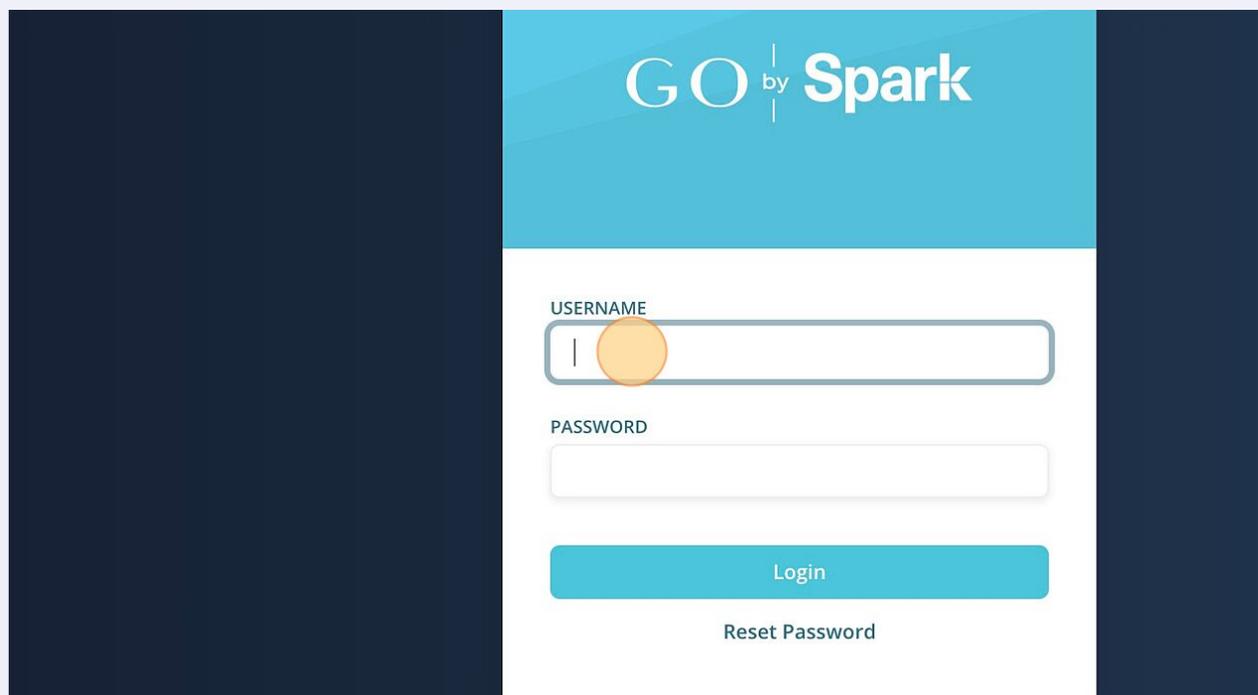


GO by Spark - How to create a new password with a recovery code?

All of our clients receive access to user management to create and edit users. Each company will decide who will internally be responsible to manage users. When users are created, a recovery code is provide so each user has the ability to create their own password. If a user forgets their password, this steps will also be used to update the password.

