

## Guidance Notes for Home access to GOLD

GOLD supports most web browsers and will work on tablets and phones; however if you are running a web browser that GOLD does not support, you will get an error message:

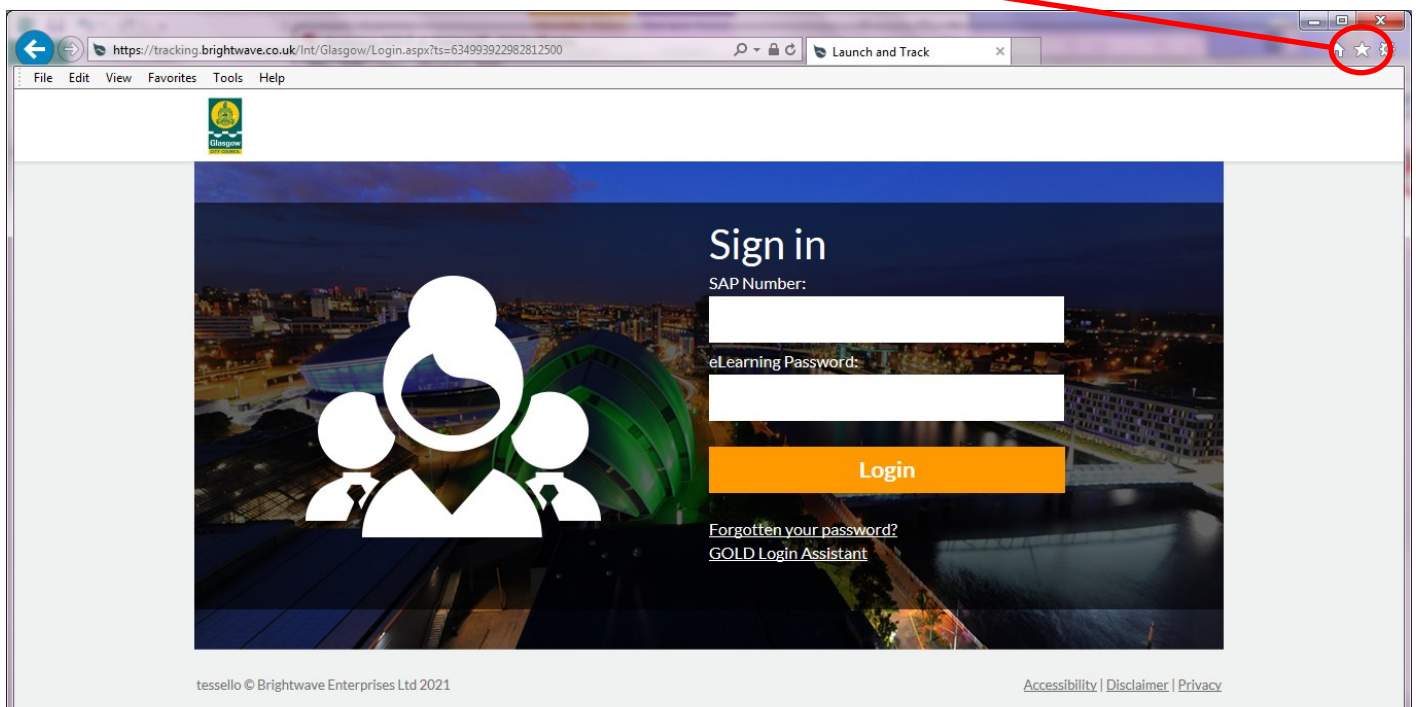
### How to access GOLD

#### Step 1

You need to either click on the link below or copy and paste it to your address bar:

<https://tracking.brightwave.co.uk/Int/Glasgow/Login.aspx?ts=634993922982812500>

Once the page has loaded, save it in your favourites by clicking on the star in the top right hand corner of your internet browser and adding to favourites.



#### Step 2

Enter your 8 digit SAP No: (You can get this from your payslip)

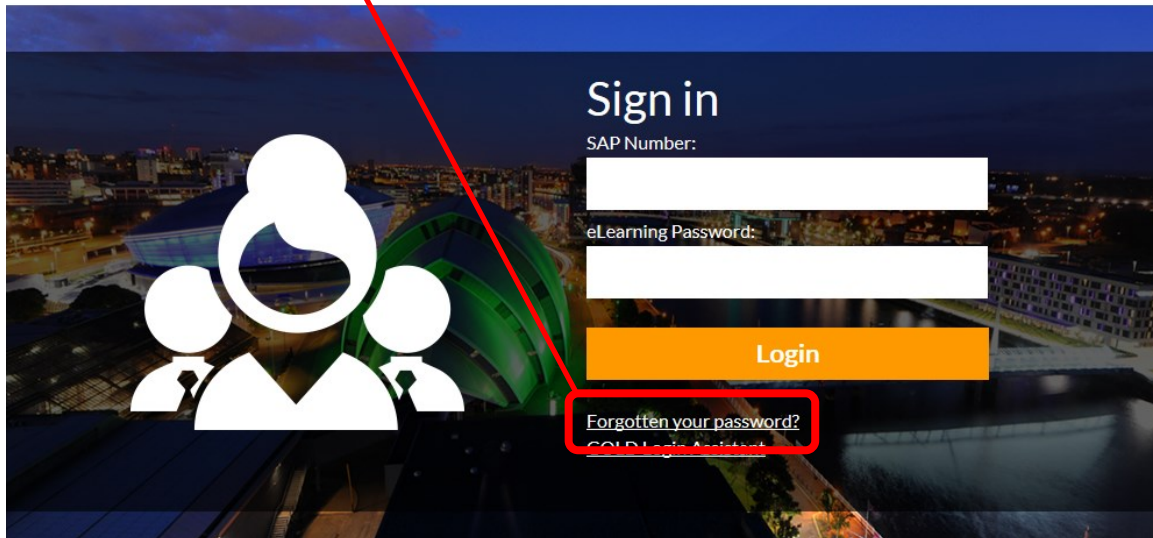
If you have not used GOLD before your default eLearning password is your surname for example Jones or McLeod.

Next click on the logon button. GOLD will then ask you to change your password information (If you have used GOLD before you will have already changed your password.)

You are now ready to start using the courses

## If this does not work

Click on '**Forgotten your password**' and follow the instructions.



If this is not successful all requests for GOLD password resets are carried out by CGI IT Service Desk.

If you require your GOLD password to be reset email [GCCservicedesk@cgi.com](mailto:GCCservicedesk@cgi.com), phone CGI on 74000 (0141 287 4000). You must provide your SAP number to enable your GOLD password to be reset. You will find this on your pay statement.

If you are still experiencing issues with GOLD you should email:

[OrganisationalDevelopment@glasgow.gov.uk](mailto:OrganisationalDevelopment@glasgow.gov.uk) and they will get back to you as soon as possible.