

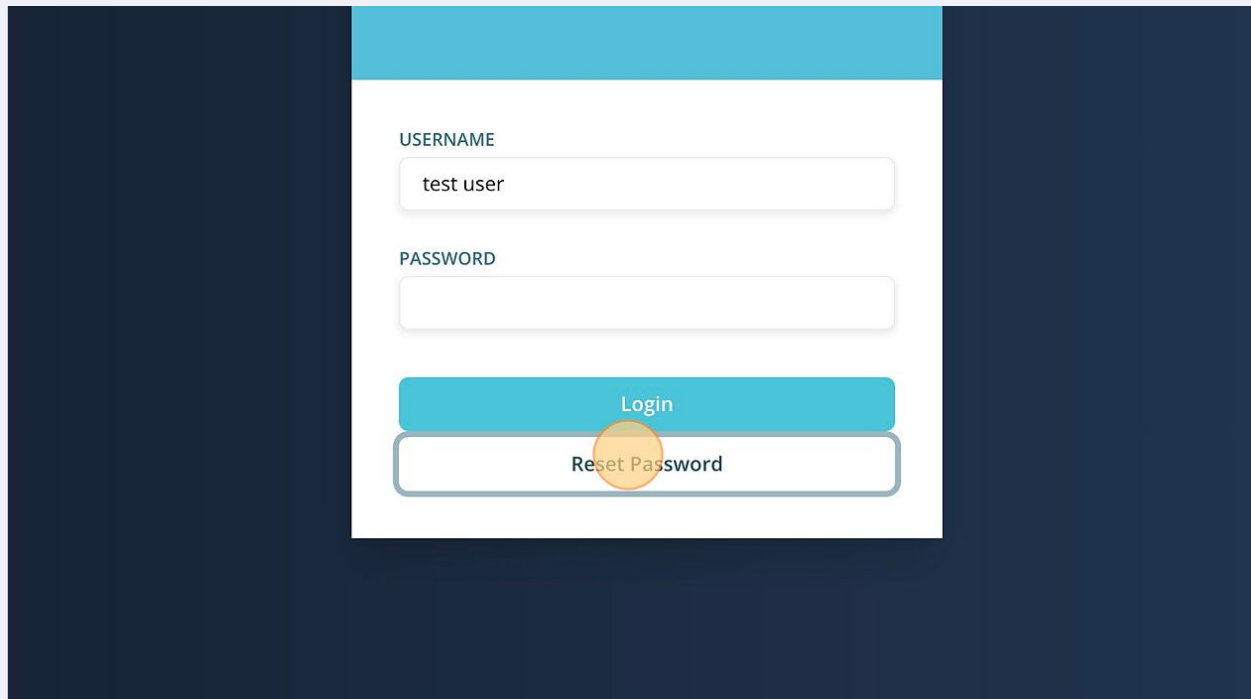
GO by Spark - How to create a new password with a recovery code?

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 provided 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.