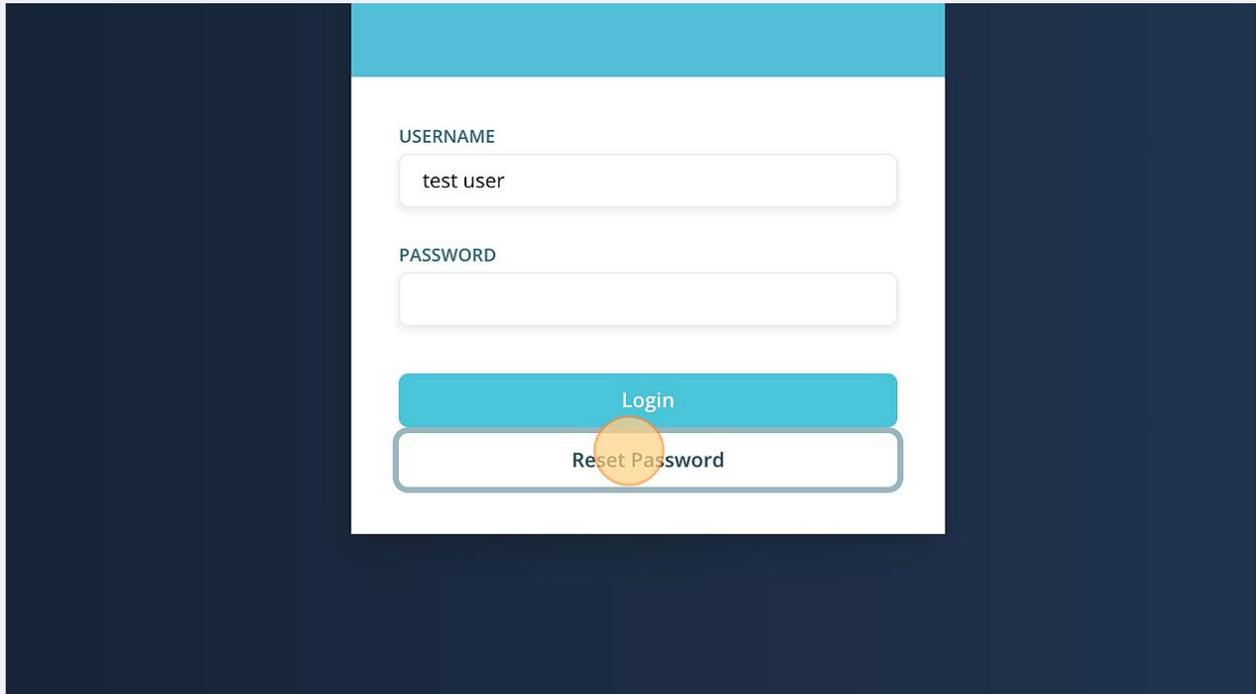
- 1 Navigate to your GO Software URL to the Login Page.

- 2 In the "Username" field, users must add the username that was provided.



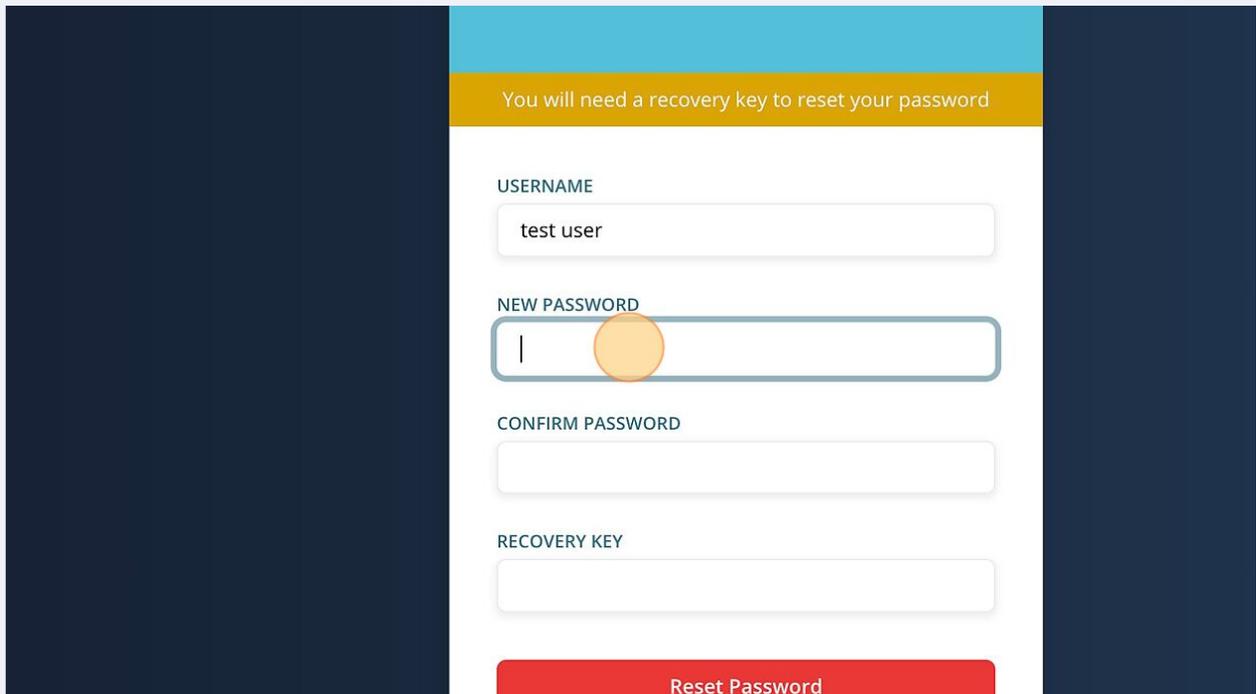
The screenshot shows the login interface for GO by Spark. At the top, the logo 'GO by Spark' is displayed in white on a teal background. Below the logo, the 'USERNAME' field is highlighted with an orange circle. The 'PASSWORD' field is empty. Below the input fields, there is a blue 'Login' button and a 'Reset Password' link.

