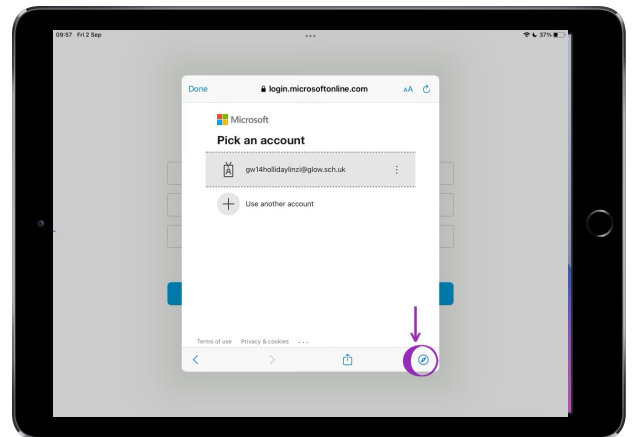
### 3. Glow error messages once you put in glow username/password

If you get error messages after getting to the glow username and password part try the following:

- Clear safari cache - Settings - safari - advanced - website data - remove all website data
- Then swipe Showbie away and try again.

If this still throws up the same error: Follow above steps again.

Sign in to Showbie but on the screen to put in your Microsoft details, tap the compass icon instead. This will take you to safari to sign in. Sign in as normal. You will get a message asking if you are trying to sign into Showbie. Click continue and it will then ask you to 'open in Showbie'



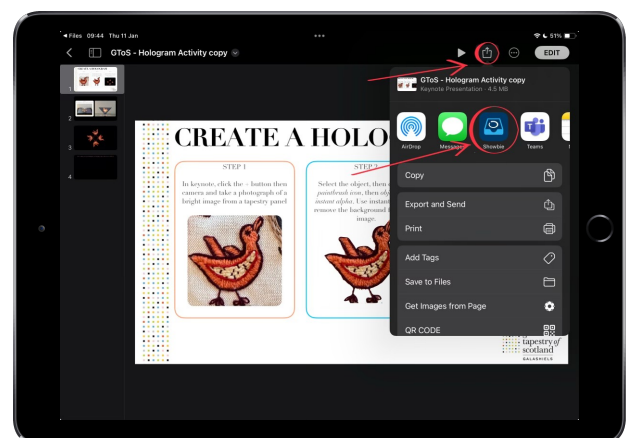
Again if this doesn't work try deleting and reinstalling the app as well as checking that the internet is working properly by searching for something on Safari.

### 4. Issue Adding Items

As above any issues with adding documents will most likely be an internet or software issue. If you have tried all the general steps and still have issues adding a document to an assignment:

Try starting from the document/photos you want to add to Showbie rather than in Showbie itself.

Tap the sharing arrow - tap Showbie - select the class and assignment you want to add the document to.



## 5. Photos not adding to assignments

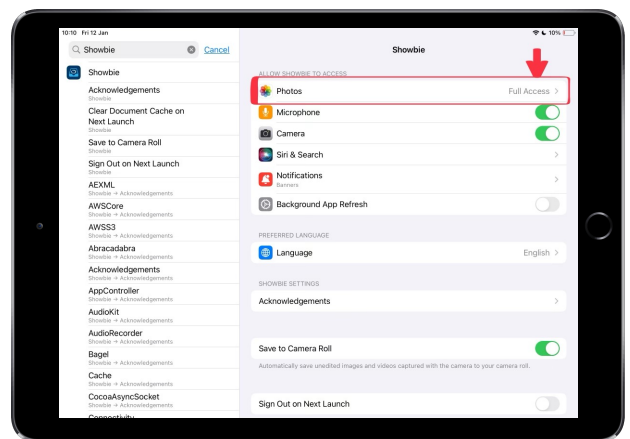
If you are still having issues with photos not adding to Showbie it may be an access issue. Follow these steps:

Tap - Settings

Search/scroll to Showbie

In photos check that 'Full Access' is toggled on. If not turn it on.

