



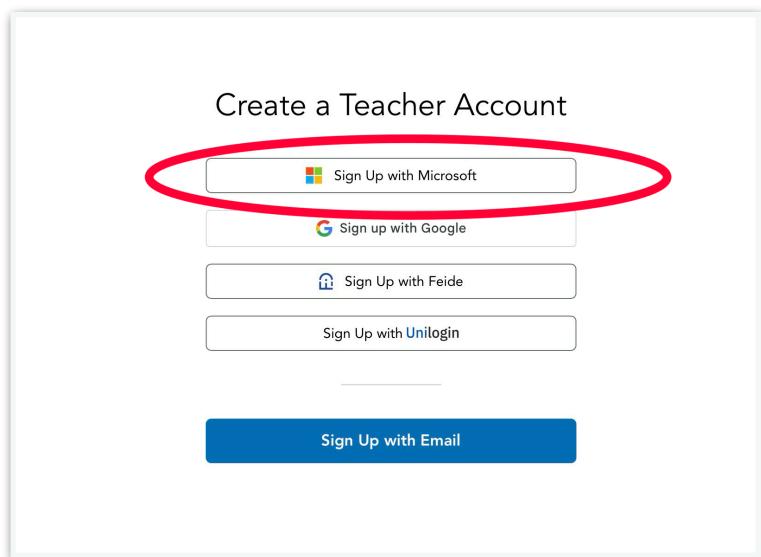
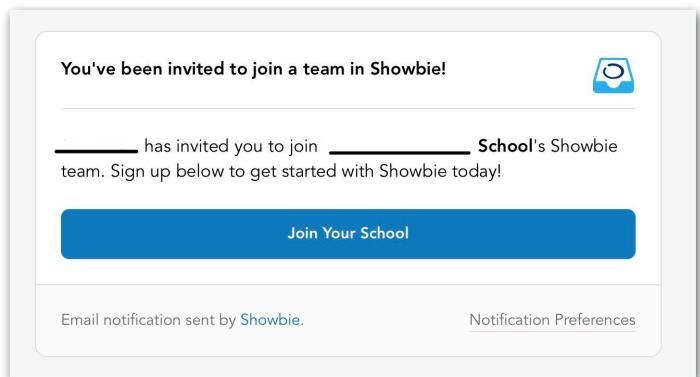
SHOWBIE GUIDELINES AND SUPPORT

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Creating a New Teacher Account

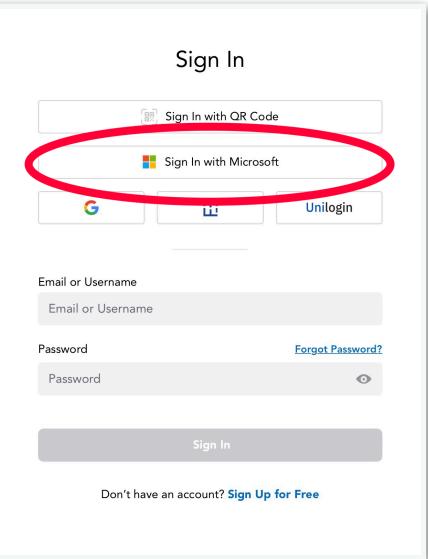
1. Ask your school Showbie admin for a sign up request to be sent to your glow email address. You must use this to be connected to the correct data region.
2. Click on the Join Your School link in the email you have been sent.



3. This will open a link in the Web Browser - do not go to the App yet. Click on **Sign Up with Microsoft**

4. Follow the prompts using **your Glow username and password**

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 contact your Showbie Admin person in school or email inspiresupport@glowmail.org.uk

Creating a New Pupil Account

Pupils **must** be signed up using their **Glow email address** connecting them to single sign on with Microsoft. Please do not create new Showbie accounts for existing pupils, only new starts to SBC. Please follow these instructions for all new ELC/P1 pupils, do not bulk add via Showbie Admin. Staff can use Shared iPads for this and then create QR Codes.



Sign In

Sign In with QR Code

Sign In with Microsoft

Google Unilogin

Email or Username

Forgot Password?

Sign In

1 Don't have an account? [Sign Up for Free](#)

1. Click on Sign Up for Free at bottom of the welcome screen

Get Started

Select the account type that best fits your role in the classroom.

2 [I'm a Student](#)

[I'm a Parent](#)

Already have an account?

Sign In

Looking to sign up as a teacher? You'll need an invitation from your school admin to get started. [Learn more](#)

2. Select the I'm a Student option

Join a Class

Ask your teacher for a class code so you can join their class.

3

Join Class

3. A Class code is needed to connect the student to the right data region and to ensure they are signed up to the school. It will be in the format E _ _ _ _

4. Student **must** choose **Sign Up with Microsoft**. This will be asked to type their Glow email on a line and this will then take them to the usual Glow login.

