Hwb rollover to new academic year – a guide for schools and local authorities

Audience

Hwb administrators (digital champions), Management Information System (MIS) administrators and ICT support staff.

Pre-requisites

The process of rolling over Hwb data from one academic year to another is relatively simple, but is **essential to ensure that user accounts are ready for the first day of term**. Schools and local authorities should ensure that:

1. they have read the latest end of year (EOY) Hwb rollover news article which is published in the summer term prior to the start of each new academic year.

2. the MIS end of year (EOY) procedures have been completed in schools by the beginning of August (see this year's rollover news article for specific dates).

3. the Hwb provisioning client is scheduled to run regularly each week throughout the summer holidays, but also scheduled to run before the first day of term and regularly during the first week of term.

Outlined below are three examples of how users' accounts are processed at the start of an academic year:

Learners moving up a year WITHIN a school

e.g. moving from Year 8 to Year 9 (in a secondary school), moving from Year 4 to Year 5 (in a primary school), moving from Year 6 to 7 (in a middle school)

1. MIS end of year procedures have been completed.

2. The Hwb provisioning client has run successfully.

3. All learners' Hwb accounts are automatically updated in the User Management Portal (UMP) with their new year group, class and subject details at the start of the academic year.

Learners moving up a year BETWEEN schools

e.g. moving from Year 6 (in a primary school) to Year 7 (in a secondary school)

Primary school

1. MIS end of year procedures have been completed with a leaving date applied to all Y6 pupils.

2. The Hwb provisioning client has run successfully which means the Year 6 learners' Hwb accounts will be released from their primary school from 31 August, ready to automatically 'match' to their new Hwb account in the secondary school.

Secondary school

1. MIS end of year procedures have been completed.

2. The Hwb provisioning client has run successfully.

3. The new intake group of learners for Year 7 is admitted onto the secondary school roll in the MIS.

4. The new Year 7 learner Hwb accounts are automatically created and then 'matched' to their previous Year 6 primary school accounts by each learner's encrypted unique pupil number (UPN).

5. All learners' Hwb accounts are then automatically updated in the User Management Portal (UMP) with their new year group, class and subject details at the start of the academic year.

Further information about moving accounts is available in the Hwb Support Centre or contact the Hwb Service Desk: email support@hwbcymru.net or phone 03000 25 25 25.

Staff moving from a maintained school (1) to a different maintained school (2) in Wales

1. The staff member's MIS record in school (1) is updated with a leaving date.

2. Once the Hwb provisioning client in school (1) has run, the staff member's Hwb account is 'released' from this school and automatically made inactive.

3. An MIS administrator in school (2) adds the new staff member's details into their school's MIS and must include a start date and staff code in order for a Hwb account to be created automatically.

4. Once the Hwb provisioning client in school (2) has run, a new Hwb account is created for the new staff member.

5. A Hwb administrator (digital champion) in school logs in to the User Management Portal (UMP) to view and share with the new staff member their Hwb username and password.

6. If the staff member wishes to keep their previous school's Hwb account and transfer it to their new school, they must request this from their previous school's Headteacher via the UMP. Guidance for 'All staff' on moving Hwb accounts is available in the Hwb Support Centre or contact the Hwb Service Desk: email support@hwbcymru.net or phone 03000 25 25 25.

Microsoft Teams, Google Classroom

All Teams and Classrooms created via the User Management Portal (UMP) will stop automatically updating with data from your school's MIS after the date specified in the latest Hwb rollover news article.

All Teams and Classrooms created via the User Management Portal (UMP) will be archived at the end of the academic year. Hwb administrators and staff will be able to restore (i.e. un-archive) their Teams or Classrooms if necessary in the new academic year, however, these Teams and Classrooms will no longer be linked to the data in the school's MIS.

New Teams and Classrooms for the new academic year will be available to create in the User Management Portal (UMP) from the date specified in the latest Hwb rollover news article.

Restore a Microsoft Team (class)

1. Visit https://hwb.gov.wales/ and log in.

2. Click on **User management**.

3. Click **Administration > View Groups**

4. Use the filters to display the required class by selecting the year, group type, teacher or academic year. Note: Hwb administrators will see all classes in the school, but teachers will only see their own classes.

5. Click on a Team (class) to display information for that group. This will include an overview and a list of all learners in that group.

6. Click **Restore Microsoft Team**. The restored Team will appear in the **Hidden Teams** section. To view hidden Teams:

    a. Open **Microsoft Teams**.

    b. Select **Teams** from the menu on the left-hand side of the screen.

    c. Expand **Your Teams** (click the downward arrow).

    d. Click on the **Hidden Teams** section.

Restore a Google Classroom

1. Visit https://hwb.gov.wales/ and log in.

2. Click on **User management**.

3. Click **Administration > View Groups**

4. Use the filters to display the required class by selecting the year, group type, teacher or academic year. Note: Hwb administrators will see all classes in the school, but teachers will only see their own classes.

5. Click on a class to display information for that group. This will include an overview and a list of all learners in that group.

6. Click **Restore Google Classroom**.

Note: any restored Team or Classroom will no longer be linked to the school's MIS.

Although the process of restoring classes is usually quick, during busier times it can take up to an hour before you are able to see the Team or Classroom again.

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 and ensuring that the Hwb provisioning client runs regularly. 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 the Hwb Support Centre or contact the Hwb Service Desk: email support@hwbcymru.net or phone 03000 25 25 25.

Staff users

Q.1 Why doesn't a new member of staff have a Hwb account in the User Management Portal (UMP)?

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 UMP.

2. Contact whoever manages* your school's Hwb provisioning client to check it has run recently and successfully.

Hwb

*Your school's Hwb provisioning client will either be managed by your local authority, your own school's IT team or a third-party IT support provider.

Note:

If a member of staff has joined your school from another maintained school in Wales and they want to transfer their existing Hwb account to your school, they must request permission from their previous school's Headteacher via the UMP. [Guidance for 'All staff' on moving Hwb accounts](link) is available in the Hwb Support Centre.

Learner users

Q.1 Why doesn't a new learner, who joined our school from another school, have a Hwb account in the User Management Portal (UMP)?

1. Ensure the new learner has a pupil record in your school's MIS which includes their permanent unique pupil number (UPN).

2. Ask a Hwb administrator in your school to check the 'Provisioning Status' in the UMP for the date of 'Last Run'. The new learner's Hwb account can only be created automatically once the provisioning client has run successfully.

3. Contact the new learner's previous school to check if their Hwb provisioning client has run recently and successfully and that the learner's record in their MIS has been updated with a leaving date.

Q.2 Why can't our Hwb administrators and teachers see a new learner's password in the UMP?

1. If the learner has transferred from another maintained school in Wales, their password may not be visible in the UMP. However, if the learner can remember their password, it may still be valid, and they can log in with their existing username and password.

2. If the learner does not know their Hwb username and password, a Hwb administrator or any teacher in your school will be able to [reset the learner's password](link) in the UMP.

Q.3 Why is last year's class information showing in the UMP?

1. Ask a Hwb administrator in your school to check the 'Provisioning Status' in the UMP for the date of 'Last Run'. In order for class information to be updated with the latest data from the MIS, the Hwb provisioning client must have run recently and successfully.

2. If your school's Hwb provisioning client has not run recently or successfully then contact whoever manages the client. This will either be your local authority, your own school's IT team or a third-party IT support provider.

For further support please check the Hwb Support Centre or contact the Hwb Service Desk: email support@hwbcymru.net or phone 03000 25 25 25.