Help! I can't use Teams on my iPad!

Start here!

Teams/Outlook: Glow won't sign in. It takes me to Authenticator and gets stuck

Enter your Glow email (including @glow.sch.uk). You'll be redirected to a Glow sign-in. Enter your password,

← Yes — Press the blue box and see what happens. You may be asked for Glow email/password.

When you open outlook can you see your mail but there's a grey box along the bottom asking you to sign in?

— No → All Microsoft apps should be signed in. If not, go back to the start!

No ↓

Open Outlook. Is there a blue box that says "link work account"?

← Yes — Press the blue box and see what happens. You may be asked for Glow email/password.

Are you getting a message about Proxy Authentication?

— Yes → Open the option that says Settings. Your username is cluster7\ followed by the username you use on school PCs, The password is the one you use on school PCs.

No ↓

Have you reset your network settings?

— No → Go to Settings > General > Reset > Reset Network Settings. Enter your PIN then press Reset Wait for the iPad to restart and then reconnect to your WiFi.

Yes ↓

Are you sure your username and password is correct?

— No → Ask any teacher to check your Glow username and reset your password, Sign in on Safari first to check/reset your password.

Yes ↓

Are you sure *absolutely* sure the password is correct?

— No → Ask any teacher to check your Glow username and reset your password, Sign in on Safari first to check/reset your password.

Yes! ↓

Seek assistance from the IT technician in school, or email inspirelearning@scotborders.gov.uk