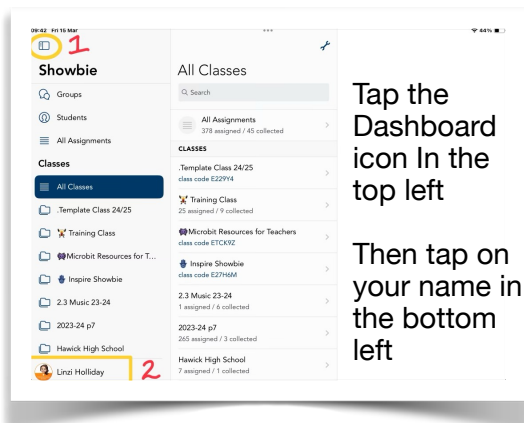
Restart Showbie and try adding photos again.



As always if none of the solutions above or the general trouble shooting steps have helped this then get in touch with a member of the Inspire Team/your Admin.

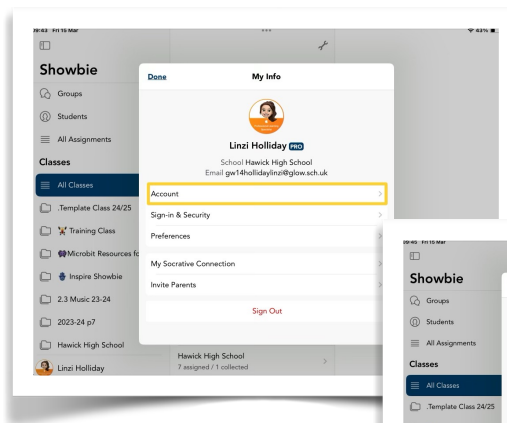
## 6. Class Codes invalid

If this error shows then the teacher is set up in the wrong data region and needs to delete/invalidate their current Showbie account and then make sure they use a link to join the school to get started again.



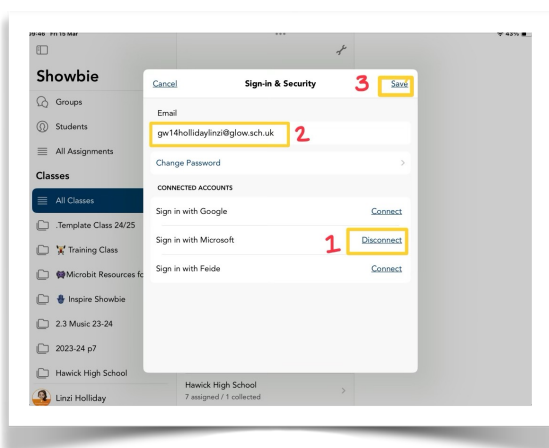
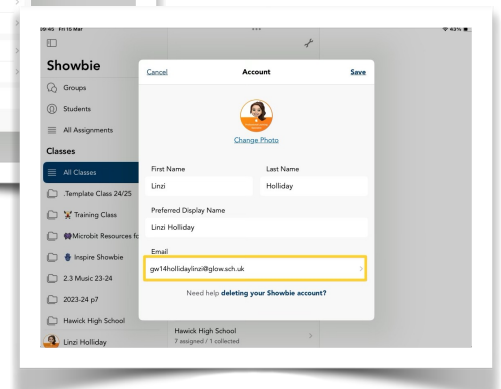
Tap the Dashboard icon in the top left

Then tap on your name in the bottom left



Tap on Account

Then tap on your Email address



Tap on Disconnect to turn off single sign-on.

Tap on your email address and edit this to make it fake.

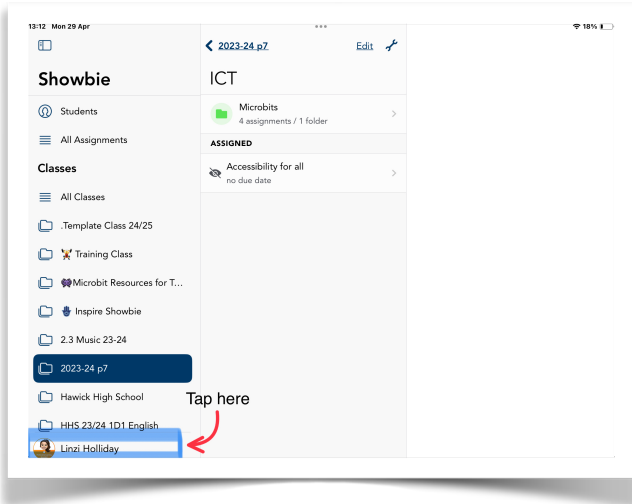
Tap Save, on the next screen tap Save and then sign out of the account.

This has now made your account invalid. And freed up your Email address to start again.

