

User Management - Generate Password Recovery Key

This guide is also available as a video. Click the link below to watch:

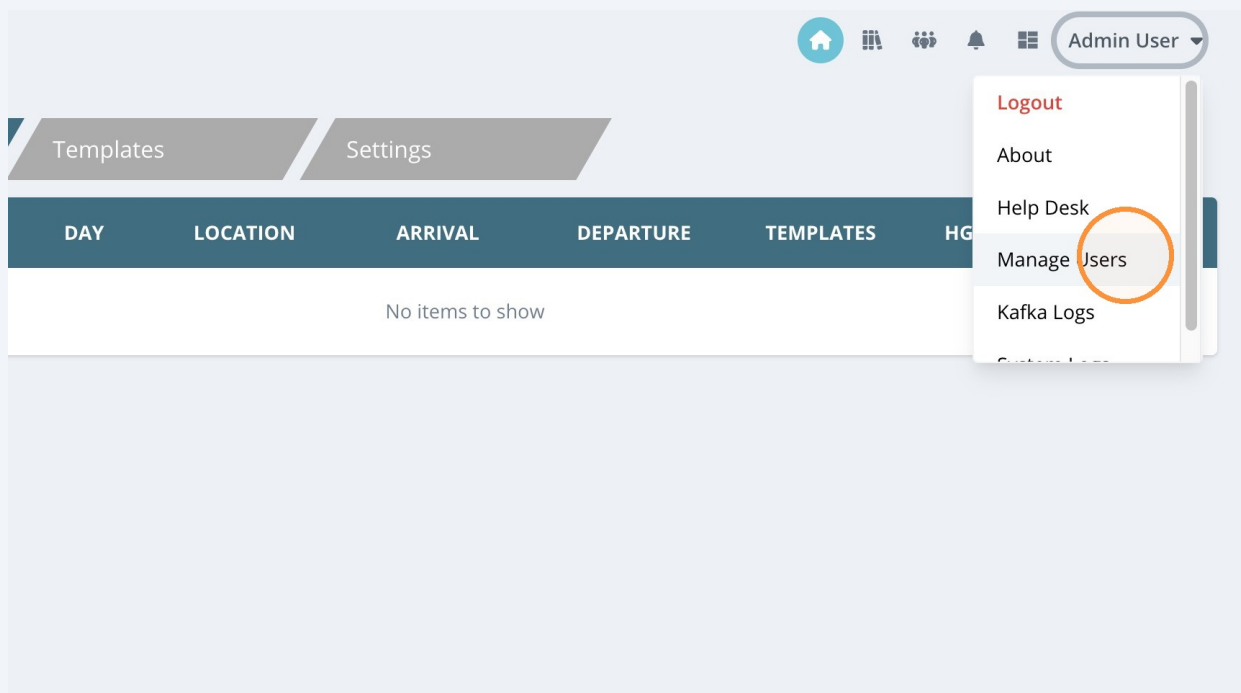
scribehow.com/embed-preview/User_Management_Ge...

This guide provides step-by-step instructions for managing password-related tasks in GO by Spark. It covers how to access User Management, search for users, and generate a password recovery key so users can reset their passwords. This guide is intended for anyone who needs to help manage passwords for GO users.

