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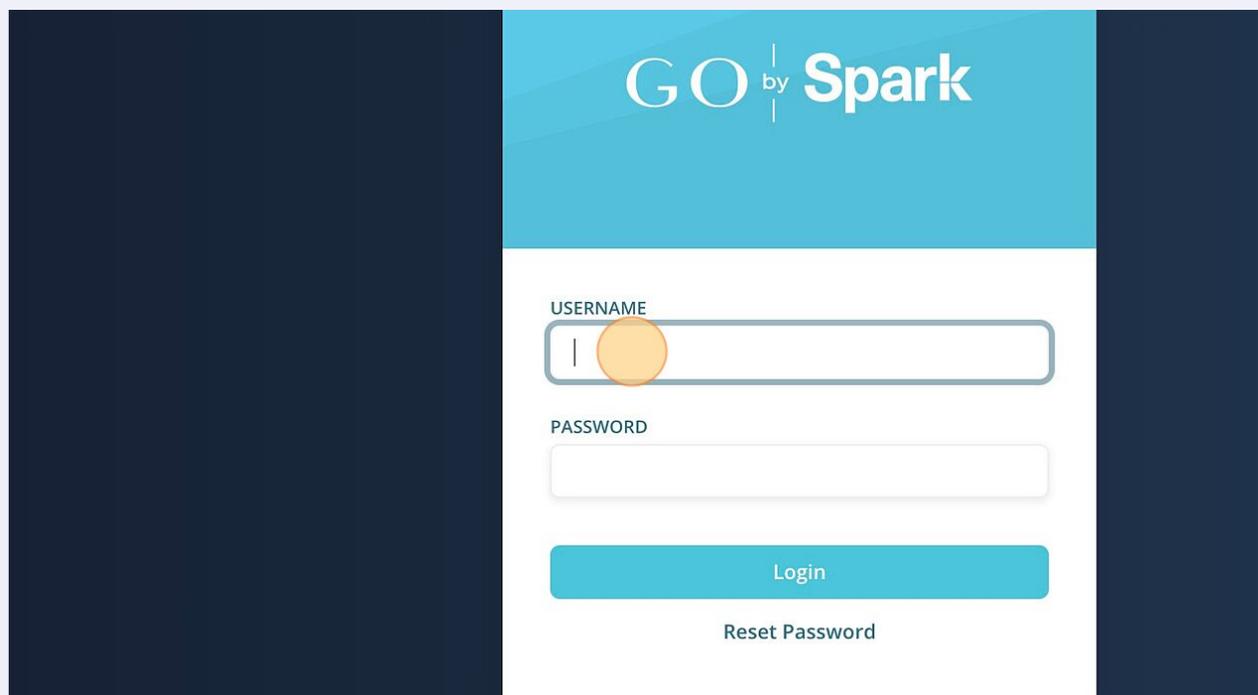
3 Click "Reset Password" to create a new password.
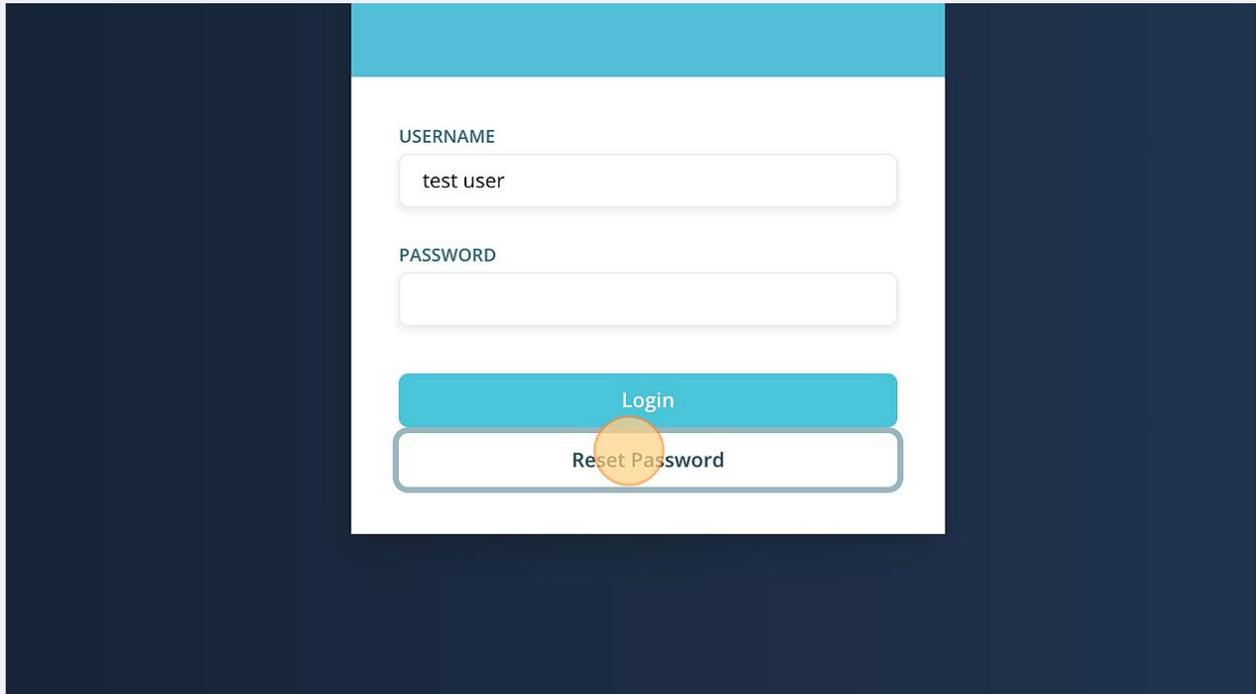
USERNAME