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

Create a Free Student Account

Sign Up with Feide

Sign Up with Unilogin

Sign Up with Google

4 [Sign Up with Microsoft](#)

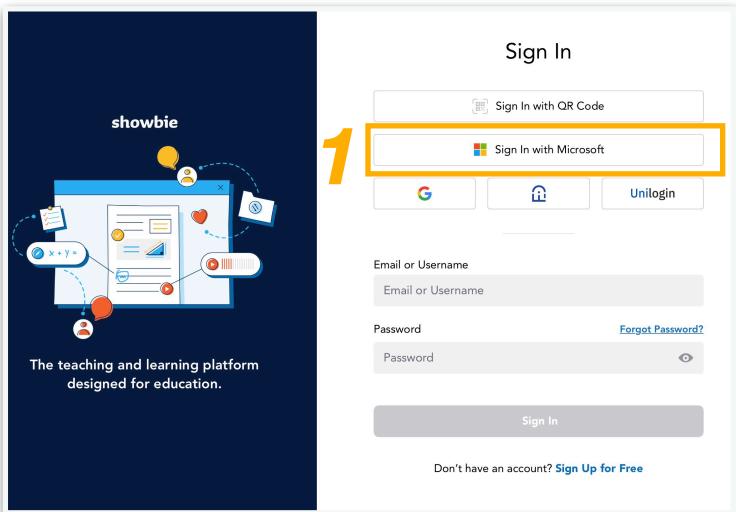
Sign Up with Username

Already have an account? [Sign In](#)

EU Data Centre

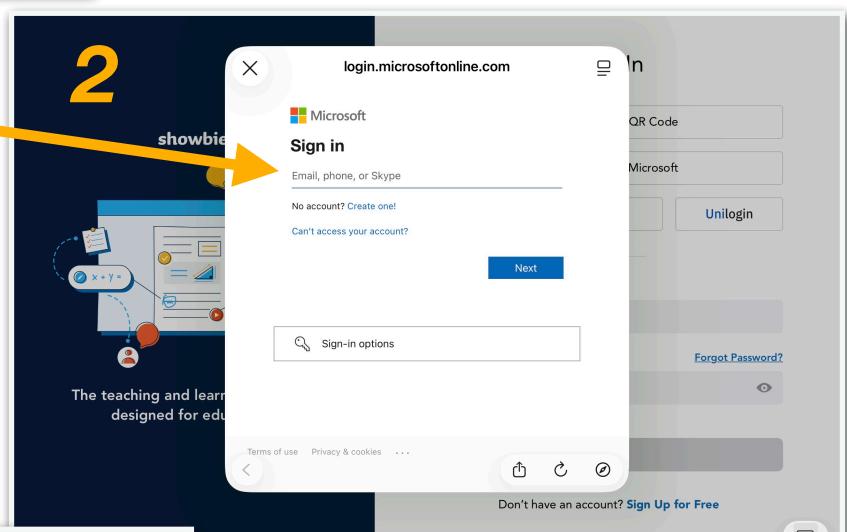
Signing in - Pupils and Staff

Pupils **must** be signed in using their Glow email address and connecting them to single sign on with Microsoft (see next page for QR Code instructions for younger pupils). If they are not please see the **help page** to get them connected.

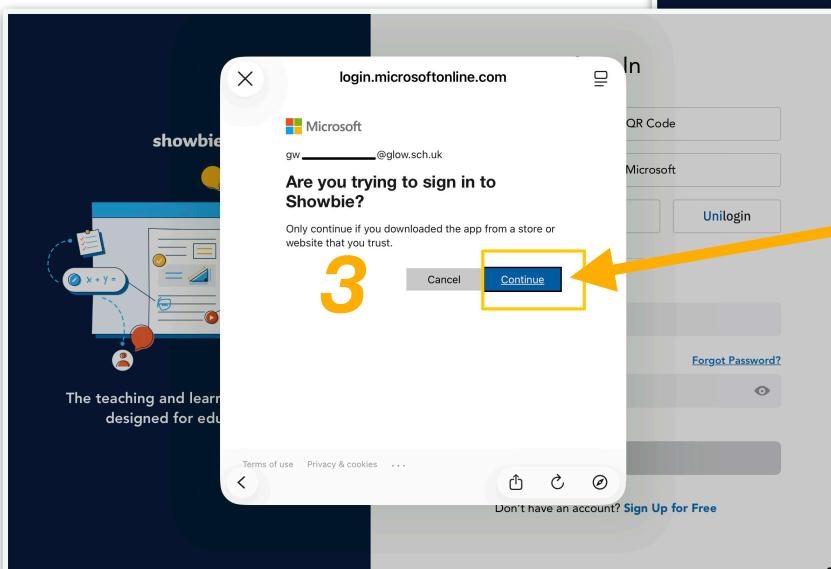


1. Select **Sign in with Microsoft**

Note: If you accidentally press this more than once you will get an error message. Close the app and reopen it if this happens (see p9)



