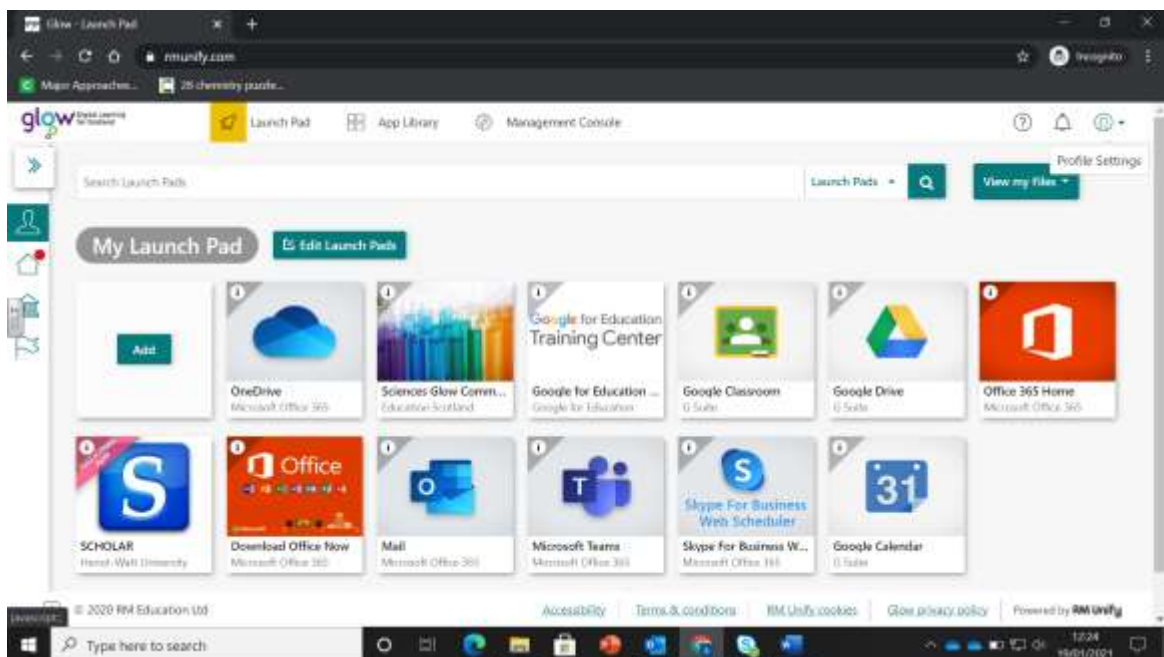


GLOW Access Issues

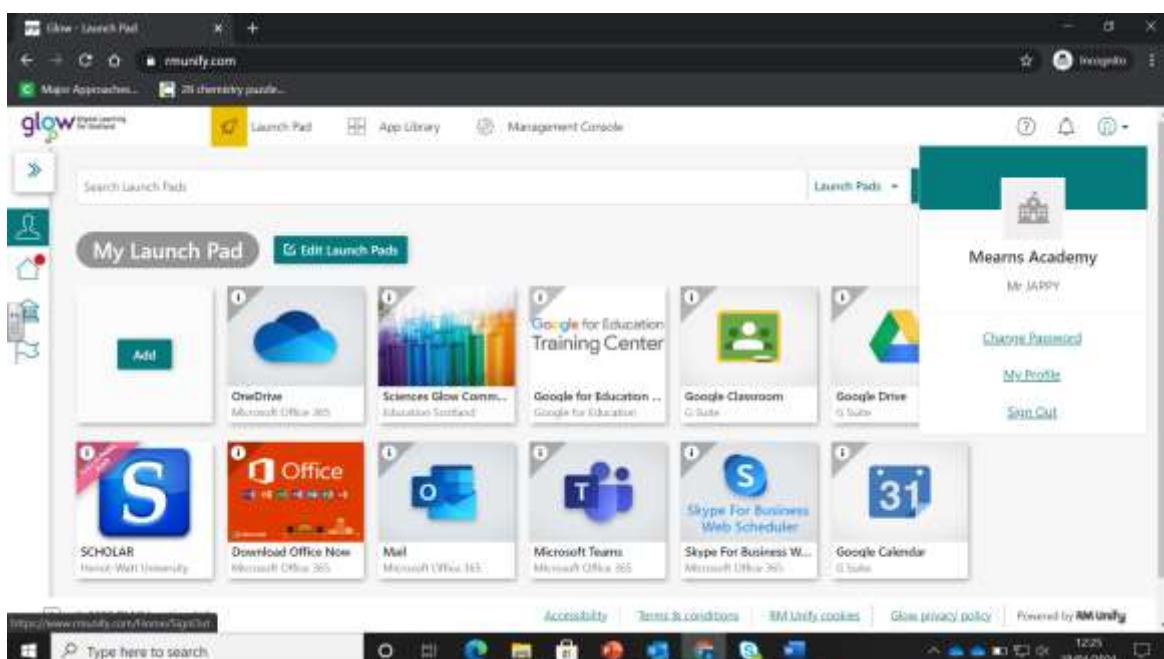
If encountering issues logging into GLOW or any of its applications (including Google Classroom), please in the first instance clear the browser history and cookies. The log into GLOW and its applications once more. This is especially important if more than one person is using the device to access the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

When you have finished working in GLOW, make sure that you log out of the website and so remove your Google and Office 365 from the web browsers.

On the GLOW Launchpad screen, click on the “Profile settings” at the top right.



Select the “sign out” option.



Allow the complete sign out before closing the browser window,
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

For Google Applications (ONLY) the username takes the form of 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 , including in your email the username whose password you
require to have reset”