1 Navigate to GO URL.

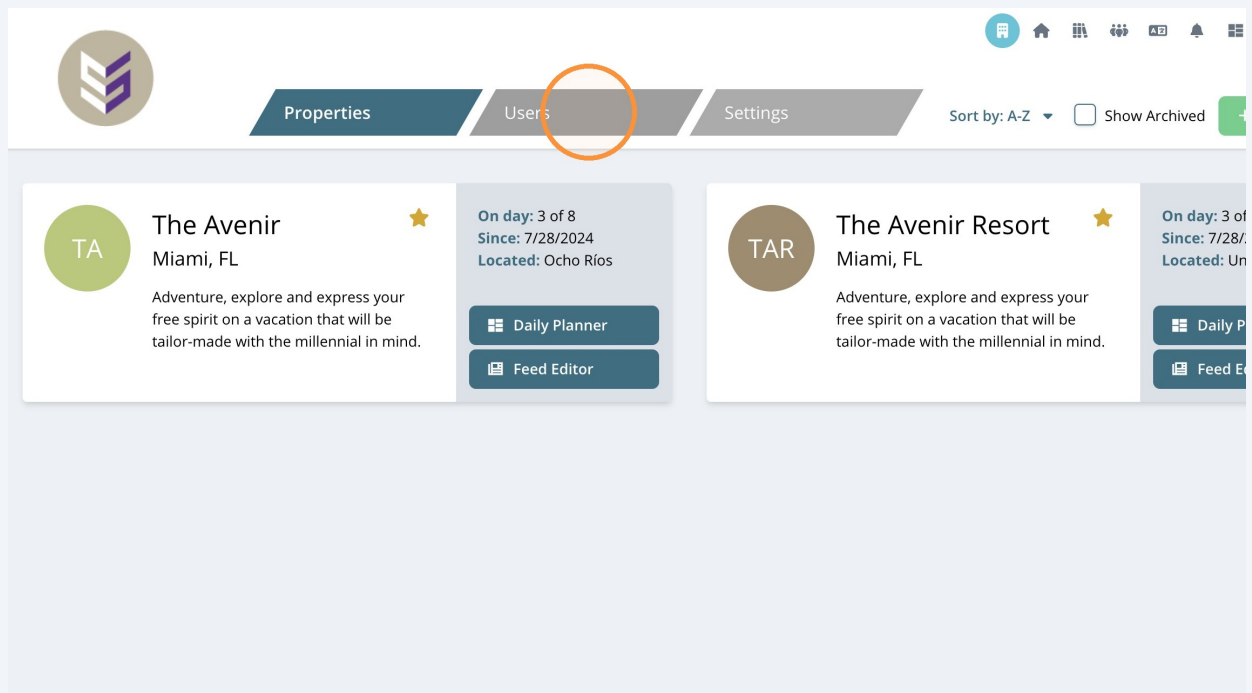
Depending on the version, the "Users management" can be found:

Within the user options: Click the user name and then click "Manage Users".