# Help and Support

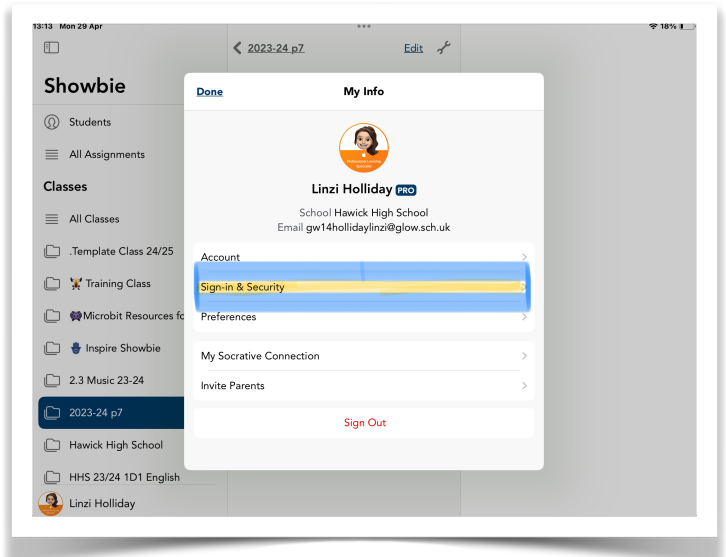
## Connecting an existing account to Glow

All accounts should be logged in with Glow to ensure smooth transition between years and schools in the Borders. If someone is already signed up with a username then the account can still be connected to Glow by following the steps below.



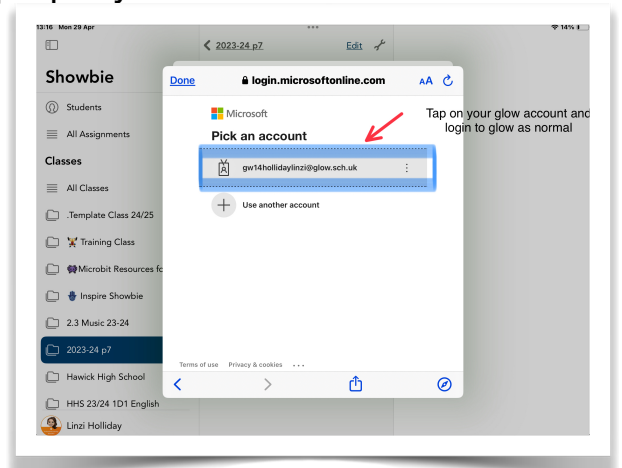
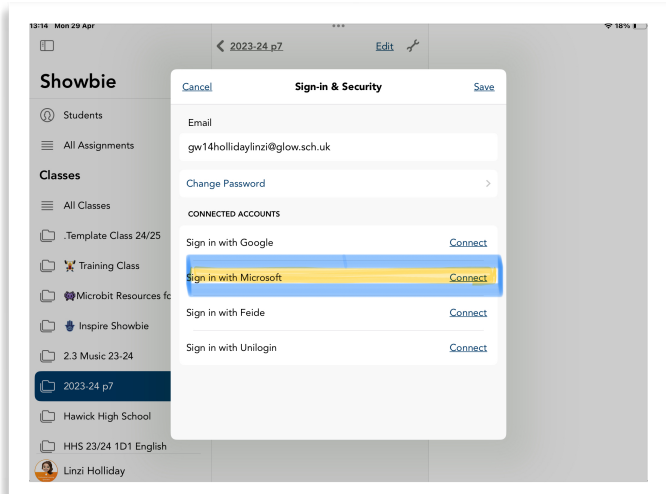
Tap the top left Dashboard icon then tap the name in the bottom left.

Then tap on Sign in and Security



Tap on Connect next to Sign in with Microsoft.

Follow the steps to connect your Glow account. It should automatically populate with your Glow username for those on their own devices and with everything else signed in properly



# Further Help

If you are still having issues after using these suggestions please get in touch with your Inspire Learning Cluster Support Teacher or Lead Teacher.

For support and training for the general use of Showbie please check out Business World for regional sessions or visit the Showbie pages below for videos and information that you can look through in your own time.

[Showbie Teacher support Main page](#)

[Creating an Assignment](#)

[Icons and Symbols Explained](#)

[Uploading Files](#)

[Students Tab overview](#)