**GLOW Access Issues**

If encountering issues logging into GLOW or any of its applications (including Google Classroom), please in the first instance clear the browser history and cookies. The log into GLOW and its applications once more. This is especially important if more than one person is using the device to access the internet.

If requested to enter a username at any point please note the following:

For GLOW and MS Office 365 applications the username takes the form of [gw08anybody@glow.sch.uk](mailto:gw08anybody@glow.sch.uk)

For Google Applications (ONLY) the username takes the form of [gw08anybody@as.glow.scot](mailto:gw08anybody@as.glow.scot)

In both instances the password is the same as the GLOW password, the usernames are different.

If you require your GLOW password to be reset, but cannot access this function, please email [alasdair.jappy@aberdeenshire.gov.uk](mailto:alasdair.jappy@aberdeenshire.gov.uk) , including in your email the username whose password you require to have reset”