

Hwb 'rollover' to academic year 2026 to 2027

Preparing your school's Hwb accounts for the beginning of term.

[A guide to Hwb account rollover for schools and local authorities](#) is available in the Hwb support centre.

The process of moving Hwb accounts and data from one academic year to another is automated. However, it heavily relies on schools updating learner and staff data in their Management Information System (MIS) in good time so that Hwb accounts are ready for users at the beginning of term.

It is also essential that Hwb provisioning clients are running regularly throughout the summer holidays. Schools that use SIMS or Teacher Centre must schedule their provisioning client to run on 29 August and prior to the first day of term.

The dates will apply to all maintained schools in Wales.

All schools must complete their end of year (EOY) procedures **before** Friday 7 August 2026 in preparation for the rollover of Hwb accounts.

Key dates and actions that schools must take

Sunday 31 May 2026

Hwb action

Hwb will switch off MIS updates for Microsoft Teams, Google Classroom and Apple Classroom.

Reason

To allow schools who begin their timetables early to assign existing year groups to next year's classes.

Impact in school

Any group or class changes made in a school's MIS after this date will not be processed or reflected in Hwb.

School action required

From Monday 1 June, any necessary group or class changes will need to be made manually in Microsoft Teams, Google Classroom and Apple Classroom in the Hwb User Management Portal (UMP).

Hwb action (affects learners in Years 11, 12 and 13 only)

Hwb will switch off the de-activation of Hwb accounts for learners with a leaving date after 1 June 2026 in the school's MIS.

Reason

To ensure learners in these year groups can continue to access their emails, files, schoolwork and education apps until 28 August.

Impact in school

Even though learners in these year groups have a leaving date in the MIS, they will still appear as 'Active' in the Hwb User Management Portal (UMP). The affected learners will be able to access their accounts and associated information in Hwb until 28 August.

School action required

Schools must advise learners in these year groups that their Hwb account will remain active until 28 August, after this date they will lose access to their emails, files and schoolwork. If the affected learners wish to keep anything that is in their Hwb account they will need to download it before 28 August.

The Hwb accounts of learners re-joining the same school, or joining any other maintained school in Wales after the summer holidays, will automatically re-activate once they are admitted on roll in a school's MIS and the provisioning client has run successfully.

Schools wishing to de-activate individual learners should contact the Hwb Service Desk.

Sunday 5 July 2026

Hwb action

Hwb will switch off the de-activation of Hwb accounts for all learners and staff with a leaving date after 5 July 2026 in the school's MIS.

Reason

To ensure all learners can continue to access their emails, files, schoolwork and education apps until 28 August.

Impact in school

Even though learners have a leaving date in the MIS, they will still appear as 'Active' in the Hwb User Management Portal (UMP).

School action required

Schools must advise learners who will not be re-joining a maintained school in Wales that their Hwb account will remain active until 28 August, after this date they will lose access to their emails, files and schoolwork. If the affected learners wish to keep anything that is in their Hwb account they will need download it before 28 August.

Schools wishing to de-activate individual learners should contact the Hwb Service Desk.

Friday 17 July 2026

Hwb action

Hwb will switch off the timetable sync for staff and learners.

Reason

To stop processing of any timetable updates that are made in the MIS.

Impact in school

Staff and learner timetable information will not update in Outlook or Google calendars.

School action required

No action required, however, staff and learners should be aware that timetable changes made in the school's MIS will not be reflected in their Hwb Outlook or Google calendars until the update process is switched back on at the beginning of the new term.

Friday 7 August 2026

Schools must have completed their end of year procedures by Friday 7 August 2026.

Hwb action

Hwb will archive all Microsoft Teams and Google Classrooms created in the Hwb User Management Portal for the 2025 to 2026 academic year.

Non-Exam Based Assessments (NEA's) will become read only and UMP controls will be removed.

Reason

Microsoft Teams and Google Classrooms are designed to be used for a single academic year. Access to the current year's Teams and Classrooms will become read only.

NEA's are also designed to be used for a single academic year. Access to the current year's NEA's will become read only for the staff who had access. Learners access will be removed.

Impact in school

Current academic year class memberships will be frozen and saved.

NEA memberships and work will be saved but will only be accessible to the NEA teacher.

School action required

School Hwb administrators and staff will be able to restore any of their Microsoft Teams and Google Classrooms as required for use in the new academic year. However, these Teams and Classrooms will be 'unmanaged' (meaning they will no longer be linked to the current class data in the school's MIS).

