

Hwb Rollover to New Academic Year – September 2018

Audience: Hwb Digital Champions and School MIS Administrators

The process for rolling over Hwb data from one academic year to another is relatively simple. Outlined below are three examples of how users' accounts are processed:

1. Learners (within a school) – e.g. Year 8 to Year 9 (secondary), Year 4 to Year 5 (primary)

- The MISⁱ end of year procedures have been completed successfully by school staff before the start of the new Autumn Term.
- The **Hwb Provisioning Client** is run regularly, **but must have run successfully after the new academic year start date, preferably on the first day of term.**
- All learners' accounts are then automatically updated in the **Hwb User Management Portal** with new Year Group / Class details.

2. Learners (school to school) – e.g. Year 6 to Year 7 (primary to secondary phase)

- Primary school MIS end of year procedures have been completed successfully by school staff and a **LEAVING DATE APPLIED TO ALL Y6 PUPILS BEFORE 31 AUGUST.**
- The **Hwb Provisioning Client** MUST be run so that the Year 6 learners' accounts can be 'released' from the primary school. The Year 6 learners' Hwb accounts are made inactive.
- In the secondary school MIS, the new intake group (i.e. Year 7) is admitted onto the school roll.
- The **Hwb Provisioning Client** is run regularly for the SECONDARY SCHOOL, **but must have run successfully after the new academic year start date, preferably on the first day of term.**
- The new Year 7 learner accounts are matched, via each learner's UPNⁱⁱ, to those accounts 'released' from the primary school.
- All learners' accounts are then updated in Hwb with new Year Group / Class details and viewable in the **Hwb User Management Portal**.

3. Staff (moving from school to school)

- The staff member's previous school's MIS staff record is updated with a date of leaving.
- Once the previous school's **Hwb Provisioning Client** has run, the staff Hwb account is 'released' from this school. The staff member's Hwb account is made inactive.

- The staff member's details are added to the MIS of their new school – their **staff record must include a start date and staff code (which is unique within the school)**.
- The **Hwb Provisioning Client** is run for the new school, a **NEW** Hwb account is created for the staff member and is viewable in the **Hwb User Management Portal**.
- If the staff member wishes to consolidate their previous school's Hwb account with their new school Hwb account (i.e. retain their Hwb account and e-mail address), then they will need to contact their previous headteacher to request authorisation, as well as Hwb Support (see [Appendix I](#)).

Frequently Asked Questions (FAQs)

As most user accounts for Hwb are created automatically via a link to your school's MIS, there should be very little administration required at school level other than accurately maintaining your MIS. However, below are a few of the common questions that have been raised by schools relating to:

- Accounts for members of staff
- Accounts for learners
- Just2easy

If you cannot find the answer to your question below, please check our support site at <https://hwb.gov.wales/help> or contact Hwb Support at hwb@gov.wales or 0300 025 2525.

Staff Users

A new member of staff has started, but their account is not in the Hwb User Management Portal:

1. Ensure that the member of staff has been properly set up in your school's MIS i.e. the correct start date and a unique staff code has been entered into their staff record. *Tip: You could try comparing their staff record to the record of another member of staff who you know does have an account visible in the **Hwb User Management Portal**.*
2. Contact whoever manages* your school's **Hwb Provisioning Client** to check it has run successfully.

Your school's **Hwb Provisioning Client will either be managed by your local authority, your own school's IT Team or via 3rd party support. Please speak to your Digital Champion if you are unsure.*

A member of staff has transferred from another school and wants to move their existing Hwb account:

1. Contact Hwb Support (hwb@gov.wales / 0300 025 2525) with the user name of the staff member in question and the DfES numbers of the schools they have transferred from and to.
2. The staff member will need to contact their previous school's headteacher for authorisation to consolidate their accounts as well as Hwb Support (see [Appendix I](#)).

A member of staff has left our school, but they are still appearing in the Hwb User Management Portal

1. Data in the **Hwb User Management Portal** will not be removed automatically. However, if a user has been marked as having left the school in your MIS (i.e. a leaving date has been entered in their staff record) they will no longer have access to their Hwb account. Your school's Hwb Digital Champion is also able to manually deactivate their account from the **Hwb User Management Portal**.

Learner Users

A new learner, who has joined our school from another school, does not have an account in the User Management Portal

1. Ensure the new learner has a pupil record in your school's MIS, including their UPN.
2. Ask your school's Digital Champion to check the 'Provisioning Status' in the **Hwb User Management Portal** for the date of 'Last Run'.
3. Contact your local authority to confirm that the **Hwb Provisioning Client** has run for the previous school and that their MIS pupil record has been updated with a leaving date.

***Please note:** The **Hwb Provisioning Client** needs to have run for the previous school to 'release' the learner's account. The **Hwb Provisioning Client** then needs to run in their new school before their account is visible in the **Hwb User Management Portal**.*

A new learner does not have a password in the Hwb User Management Portal

1. If the learner has transferred from another school, their password may be not visible in the **Hwb User Management Portal**. However, if the learner can remember their password, it may still be valid and they can log in with their existing credentials.
2. If the learner does not know their credentials / password, your school's Hwb Digital Champion will be able to reset their password in the **Hwb User Management Portal**.

The Hwb User Management Portal is showing last year's class information

1. Ask your school's Digital Champion to check the 'Provisioning Status' in the **Hwb User Management Portal** for the date of 'Last Run'.
2. If necessary, contact whoever manages your school's **Hwb Provisioning Client** to check that it has run successfully.

I can still see details for learners who have left the school

- Data in the **Hwb User Management Portal** will not be removed automatically. However, if users have been marked as having left the school in your MIS they will no longer have access to their Hwb account. Your school's Digital Champion can manually deactivate leavers from the **Hwb User Management Portal**.

A learner has moved school and can no longer see their work in Just2easy

- By default, learners' work is stored in their school Just2easy account. You can contact Hwb Support (hwb@gov.wales / 0300 025 2525) if you would like a learner to access work they had previously created.

What happens to my account when I move to a different school?

Learners

- When a learner moves school within Wales their Hwb account, including Office 365, will move with them.
- This means that they will have access to the same personal cloud storage and e-mail throughout their education in Wales.
- If a child leaves the Welsh education system, they will no longer have access to Hwb once they have been processed as a leaver in the school's MIS.

Staff

By default, if a staff member moves school within Wales, a new Hwb account will be created once their details are entered into the MIS of their new school and the **Hwb Provisioning Client** has run.

If a staff member wishes to retain their existing Hwb account and e-mail address:

1. The staff member needs to contact their previous school's headteacher and request that they send an authorisation e-mail to hwb@gov.wales with the following details:
 - Confirmation that the staff member's staff record has been updated with a leaving date in their school's MIS.
 - Former staff member's name
 - Former school name
 - Former school DfES number (7 digits)
 - Former staff member's Hwb account username
 - Staff member's new school name
2. The staff member must e-mail hwb@gov.wales with the following details:
 - a. New school name
 - b. New school DfES number (7 digits)
 - c. New Hwb account username
 - d. New school staff code (usually staff initials for unique ID in MIS)
 - e. New school employee number
3. Once the information above is supplied, the Hwb Team will be able to consolidate the two accounts.

ⁱ MIS - Management Information System, e.g. SIMS, Teacher Centre

ⁱⁱ UPN - Unique Pupil Number