

# Stirling and Clackmannanshire Education Service



## 20#20 Excellence in Learning Technology



### A 5-Year Ambitious, Aspirational and Achievable ICT Strategy

## Know Your Glow

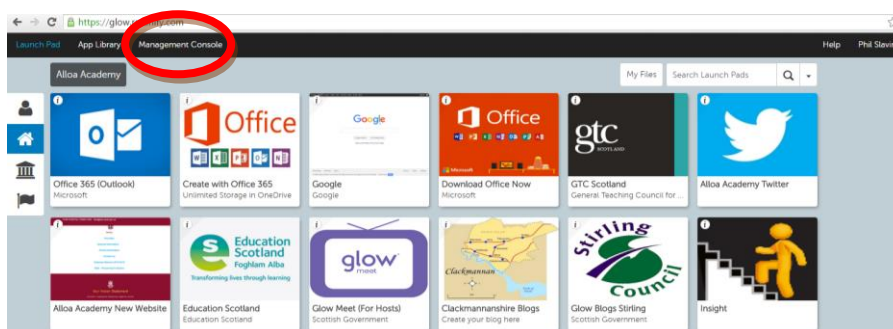
This helpsheet covers the following topics:

1. Setting & resetting pupil passwords (staff)
2. Setting & resetting your own password (staff & pupils)
3. Reporting a Glow concern (staff & pupils)
4. Getting help with Glow (staff & pupils)

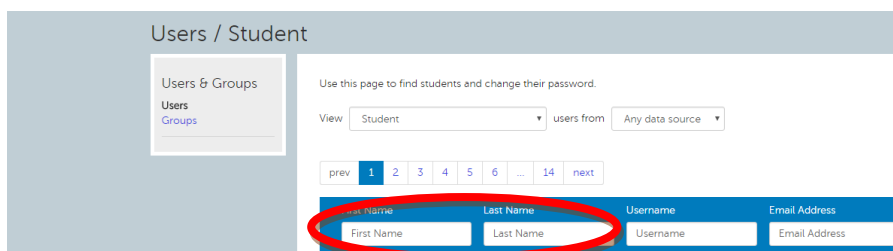
### 1. Setting & resetting pupil passwords (staff)

While pupils are only allowed to reset their own password, any staff member can reset a pupil password. Here is how...

- a) [Log in](https://glow.rmunify.com/) to your own Glow Launchpad as normal at <https://glow.rmunify.com/>
- b) Click on "[Management Console](#)" at the top



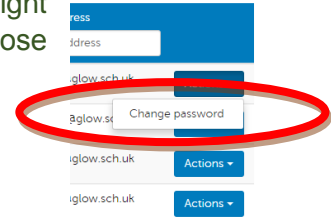
- c) In the next screen you will be presented with an A-Z lists of all Glow pupils users in your establishment. To find only one pupil, type their first and/or last name into the search (filter) boxes.



## Improving Life Through Learning

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- d) Once you have found the pupil you want to set/reset - at the right hand side of the page click on the blue box “Actions” and choose “change password”



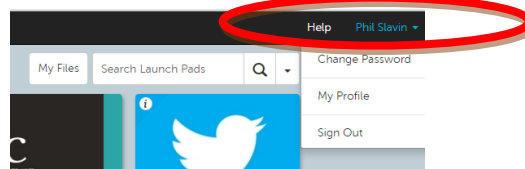
- e) You will be taken to the password set/reset page. Before you set the password, decide whether you want the pupil to use your given password (eg younger children) or have to reset the default that you have given them (best practice for older children).

- Enter a password
  - Re-enter (confirm) password
  - Leave the box ticked (for older pupils to set their own password)
  - Or, ‘untick’ the box to use this specific password (suitable for younger children)
  - Click on Save
- f) Make a note of the username, email address and password you have assigned (copy/paste works well here!) and give it to the pupil.

## 2. Setting & resetting your own password (staff & pupils)

Assuming that you already have your own username & password – and you want to reset it, here is how...

- [Log in](https://glow.rmunify.com/) to your own Glow Launchpad as normal at <https://glow.rmunify.com/>
- Click on your name at the top right of the page



- To reset your password, click on “Change Password”
- To set/reset your password recovery email address, click on My Profile
- To go back to your Launchpad anytime, click on Launchpad at the top left of the page
- Remember to always use the “Sign Out” option to close Glow when you have finished

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### 3. Reporting a Glow concern (staff & pupils)

Glow Scotland have created a tile to allow anyone to report a Glow concern...



<https://reportaconcern.glowscotland.org.uk/>

- ✓ Do use this form if you see anything on Glow that is worrying, nasty or offensive
- ✗ Do not use this form for logon/password enquiries or general/technical support. You can search for answers and ask for help within the [Glow Help Hub](#).

### 4. Getting help with Glow (staff & pupils)

If you want help with how to make best use of Glow, there are lots of places to look and lots of friendly people who are keen to help you...

- a) [S&C Learning Through Technology](#)
- b) [Know Your Glow Helpsheets](#)
- c) [Glow Help Hub](#)
- d) [Glow Help Community](#)
- e) [Help with Glow Blogs Websites](#)
- f) [Help with Yammer](#)

For specific Glow account issues in Stirling & Clackmannanshire, please email [stirlingglowhq@glowmail.org.uk](mailto:stirlingglowhq@glowmail.org.uk)

### Our Vision

The 20#20 Excellence in Learning Technology Vision is one of high achievement, attainment, ambition and inclusion, promoting excellence for all our children and young people across Stirling and Clackmannanshire through the use of 21<sup>st</sup> century learning technologies.

The 20#20 Excellence in Learning Technology Vision is closely aligned with the Scottish Government's ICT in Learning Vision; *"Scotland's educators, learners and parents take full advantage of the opportunities offered by technology in order to raise attainment, ambition and opportunities for all."*

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