2. Enter your **Glow email** on the line. This will take you to the usual Glow login. Enter your password as normal.



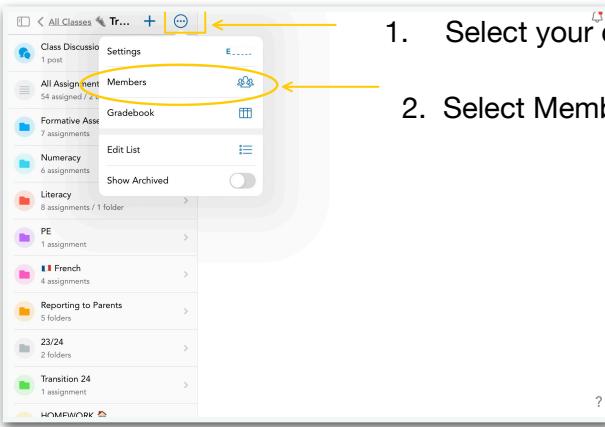
3. Click on the continue button once it has recognised your details.

Wait a few seconds and you will be logged into the App.

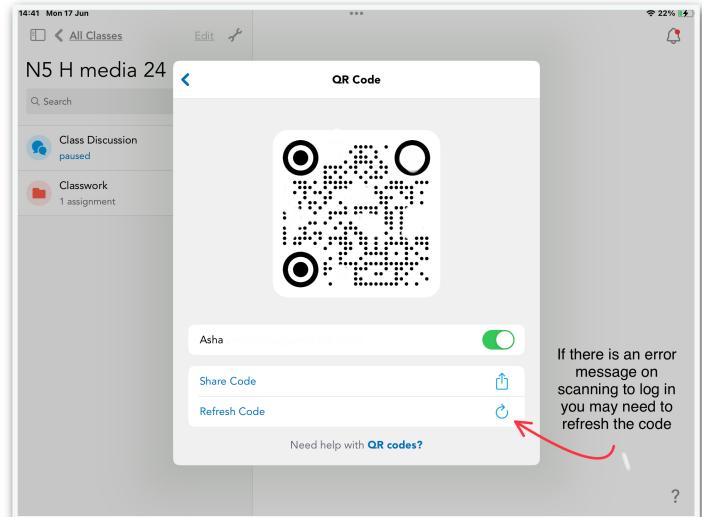
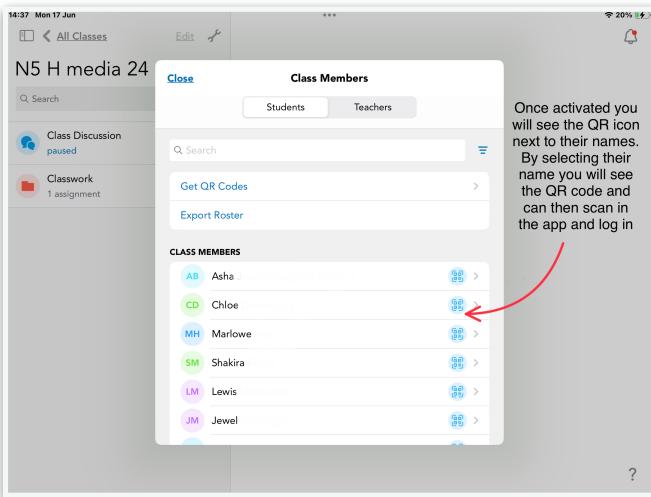
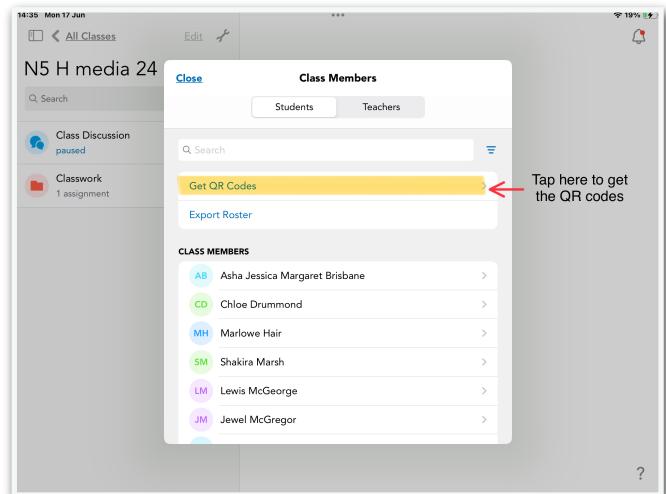
If you get any error messages at this point please see the trouble shooting guide.