3 Click "Reset Password" to create a new password.



A screenshot of a login form on a dark blue background. The form is white and contains the following elements: a 'USERNAME' field with the text 'test user', a 'PASSWORD' field, a blue 'Login' button, and a white 'Reset Password' button with a blue border. An orange circle highlights the 'Reset Password' button.

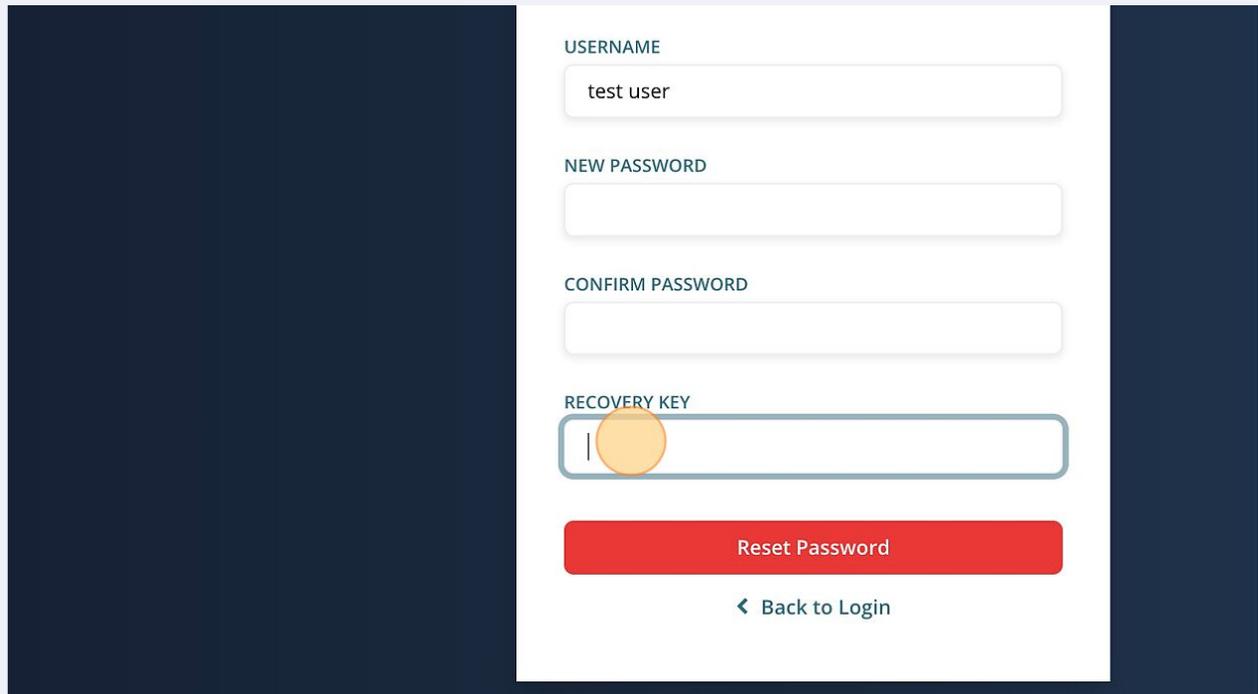
4 Click this password field to create the new password and confirm the password in the second field.



