**GLASGOW GUARANTEE**

**FREQUENTLY ASKED QUESTIONS**

**My Glasgow Guarantee account has closed, how do I re-activate my account?**

Please email [guarantee@glasgow.gov.uk](mailto:guarantee@glasgow.gov.uk) to request your account is reinstated. Please let us know your

current employment status from the options below:

* 1. Attending school but due to leave
  2. Attending college but due to leave
  3. Unemployed or underemployed (working part time or 0 hours) and supported by an organisation to

source employment/new job

* 1. Employed full time

**How do I register if the system says my National Insurance Number is already being used?**

Your National Insurance Number is unique to you and should not be used by anyone else. You may already

have an account with us and can check by emailing [guarantee@glasgow.gov.uk](mailto:guarantee@glasgow.gov.uk).

**Can I register if I don’t have / don’t know my National Insurance number?**

If you don’t have/don’t know your National Insurance number, you can register using a Glasgow Guarantee temporary NI using the day, month, and year of your date of birth in the following format:

* 1. GG Day Month Year X
  2. GG 01 02 08 X

**How do I get access to a Referral/Validation Form?**

If you are unemployed or underemployed (working part time or 0 hours) and are receiving support to

source employment/new job by a Glasgow Guarantee employability provider, your advisor will have access

to the Glasgow Guarantee referral form and can email the completed form to [guarantee@glasgow.gov.uk](mailto:guarantee@glasgow.gov.uk)

**How can I get referred to Glasgow Guarantee if I’m not supported by an employability provider?**

If you are not being supported by an employability provider but would like to be referred to Glasgow

Guarantee, please contact your local Skills Development Scotland office or Jobs and Business Glasgow:

Email - [GlasgowDutyTeamLeaders@sds.co.uk](mailto:GlasgowDutyTeamLeaders@sds.co.uk)

SDS Glasgow West (Byres Road) – 0141 357 6250

SDS Glasgow City (George Square) – 0141 285 6012

SDS Glasgow East (Parkhead) – 0141 554 6662

Jobs and Business Glasgow:

Freephone – 0300 123 2898

Email – [contact@jbg.org.uk](mailto:contact@jbg.org.uk)

Both organisations can refer you to Glasgow Guarantee

**How can I access my account if I have forgotten my Username/Password?**

If you have forgotten your password, click on **‘Sign In’** at the top right of the homepage and there is the

option to select **‘Forgotten Password’**. Enter your username and select **‘Resend Password’**.

If you have forgotten your username, please email [guarantee@glasgow.gov.uk](mailto:guarantee@glasgow.gov.uk) to request this information.

**I have a G postcode, but the website won’t allow me to register saying it’s outside the boundary, how**

**can I register?**

Glasgow Guarantee is for individuals who live in the Glasgow City Council postcode boundary. If you or

someone you live with pays council tax to Glasgow City Council, you will be eligible. To check if you are

eligible, enter your postcode in the local authority postcode checker <https://www.gov.uk/find-local-council>.

If your postcode falls under Glasgow City Council, you will be eligible.

If you don’t live in the Glasgow City Council postcode boundary but you are attending and due to leave a

Glasgow school, you are eligible to register. Please contact us at [guarantee@glasgow.gov.uk](mailto:guarantee@glasgow.gov.uk) and we can

assist your further.