Signing in pupils using QR Code

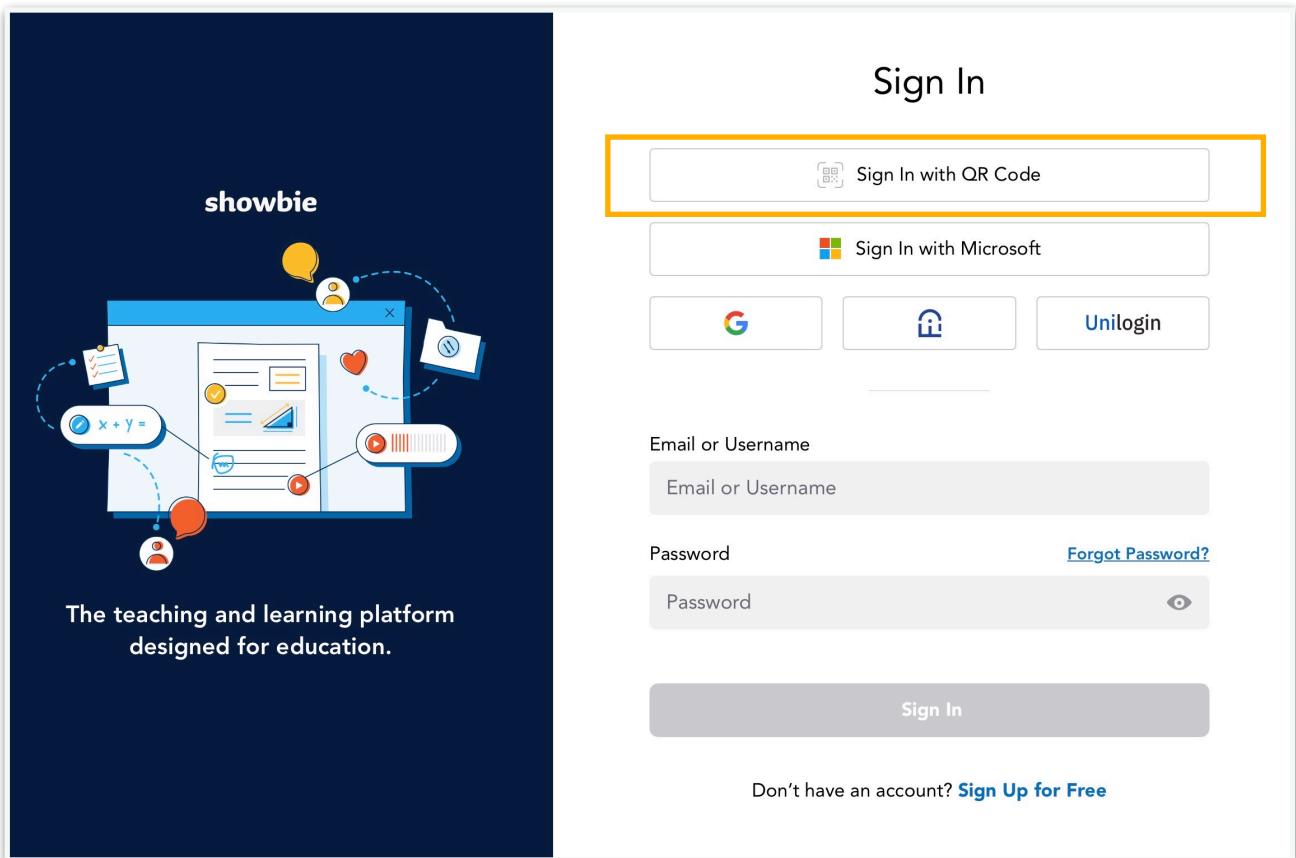
Once a pupil has a Showbie Account they can use a QR code to sign in. This is useful for ELC & P1-3 with Shared iPads or for quick access for any pupil who doesn't have their Glow details to hand.



1. Select your class and then click on the 3 dots in the circle
2. Select Members



To sign in with a QR code



Ask pupil to select Sign In with QR Code at the top of the Welcome screen.

Allow Camera. If Pupil accidentally presses Don't Allow, follow these steps:

- Open Settings App
- Scroll down to the bottom on Left Hand Side to Apps
- Scroll down through Apps on Right Hand Side (alphabetical) to Showbie
- Toggle on Camera

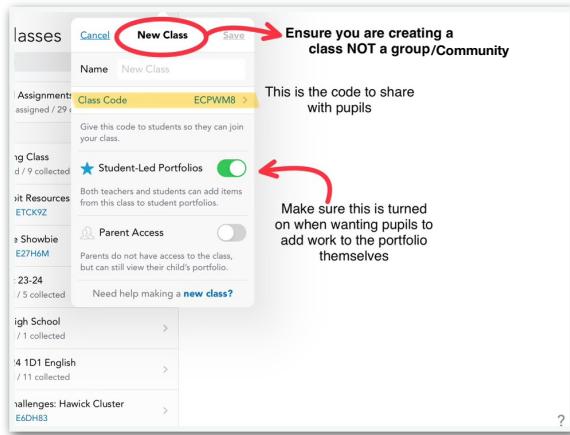
Pupil Scans QR code and is connected to their account. They can press Don't Allow to the Notifications pop up (they'll have hundreds of emails in P4 if they allow!)

