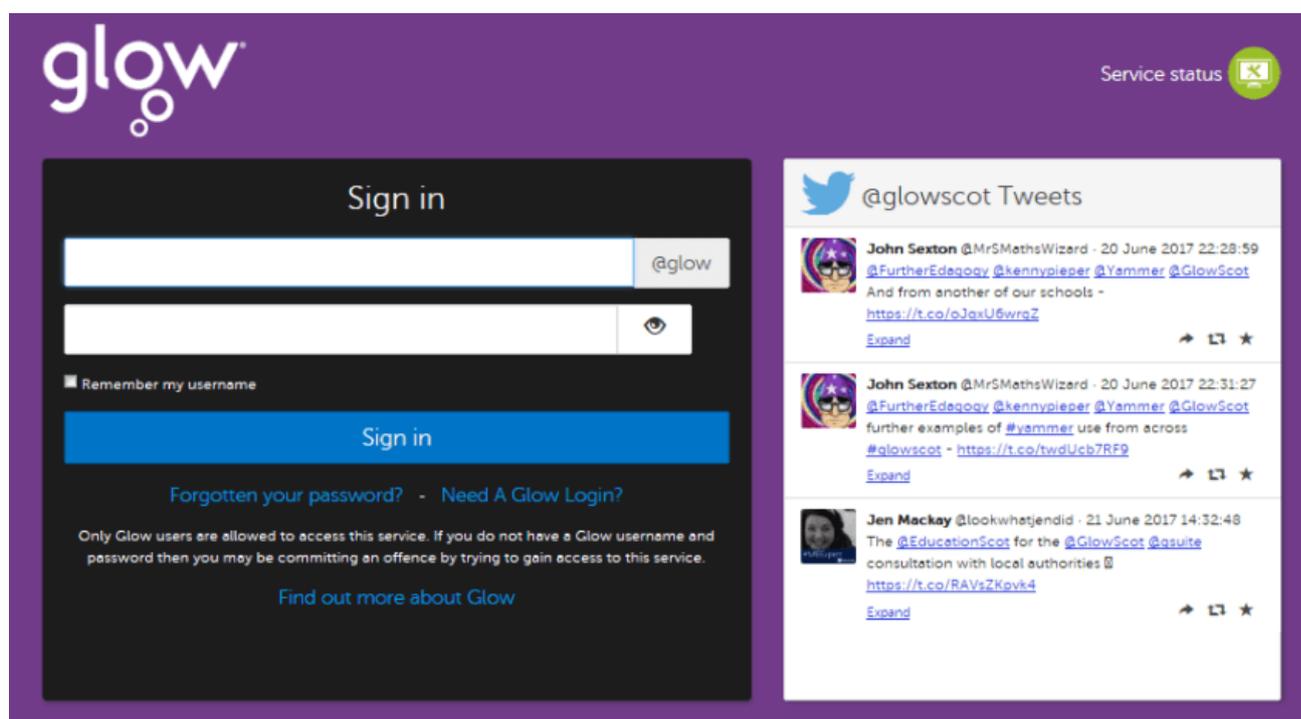# GLOW User Guide

Logging in to GLOW

You need a username and password to access GLOW. If you are a pupil, you will get your account from an adult at your school.
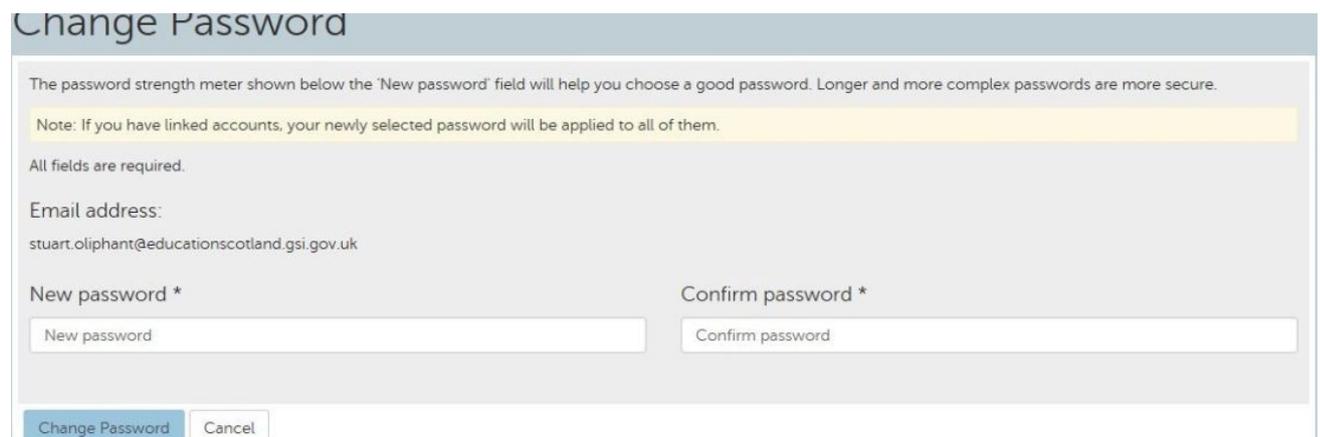
Step 1 – Sign in to GLOW

Visit the GLOW sign in screen: https://glow.rmunify.com/

Enter your username and password in the boxes shown (clicking the eye icon allows you to see your password as you type it in) then click 'Sign in'.

Please note: If you log in to GLOW using the GLOW RM Unify screen it will automatically add the @glow. If you don't see this you can add the @glow to the end of the address yourself.

Step 2 – Changing your password


