Accessing Glow and Microsoft Teams – some common issues for pupils

Many of the problems experienced when trying to log in to Glow relate to the various formats of username, emails and passwords. Hopefully this may explain some of the differences and help you to ensure that you are using the correct details for the purpose.

Username and password

Pupils are all given a unique username which is generally in the format

gwXXsurnamefirstname@glow   with XX normally being the last two digits of the year when the username was generated. So, children allocated their username at the start of this school session would have been gw20. Occasionally children may not have their full names if they have a long name and sometimes if a change has been required then a further numeral may have been added. **The school will have notified you of your username**. Glow usernames will be lowercase (note that sometimes when people type in Word, it may automatically capitalise the first letter at the start and show username as GwXXsurnamefirstname@glow – if this is the case it may result in a log in rejection so please check that you have only lowercase letters.

You will also have a password which *is* case sensitive (and may have a mix of lowercase and capitals) and may include spaces or other characters.

When you login to Glow on the website using https://glow.rmunify.com/ you will require your username and password which will then take you into the Glow platform.

If you are accessing Glow using a **Chromebook** you should use the GSuite version of your login which has the alternative suffix @as.glow.scot added to your Glow username so it becomes **gwXXsurnamefirstname@as.glow.scot**

Glow email address

You also have a Glow email address which is in the format gwXXsurnamefirstname@glow.sch.uk. You can access your emails to send/receive by adding the Mail app (Microsoft Office) to your launchpad in Glow.

Using the Teams app outside of Glow

Microsoft Teams can be downloaded onto devices (laptops, tablets and smartphones) as an app. This can be particularly useful when loaded onto a device with a camera as you can take photographs of work and then upload the photo file directly into Teams/Class notebook by clicking on **upload** and uploading from your photos.

When accessing Teams through an app version it will ask you for your email address – you should type in your Glow email address. You will then be taken to a Glow sign in page where you will type your Glow password and you should then have access to your Class Team(s).

Sometimes if someone else in your family uses Teams or is signed into Microsoft Office through another app, your device may try to use their login details and then you will not be able to gain access. This can usually be resolved by signing out of the Teams app and then re-opening the app and signing back in using your Glow email details. You can also use an incognito window in your Google Chrome browser by clicking on the 3 vertical dots at the top right corner of your browser window and selecting New Incognito Window – you then type in https://glow.rmunify.com/ and proceed to login as usual. In Microsoft Edge there is an equivalent InPrivate window option.

If you still experience problems, please email your teacher or school using stcyrus.sch@aberdeenshire.gov.uk