One off QR Code Login

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**

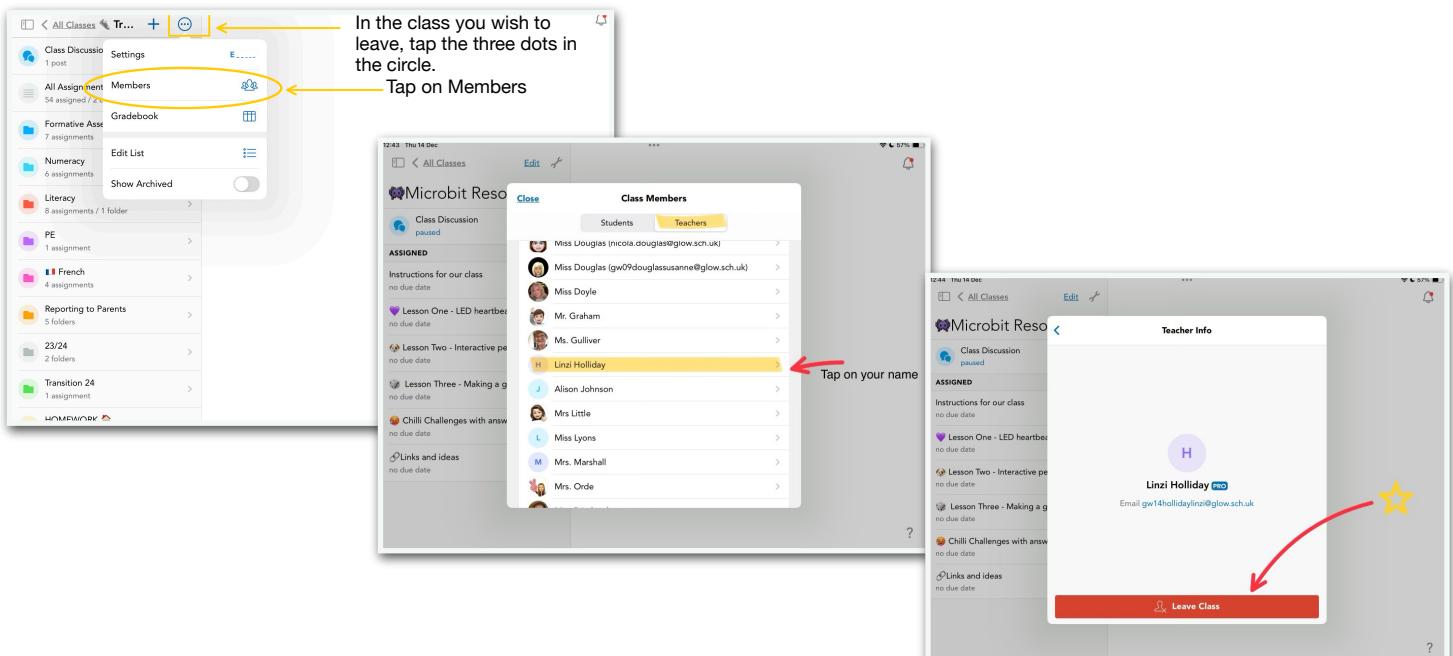


- Parent access can be enabled at teacher discretion. This allows connected parents to see all work added to their young persons assignments and folders. If turned off they will only see Portfolio.
- Once class is set up add pupils -> make sure pupils are signed into Showbie with their glow sign in -> 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

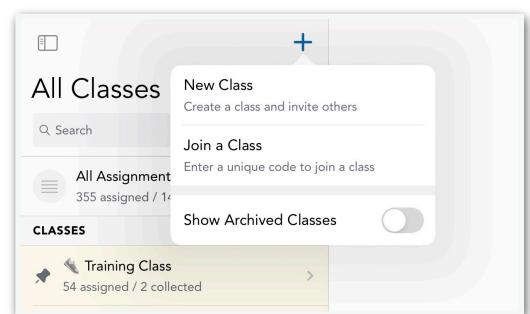
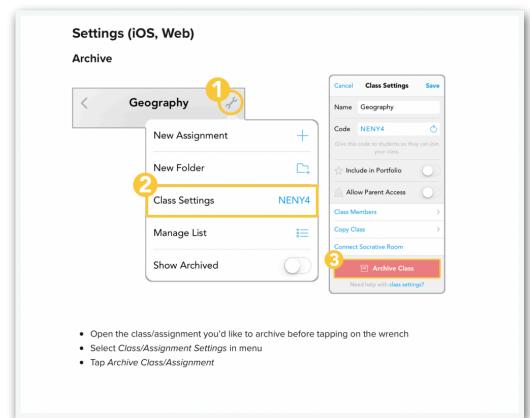
Archived assignments in the class can also be viewed, copied and shared. Archived assignments **cannot** be modified by teachers or students. If an assignment needs to be modified, it can be restored. (see below for how to restore.)