You will be prompted to change your password when you first log in so that only you can access your account. Some browsers will offer to save your password for GLOW, do not choose this on any shared machine such as those in schools.

Enter your current password and your new one twice. You will be told if your new password is strong enough, for example, **red bus** is strong enough but **password1234** is not. Two words are good. Using words like 'password', consecutive numbers or other overly common passwords are not good.

Look for the word 'acceptable' to appear next to the traffic light bar underneath the password boxes, as shown below:
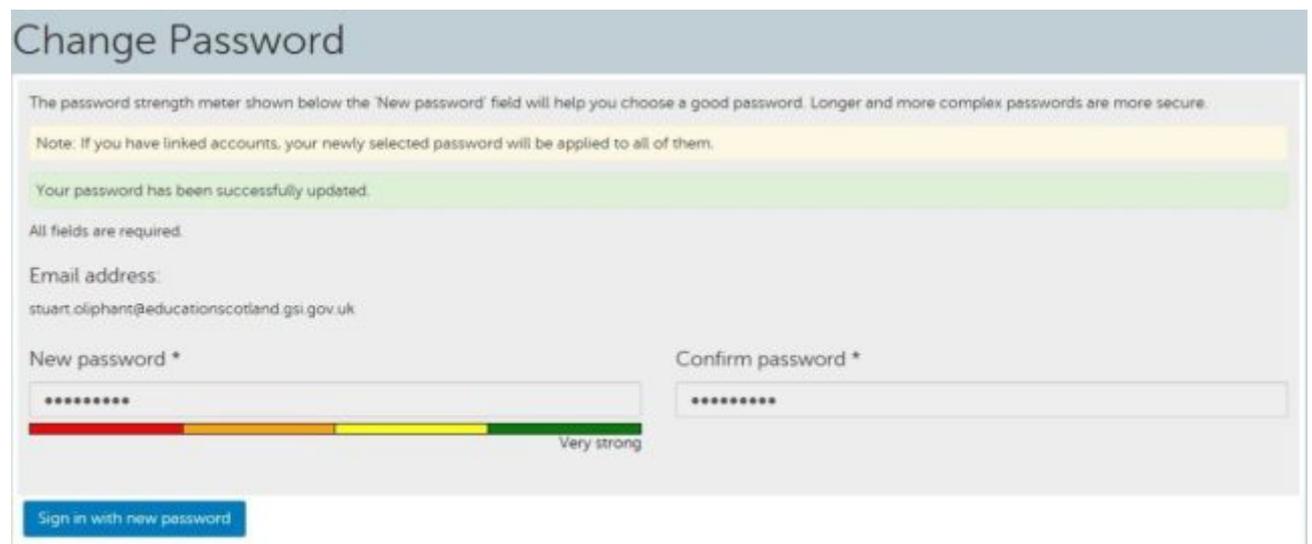
After you have chosen 'Change Password' you will be asked to log in to Glow using this new password. A GLOW password never expires.