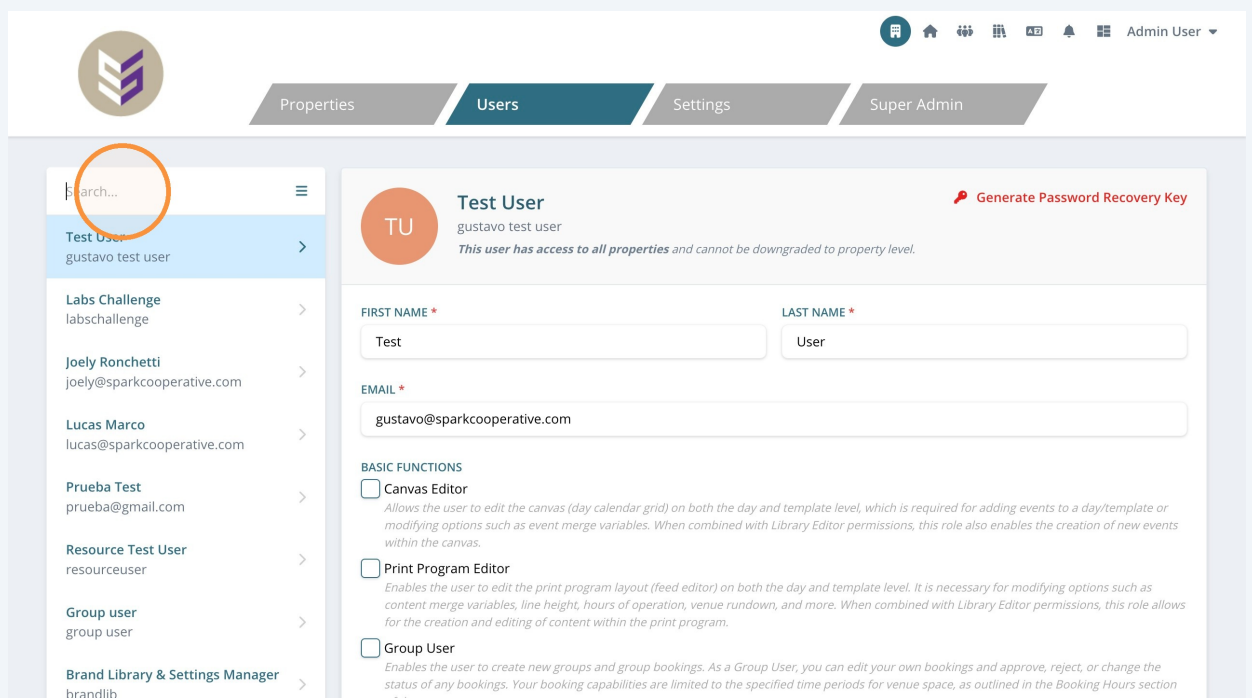


2 Or,

As a tab: Click on "Users" to access this functionality.



3 In the "**Search...**" field, enter the username or email address of the user who needs to reset their password.





Note: For ship clients:

- When using the **ship instance**, you can access users from your property, along with shoreside users.
- When using the **shoreside environment**, you can access all users in your GO environment.

4

For this example, we searched for **Admin**.

Click the user you're helping with their password reset.

The screenshot shows the Spark Cooperative user management interface. The top navigation bar includes a logo, a search bar, and a user profile dropdown. The main navigation bar has tabs for Properties, Users, Settings, and Super Admin. The left sidebar lists various user roles, with 'Admin User' highlighted. The main panel displays the 'Test User' profile, including a 'Generate Password Recovery Key' button, fields for First Name, Last Name, and Email, and a section for Basic Functions.

admin

Admin User
admin

Brand Admin
brandadmin

QA Admin
qa-admin

admin user
admin_only

Group Admin
groupadmin

group admin
group

Land Admin
land@sparkcooperative.com

QA Admin User
qa-adminuser

Test User
gustavo test user
This user has access to all properties and cannot be downgraded to property level.

Generate Password Recovery Key

FIRST NAME *
Test

LAST NAME *
User

EMAIL *
gustavo@sparkcooperative.com

BASIC FUNCTIONS

☐ **Canvas Editor**
Allows the user to edit the canvas (day calendar grid) on both the day and template level, which is required for adding events to a day/template or modifying options such as event merge variables. When combined with Library Editor permissions, this role also enables the creation of new events within the canvas.

☐ **Print Program Editor**
Enables the user to edit the print program layout (feed editor) on both the day and template level. It is necessary for modifying options such as content merge variables, line height, hours of operation, venue rundown, and more. When combined with Library Editor permissions, this role allows for the creation and editing of content within the print program.

☐ **Group User**
Enables the user to create new groups and group bookings. As a Group User, you can edit your own bookings and approve, reject, or change the status of any bookings. Your booking capabilities are limited to the specified time periods for venue space, as outlined in the Booking Hours section of the venue.

5 Click "Generate Password Recovery Key"

The screenshot shows the 'Admin User' profile page. On the left is a sidebar with a list of users. The main content area shows the user's details: 'Admin User' with email 'admin' and a note 'This user has access to all properties and cannot be upgraded to property level.' Below this are input fields for 'FIRST NAME' (Admin) and 'LAST NAME' (User), and an 'EMAIL' field (admin@sparkcooperative.com). Under 'BASIC FUNCTIONS', there are three checked checkboxes: 'Canvas Editor', 'Print Program Editor', and 'Group User'. In the top right corner, a red button labeled 'Generate Password Recovery Key' is circled in orange.

6 Click **274972 (click to copy)** to quickly copy the recovery key and share it with the user.

Please note: The recovery key will expire once it has been used.

This screenshot is identical to the one above, showing the 'Admin User' profile page. The same elements are present: sidebar, user details, input fields, and basic functions. The red button 'Generate Password Recovery Key' is still circled in orange. Additionally, a new red button labeled '274972 (click to copy)' is circled in orange, positioned to the right of the 'Generate Password Recovery Key' button.

7

The user can use the recovery key to create a new password in GO. For step-by-step instructions, please refer to our guide:

[How to create a new password with a recovery code?](#)