Restoring Archived Classes 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:

- Tap on the blue + at the top of your class list (or the circle with 3 dots if restoring an assignment).
- Tap on the slider next to *Show Archived* and your archived classes will appear at the **bottom** of your class list. Assignments will automatically show within your archived class.
- Tap on what you'd like to restore then the circle with 3 dots.
- In the menu that pops up, tap *Settings* and then *Restore Class* and it'll reappear with your active classes.



Trouble Shooting

General Trouble shooting

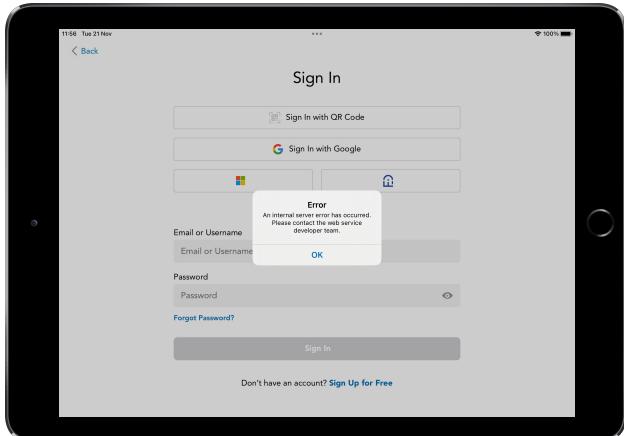
All first steps to making Showbie work properly for you/learners is to check the following:

- 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. If w.com shortcut doesn't work: Settings > General > Transfer or Reset iPad > Reset > Reset Network Settings > Enter Passcode > Reset. On relaunch, go to Safari and Proxy box should appear.
- 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 as the user has accidentally tapped the *Sign in with Microsoft* button more than once. Simply swipe away the App to close it and then reopen it. If the problem persists, try a full switch off and back on of the iPad 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

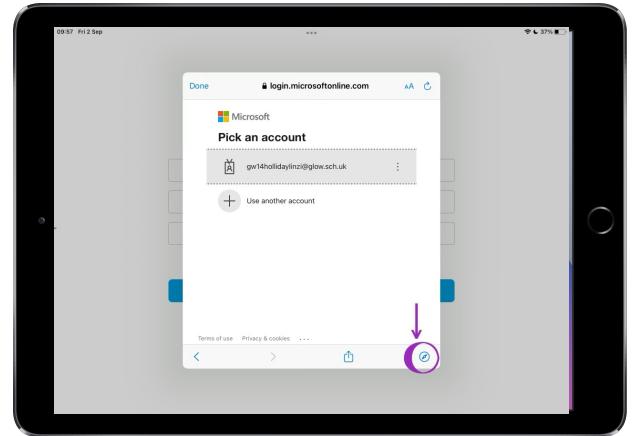
If you get error messages after getting to the glow username and password part try the following:

- 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*'

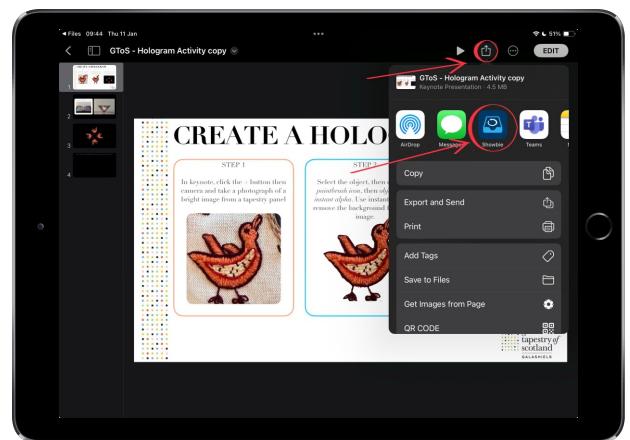


Again if this doesn't work try deleting and reinstalling the app as well as checking that the internet is working properly by searching for something on Safari.

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 and send to Showbie rather than being in Showbie itself and pulling through from other Apps. Or vice versa!



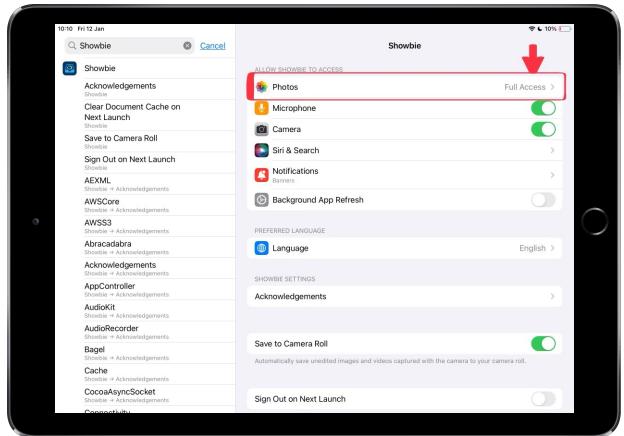
Tap the sharing arrow - tap Showbie - select the class and assignment you want to add the document to.