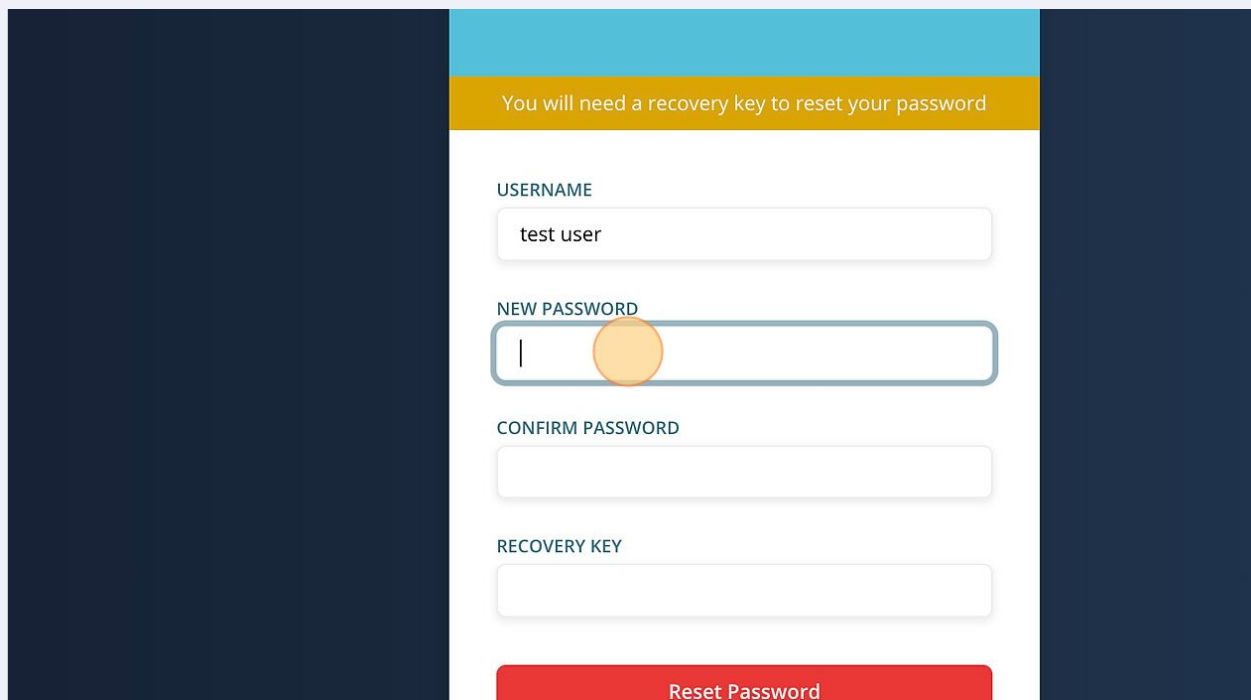
- 2 In the "Username" field, users must add the username that was provided.

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



A screenshot of a login interface. At the top is a light blue header bar. Below it, on a dark blue background, is a white login form. The form contains two input fields: 'USERNAME' with the text 'test user' and 'PASSWORD' which is empty. Below the fields are two buttons: a blue 'Login' button and a white 'Reset Password' button with a blue border. An orange circle highlights the 'Reset Password' button.

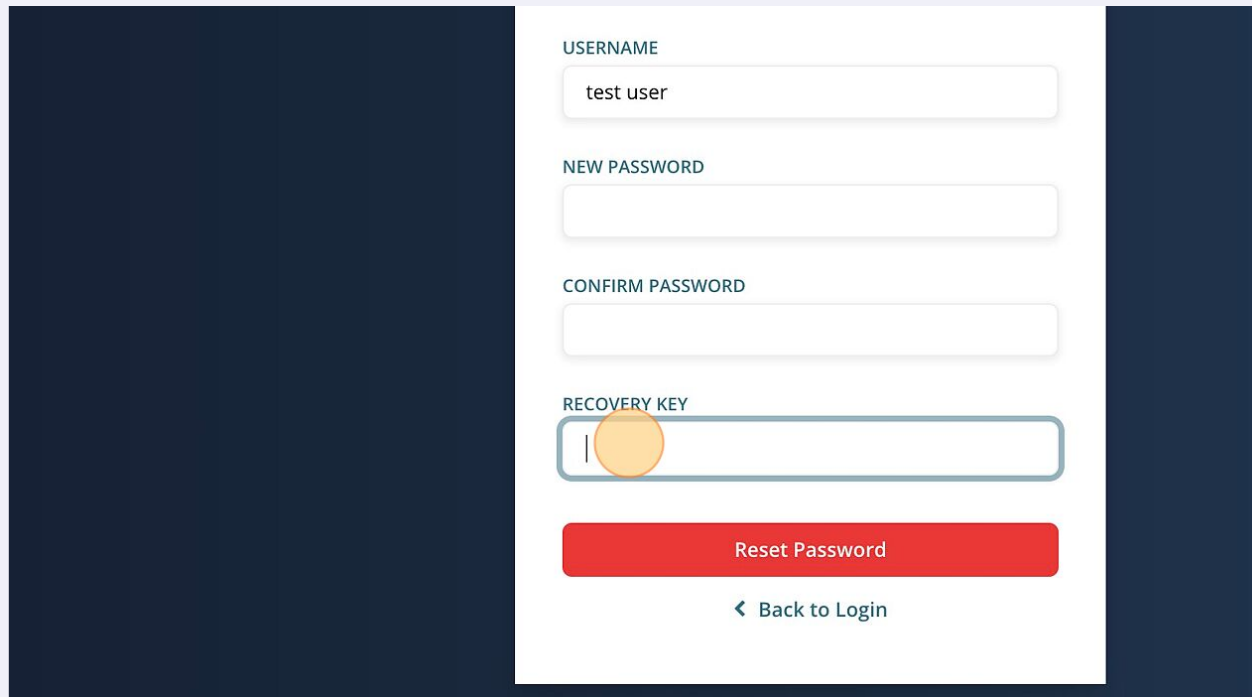
- 4 Click this password field to create the new password and confirm the password in the second field.



