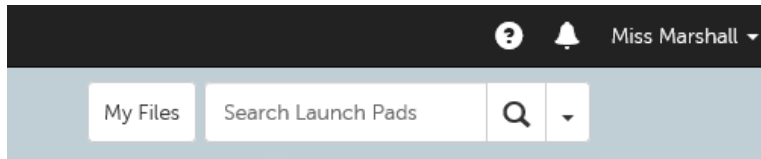


## GLOW password recovery

You can access GLOW by [clicking on this link](#). Your GLOW login must be of the following format

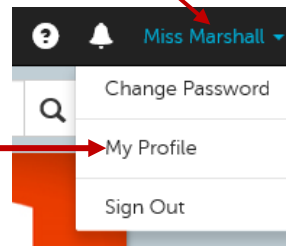
XXXXXXXXXXXXXXXXXXXXXXXXX @glow.sch.uk

**STEP 1:** Log into GLOW.



**STEP 2:** On the launch pad, click on the drop down arrow, next to your name in the top right hand corner.

**STEP 3:** Click on 'My Profile'



**STEP 4:** In the 'My Profile' click 'password recovery'.  
Now add your personal email address for password recovery.  
Click Save.

### My Profile

[Account Details](#)

**Password Recovery**

[Linked Accounts](#)

[Establishment Transfers](#)

We will use this email address to send you instructions for resetting your password if you ever forget it.

Password Recovery Email Address

clare.marshall@falkirk.gov.uk

Save

**STEP 5:** An email will be sent to your personal email mailbox.

Click on the link in the email to verify your email address. **You have 48 hours to verify your email address**

**STEP 6:** Wait for the link to open confirming that it has completed the process.

Click OK.

If you have forgotten your login details, please email xxxxxxxxxxxxxxxxxxxxxxxx from another account or use the link on the school website and your username will be sent onto you.