

Audience: Hwb Digital Champions, School MIS Administrators and Network Managers

The process for rolling over Hwb data from one academic year to another is relatively simple but **essential to ensure that all accounts are ready for the first day of term**. Please ensure:

1. All school MIS end of year procedures have been completed successfully by the school before **12 August 2022**.
2. The Hwb Provisioning Client is regularly run during **WC 15 August 2022**. Outlined below are three examples of how users' accounts are processed:

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

1. The MIS end of year procedures have been completed successfully by school staff before **12 August 2022**.
2. The Hwb Provisioning Client is run regularly but must have run successfully during **WC 15 August 2022**.
3. All learners' accounts are then automatically updated in the Hwb User Management Portal with New Year Group / Class details.

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

1. Primary school MIS end of year procedures have been completed successfully by school staff and a leaving date applied to all Y6 pupils before **12th August 2022**.
2. The Hwb Provisioning Client **must be run during WC 15th August 2022** so that the Year 6 learners' accounts can be 'released' from the primary school.
3. In the secondary school MIS, the new intake group (i.e. Year 7) is admitted onto the school roll.
4. The Hwb Provisioning Client is run regularly for the SECONDARY SCHOOL but **must have run successfully during WC 15 August 2022** and after the primary school has run.
5. The new Year 7 learner accounts are matched, via each learner's UPNⁱⁱ, to those accounts 'released' from the primary school.
6. All learners' accounts are then updated in Hwb with new Year Group / Class details and viewable in the Hwb User Management Portal.

Staff (moving from school to school)

<https://hwb.gov.wales/support-centre/hwb-services/user-management/#movingaccounts>

1. The staff member's previous school's MIS staff record is updated with a date of leaving.
2. 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.
3. 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).
4. 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.
5. If the staff member wishes to keep their previous school's Hwb account, they must contact the Hwb Service Desk (hwb@gov.wales / 03000 25 25 25).

Microsoft Teams / Google Classrooms

All Teams and Classrooms created via the User Management Portal will stop automatically updating from your Schools MIS 6 June 2022.

All Teams and Classrooms created via the User Management Portal will be archived at the end of the academic year. Digital Champions, School Administrators and Staff will be able to un-archive their Team or Classroom as required in the new academic year, however the Team / Classroom will no longer be linked to the schools MIS.

Teams and Classrooms for the new academic year will be available to create from 15 August 2022 in the User Management Portal.

Restore Microsoft Class Team

1. **Login to Hwb** and select the **User Management Portal** from the homepage
2. Click **Administration > View Groups**
3. Use the **Filters** to display the required class by selecting the year, group type, teacher or academic year (Digital Champions will see all classes in the school, but teachers will only see their own classes)
4. Click on a class to display information for that group. This will include an overview and a list of all learners in that group
5. Click “Restore Microsoft Team”

The restored Team will appear in the Hidden Teams section.

1. Open **Microsoft Teams**
2. Select **Teams** from the menu on the left hand side of the screen
3. Expand **Your Teams** (click the downward arrow)
4. Click on the **Hidden Teams** section

Restore Google Classroom

1. **Login to Hwb** and select the **User Management Portal** from the homepage
2. Click **Administration > View Groups**
3. Use the **Filters** to display the required class by selecting the year, group type, teacher or academic year (Digital Champions will see all classes in the school, but teachers will only see their own classes)
4. Click on a class to display information for that group. This will include an overview and a list of all learners in that group
5. Click “Restore Google Classroom”

Note:

- Any restored Team / Classroom will no longer be linked to the schools MIS.
- Although restoration is often much quicker, during busier times it can take up to an hour before you are able to see the Team / Classroom again.

Hwb Housekeeping: Non-MIS and Governor Accounts

At the end of every academic year it is important that a school's Digital Champion reviews all the Non-MIS accounts in the Hwb User Management Portal (UMP). These accounts have been MANUALLY created in the UMP and must be MANUALLY deactivated if they are no longer required.

1. Log in to Hwb and navigate to the **User Management Portal**.
2. Click **View Users > View Non-MIS**.
3. Review the accounts listed and consider if any are no longer required and therefore should be deactivated. To deactivate an account:
 - a. Click on the **View Details** button to the right of the account.
 - b. Click on **Manage User > Deactivate**.
 - c. "Are you sure you wish to deactivate this user account?". Select **Yes** (or **Cancel**).
4. Click **View Users > View Governors** and liaise with your school's Headteacher and/or Clerk to the Governing Body to determine if the governor accounts listed are correct.
5. Repeat step 3 above as appropriate.

Hwb accounts that have been automatically created from a school's MIS will automatically be deactivated once a leaving data is entered into the user's MIS record. **It is essential that school administrators maintain accurate and up-to-date records for both learners and staff.**

Frequently Asked Questions (FAQs)

As most user accounts for Hwb are created automatically via a link to your school's MIS, there should be 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

If you cannot find the answer to your question below, please check our support site at <https://hwb.gov.wales/support-centre> or contact the Hwb Service Desk (hwb@gov.wales / 03000 25 25 25).

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.

Note:

If a member of staff has transferred from another school and wants to move their existing Hwb account will need to contact the Hwb Service Desk (hwb@gov.wales / 03000 25 25 25).

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.

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 or any teacher 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.

For further support please check our [support site](#) or contact the Hwb Service Desk (hwb@gov.wales / 03000 25 25 25).