Step 3 – Password recovery

Finally, you will be asked to set up a password recovery email address. This will allow you to reset your password at any time e.g. after normal school hours or during holidays when support staff might not be available.

In the field 'Password recovery email address', enter an address that is NOT your GLOW email address. This is where your password replacement information will be sent. Click the 'Save' button.

You will receive an email from RM Unify to your recovery email address asking you to confirm your request. You will have 48 hours to do this. If you do not receive a confirmation email, check your 'Spam' and 'Junk' folders. If it's there, take the option to trust the sender.

Changing your GLOW password recovery email address

You can change your password recovery email address by clicking on your name in the top right hand corner of the Glow Launch Pad. Select 'My profile' from the drop-down menu and follow the steps to enter a password recovery email address.

Step 4 - Switching Users

Please note if you have more than one child at home trying to access GLOW you **must** fully sign out of each child's account before trying to log in with different details.

To do this please use the sign out button located in the circle with your child's initial's (Arrow 1) then click sign out (Arrow 2). Then please FULLY CLOSE your Internet browser and reopen a new browser window to log in again.
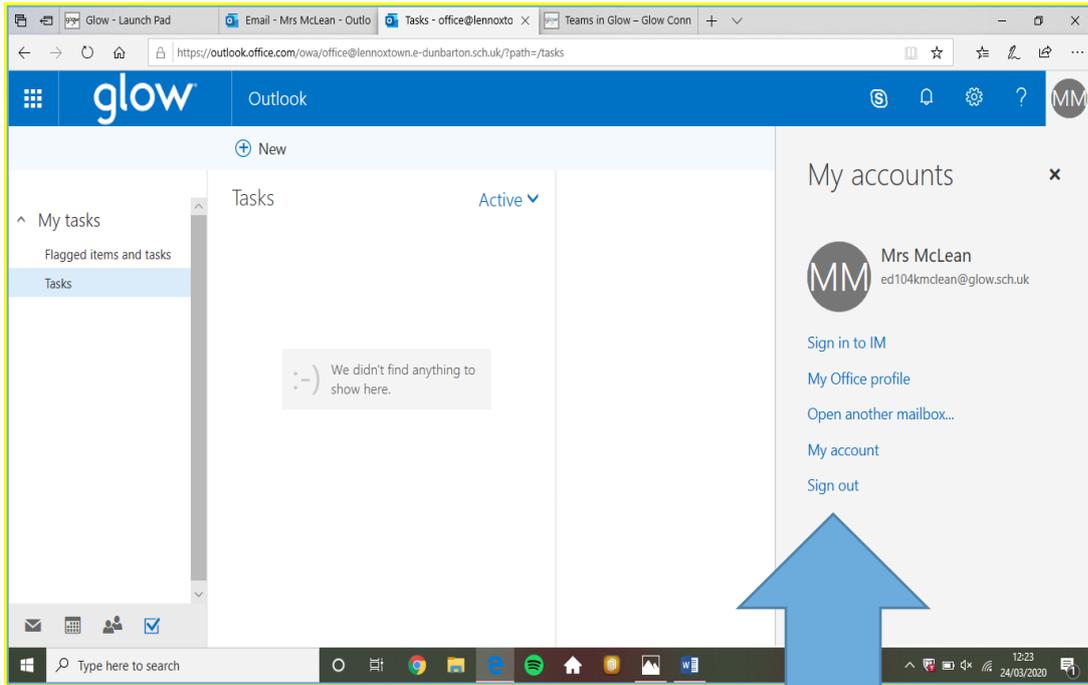
Arrow One Account Details

Arrow Two – sign out button