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:

Settings

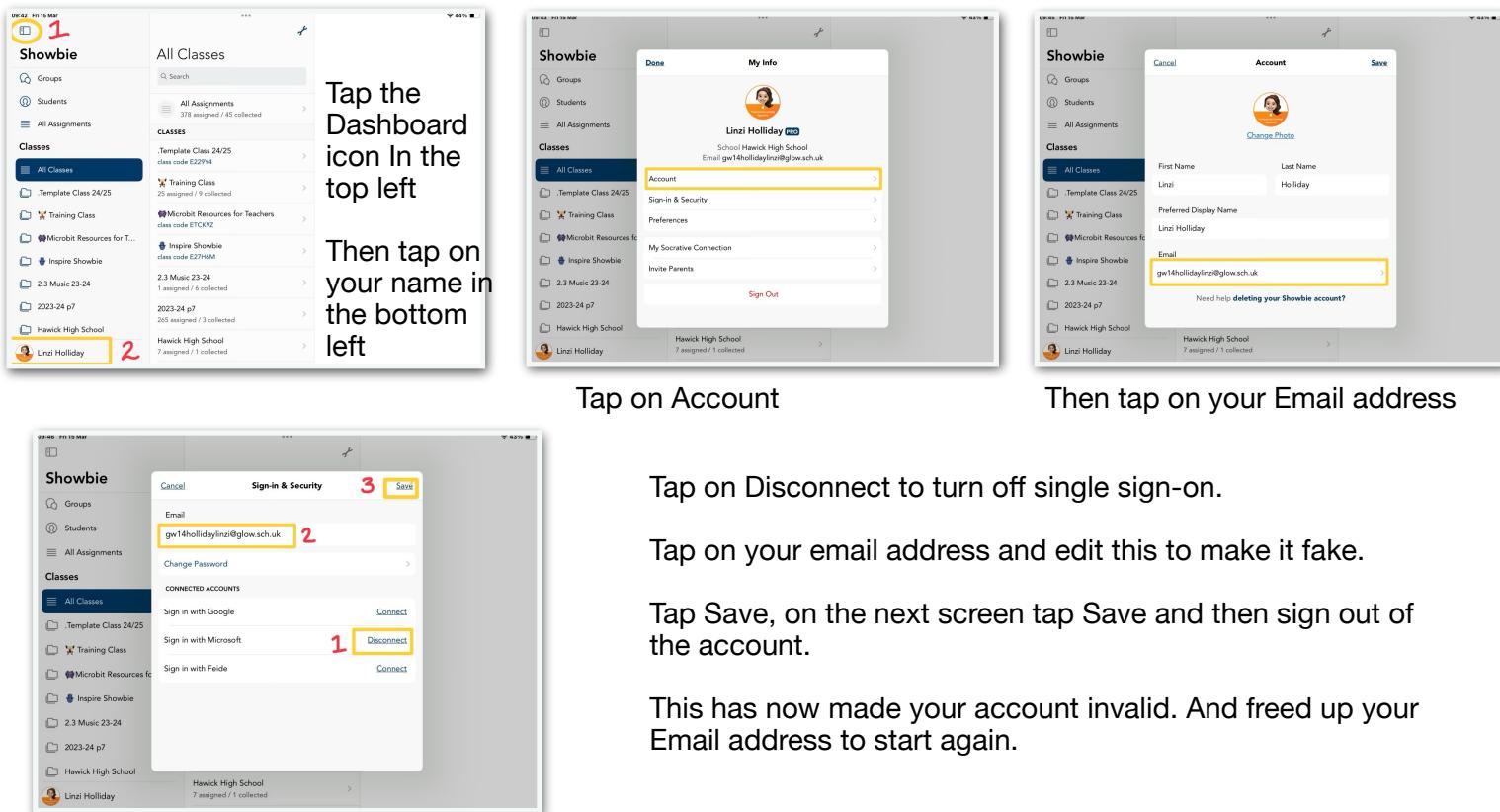
- > Search/scroll to Showbie in Apps
- > In photos check that 'Full Access' is toggled on. If not turn it on.
- > Restart Showbie and try adding photos again.