test user

PASSWORD

Login

Reset Password

4 Click this password field to create the new password and confirm the password in the second field.
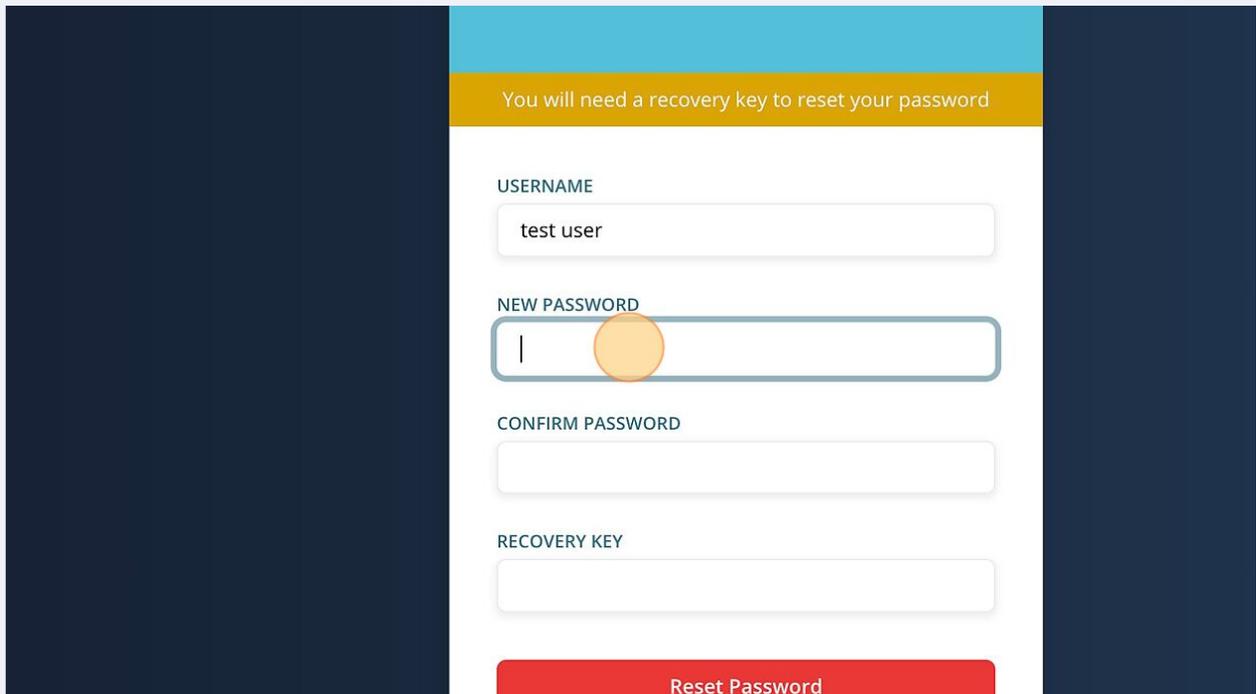
You will need a recovery key to reset your password

