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Dear Parent/Carer

Glow Usernames and Passwords

As you are aware, Glow is the online learning platform provided by Education Scotland which schools use to provide pupils with access to Microsoft products including Office 365 and Teams as well as a range of other online resources.

As online safety is of utmost importance in the delivery and management of Glow, the national guidance is that parents cannot be given access to Glow passwords as it would theoretically give them access to the emails of all pupils in Scotland using the system. Only adults who require access in relation to their role as teaching or support staff are provided with Glow accounts, and all of these staff have been Disclosure Scotland checked as a minimum prior to their individual Glow account being created.

We would ask therefore that if your child's password needs to be reset, you telephone the school with that request. We will then ask to speak to your child in order to provide them with their username and/or reset password.

I realise that this is an inconvenience to parents who are trying hard to support their children's access to remote learning, but I do hope you will appreciate that we cannot contravene this national regulation by providing parents with Glow account details directly, no matter how much this may seem a common-sense approach.

Thank you for your co-operation with this arrangement.

Yours faithfully

Mr Devine
Headteacher