As always if none of the solutions above or the general trouble shooting steps have helped this then get in touch with your Showbie Admin in school or a member of the Inspire Team inspiresupport@glowmail.org.uk

6. Class Codes invalid

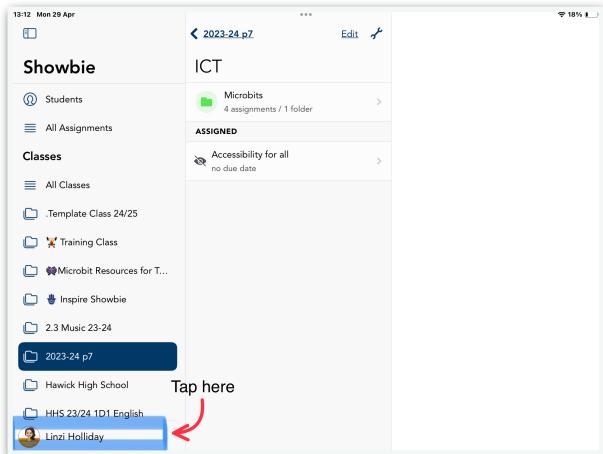
If this error shows then the teacher is set up in the wrong data region and needs to delete/invalidate their current Showbie account and then make sure they use a link to join the school to get started again.



Help and Support

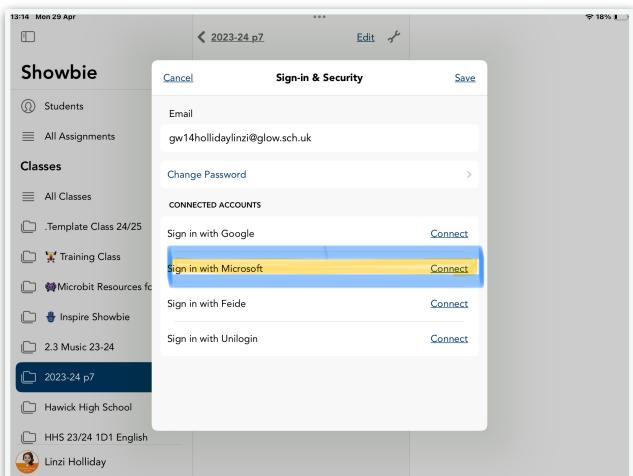
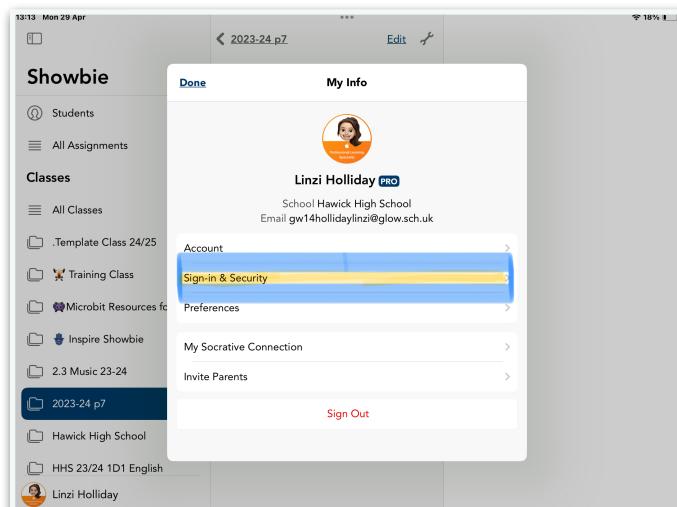
Connecting an existing account to Glow

All accounts should be logged in with Glow for security and 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.

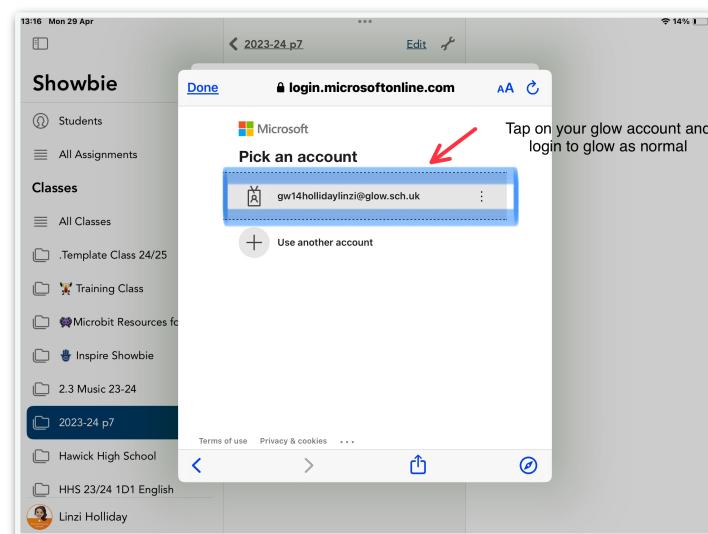


Tap the top left Dashboard icon then tap the name in the bottom left.

Then tap on Sign in and Security



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 Inspire Support inspiresupport@glowmail.org.uk

For support and training for the general use of Showbie please check out the Inspire Website's dedicated Showbie page:

<https://blogs.glowscotland.org.uk/sb/inspiresbc/showbie>

Also see our most up to date CLPL offerings

<https://blogs.glowscotland.org.uk/sb/inspiresbc/professional-learning-opportunities>

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](#)

[Showbie Assessments](#)