USERNAME

test user

NEW PASSWORD

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CONFIRM PASSWORD

RECOVERY KEY

Reset Password

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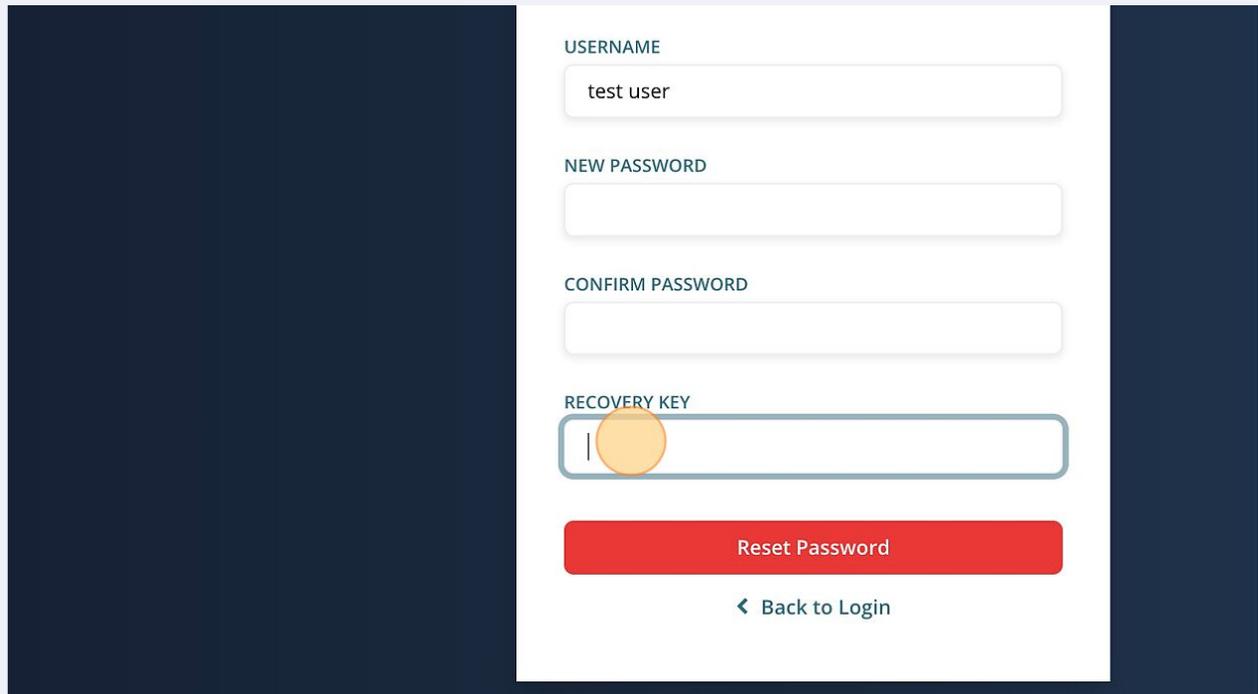
USERNAME

test user

NEW PASSWORD

CONFIRM PASSWORD

RECOVERY KEY

Reset Password

‹ Back to Login

6 Click "Reset Password" to confirm.

USERNAME

test user

NEW PASSWORD

CONFIRM PASSWORD

RECOVERY KEY

Reset Password

‹ Back to Login