A screenshot of a password reset form on a dark blue background. The form is white and contains the following elements: a yellow banner at the top with the text 'You will need a recovery key to reset your password', a 'USERNAME' field with the text 'test user', a 'NEW PASSWORD' field with a vertical cursor and an orange circle highlighting it, a 'CONFIRM PASSWORD' field, a 'RECOVERY KEY' field, and a red 'Reset Password' button at the bottom.

5

A "Recovery Key" by the user manager in the team. This field is required in order to reset the password.



USERNAME
test user

NEW PASSWORD

CONFIRM PASSWORD

RECOVERY KEY

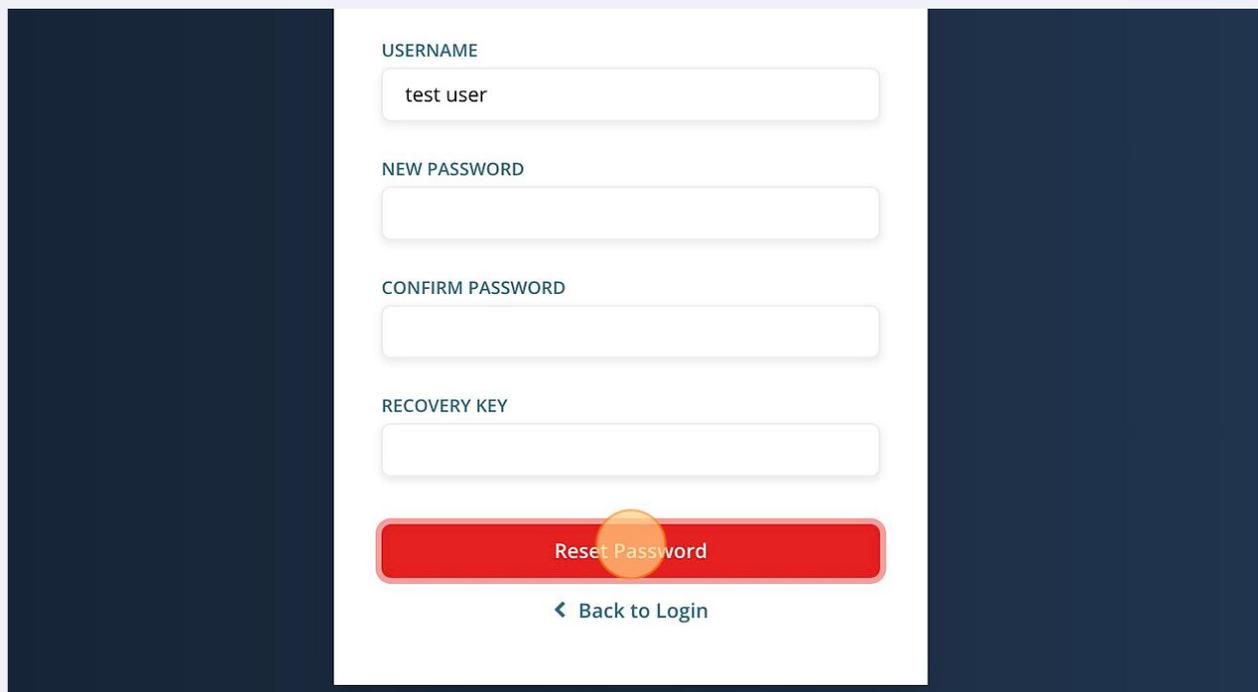
Reset Password

< Back to Login

The screenshot shows a password reset form with four input fields: USERNAME (containing 'test user'), NEW PASSWORD, CONFIRM PASSWORD, and RECOVERY KEY. The RECOVERY KEY field is highlighted with a blue border and a yellow circle. Below the fields are two buttons: a red 'Reset Password' button and a blue '< Back to Login' link.

6

Click "Reset Password" to confirm.



USERNAME
test user

NEW PASSWORD

CONFIRM PASSWORD

RECOVERY KEY

Reset Password

< Back to Login

The screenshot shows the same password reset form as in step 5. The 'Reset Password' button is now highlighted with a yellow circle, indicating it is the next step in the process.