A screenshot of a password reset interface. At the top is a light blue header bar. Below it is a yellow banner with the text 'You will need a recovery key to reset your password'. Below the banner is a white form on a dark blue background. The form contains four input fields: 'USERNAME' with the text 'test user', 'NEW PASSWORD' which is empty and has an orange circle highlighting its start, 'CONFIRM PASSWORD' which is empty, and 'RECOVERY KEY' which is empty. At the bottom of the form is a red button labeled 'Reset Password'.

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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

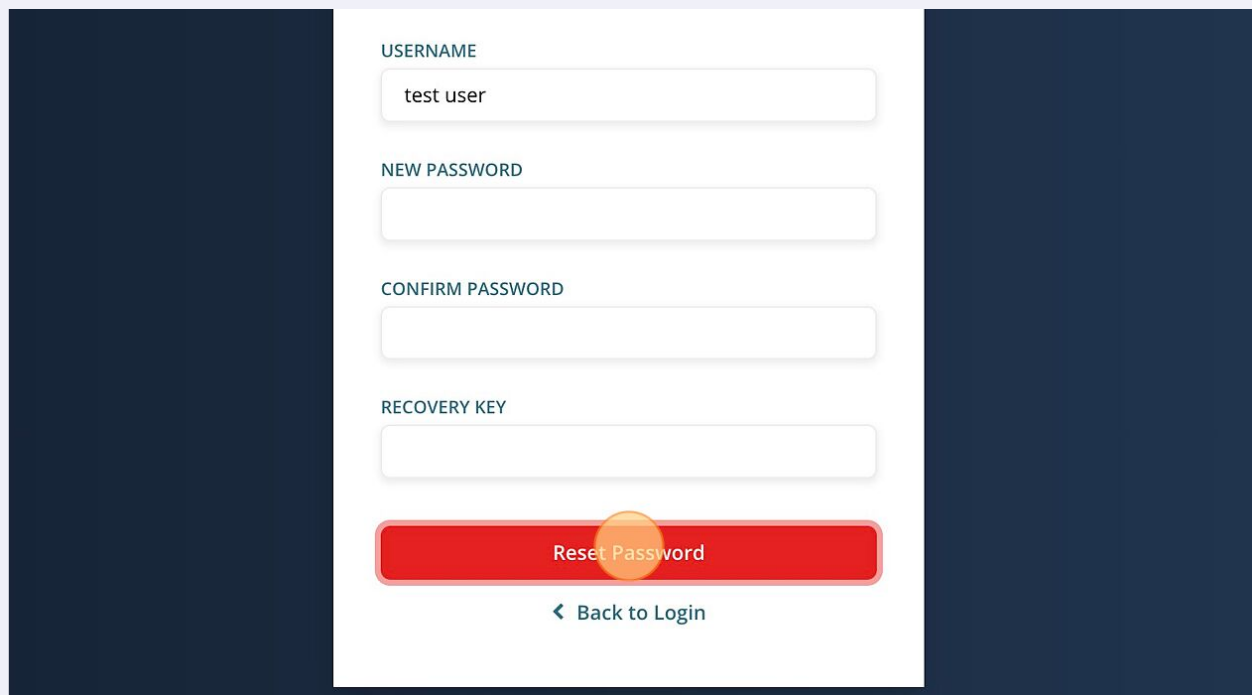
Reset Password

< 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 an orange circle, indicating it is the required field mentioned in the text. Below the fields are two buttons: a red 'Reset Password' button and a blue '< Back to Login' link.

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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 the previous step. In this step, the 'Reset Password' button is highlighted with an orange circle, indicating it is the button to be clicked to confirm the password reset.