

Teams/Meet difficulties and how to guides

I'm sure you agree it's impossible to provide support for every device we will do the very best to support you where we can. The key to gaining access to the online meets is using Glow. If you borrowed a school Ipad you should find a tile/app on the main screen, please use this to login.

If you have your own Ipad or mobile device, Teams and Google meet have their own apps and these can be downloaded and accessed using your child's Glow login details. Unfortunately, older devices and Ipads (below Ios11) may not have the necessary support to download and run these apps. Seek another device or contact the school to loan a device.

When logging in to Meet or Teams via an app, the child's glow login needs to finish...@as.glow.scot then their usual Glow password e.g. gw12pupilsurname@as.glow.scot. It may return you to a glow login screen again so just input the glow username (you will probably only need gw12pupilsurname) and password.

You can also access Google Meet via Google Drive by selecting the waffle (9 dots icon). Google Drive can be accessed via Glow and you can add a tile to your launchpad to make this easier.

We appreciate this can be a frustrating process especially if you are using multiple devices and usernames for different children in your household. The Glow username and Glow application is there to protect your child's privacy, data and security when online.

Please find a number a guide attached or videos below which we hope may prove useful.

If you have any further difficulties please email the school or contact class teachers via SeeSaw as we are here to help.

Instructions for an ipad for using Safari (or any web browser) to log on to Google Meet through the Glow website.

<https://drive.google.com/file/d/1VAazxiiTXZcARTuXGcqq0zYgKt7h9C4N/view?usp=sharing>

The second is instructions for an ipad for using the Google Meet app.

<https://drive.google.com/file/d/1VuaMs85lvSzACYwqdQdFixt175r1mgYp/view?usp=sharing>

The third is instructions for an ipad (and laptop) for using the Google Meet website.

<https://drive.google.com/file/d/1iNabvtQA1DEoQLC1Q0-ocAnk5ypep409/view?usp=sharing>

Using the Google Apps with an iPad.

Google apps with Glow and managing different accounts:

<https://youtu.be/L-hN4qC4SUQ>

parents / carers can also access support and resources for remote learning.

<http://bit.ly/ShireDigitalSupport>