To access NEA's from previous years the teacher can select the required year in the UMP, select the NEA class and click the link button for the SharePoint site.

Any Microsoft Teams or Google Classrooms for the new academic year must not be created until 10 August 2026, at the earliest. Creation before this date will result in the new teams or classrooms being archived.

Guidance is available on how to restore [Microsoft Teams](#) and [Google Classrooms](#).

Monday 10 August 2026

From week beginning 10 August 2026, the Hwb provisioning client must be running regularly throughout the school holidays and, critically, at the start of the new academic year.

Hwb action

Hwb will begin processing MIS data for the new academic year, including learner and staff records with start dates up to (and including) Friday 4 September 2025.

Reason

To begin processing school's data for the purposes of using Hwb, in readiness for the new academic year.

Impact in school

Staff with a leaving date in the MIS will no longer appear in the Hwb User Management Portal after their leaving date.

Learners' leaving and start dates will be processed so that they appear in their correct school for the 2026 to 2027 academic year.

School action required

Once learners appear in their new classes in the Hwb User Management Portal, schools can create Microsoft Teams, Google Classrooms and Apple Classrooms for the new academic year (after 10 August 2026).

Monday 17 August 2026

Timetable Sync will be switched on for staff

Hwb action

Staff timetables for the new academic year will be processed and available for staff to view from 17 August 2026 in either their Hwb Outlook or Google calendars. This is dependent on schools completing timetable information in the MIS, successfully running the provisioning client and enabling the 'Timetable Sync' in the Hwb User Management Portal,

The learners' timetable sync will begin processing from Friday 11 September 2026.

Reason

To populate staff calendars in Hwb with their school timetable.

Impact in school

Timetable information from SIMS will be displayed in staff calendars in Outlook or Google on Hwb.

School action required

A school Hwb administrator must configure Timetable Sync for staff in the Hwb User Management Portal for this feature to work.

Friday 28 August 2026

Hwb Process

Hwb will process the leaving dates of all learners and staff within the Hwb User Management Portal (UMP).

Reason

To de-activate all learners with a leaving date. **Deactivated accounts will be deleted after 12 months.**

Impact in school

The Hwb accounts of learners who have left a school to join another maintained school in Wales will be de-activated and then re-activated when the learner is added to the MIS in their new school.

The Hwb accounts of learners who have left a school, but have not joined another maintained school in Wales, will be de-activated.

School action required

None.

Tuesday 1 September 2026

Hwb Process

Google T&L and Adobe licences will be applied to the Hwb school dashboard for allocation to users.

Reason

Google T&L and Adobe licenses are purchased by schools annually. The new licenses that have been purchased will be made available from this date.

Impact in school

If fewer licenses have been purchased than in the previous year the available licenses will need to be re-allocated to users as appropriate.

School action required

Schools will need to review and allocate licenses.

Saturday 29 August 2026

Schools will need to run their MIS over this weekend to ensure all data is processed for the start of the academic year.

Tuesday 1 September 2026

First day of the autumn term and start of 2026 to 2027 academic year.

Friday 11 September 2026

Timetable Sync will be switched on for learners

Hwb Process

Learner timetables for the new academic year will be processed and available for learners to view from 12 September 2026 in either their Hwb Outlook or Google calendars. This is dependent on schools completing timetable information in the MIS, successfully running the provisioning client and enabling the 'Timetable Sync' in the Hwb User Management Portal,

Reason

To populate the calendars of learners with their school timetable from the school MIS.

Impact in school

Timetable information from the MIS will be displayed in learner calendars in Outlook or Google on Hwb.

School action required

Timetable Sync must be configured for learners in the Hwb User Management Portal for this feature to work.

Friday 11 September 2026

Hwb action

Hwb will switch on MIS updates for Microsoft Teams, Google Classroom and Apple Classroom.

Reason

Schools will be able to create new Teams and Classrooms with the latest data from the MIS.

Impact in school

Any group or class changes made in a school's MIS will be processed and reflected in Hwb.

School action required

Schools will be able to create Teams and Classrooms for the new academic year

Monday 14 September 2026

Rollover for the new academic year should be complete.

If you have any queries or require assistance, please follow your local IT support arrangements in school or through your local authority in the first instance. Advice and guidance are also available from the Hwb Service Desk.

Email: support@hwbcymru.net