

# Getting started guide for the \*sparkfolios platform

Call +27 87 235 1770 for assistance during RSA business hours

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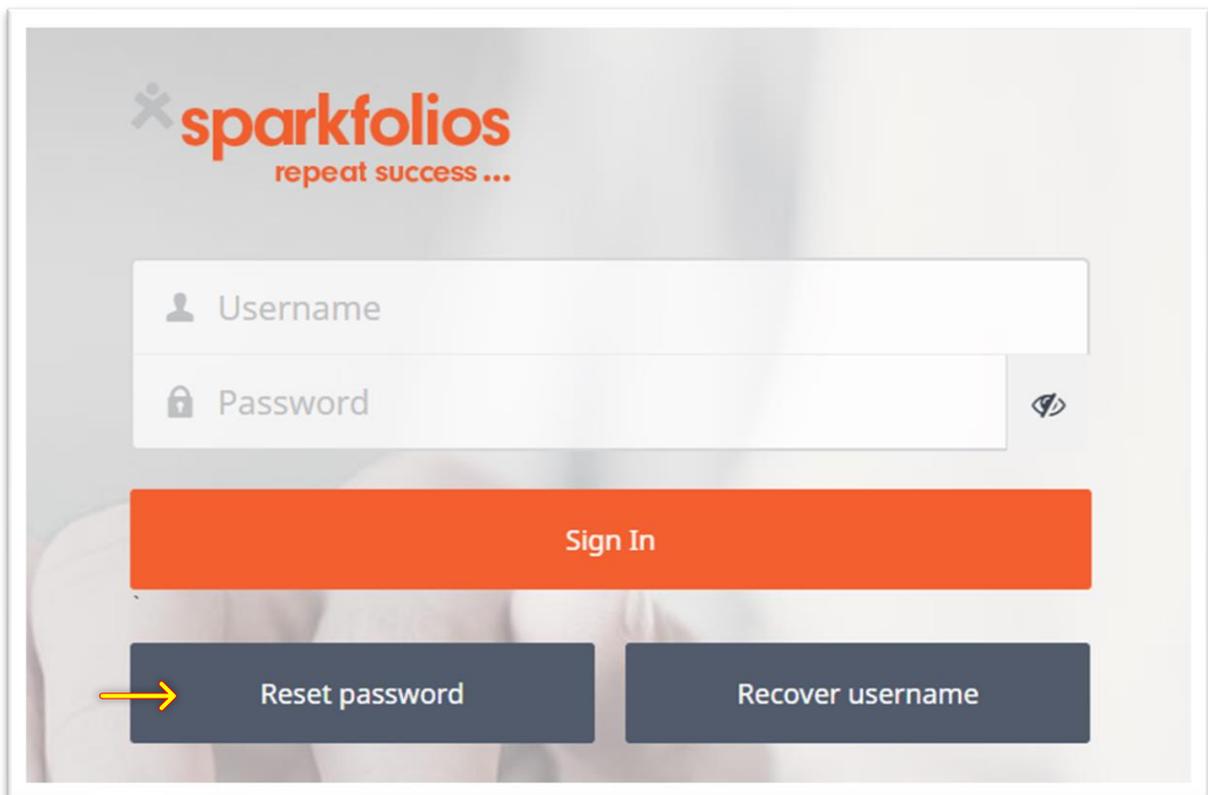
## If you have forgotten your username or password, please

1. Follow the steps below,
2. [OR contact us.](#)

## Resetting your password

To reset your password, please follow these steps:

1. Go to [www.sparkfolios.com](http://www.sparkfolios.com) (or your specific company domain).
2. To start the process, tap on the GREY 'Reset password' link below the orange 'Sign in' button.  
(And follow the instructions)



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3. Enter your username. (This is most often your email address)

**RESET PASSWORD (STEP 1 OF 2)**

Enter your username below and tap on "Reset password" to begin the reset process.

If you have forgotten username? [tap here](#)

[Tap here](#) to \*read our starter guide\*.

Username

Start the reset process

4. Now tap on "Start the reset process"

**CHECK YOUR EMAIL**

If you've entered a valid username we will send you instructions via **email**. Please action within 15 minutes.

Not working as expected? Contact Customer Care via  
Chat live by [tapping here](#)  
Send email to [support@sparkfolios.com](mailto:support@sparkfolios.com)  
Or call +27 87 235 1770

5. **The system now sends you an email to CONFIRM your details.** Check for an EMAIL and tap on the link in the email ONCE to continue the process. Please do not double-click.
6. If you have forgotten your username, or it does not send you an email at this stage, try tapping on the "Recover username" button on the previous screen to recover and confirm you are using the correct username.

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## IF YOU DO NOT GET THE EMAIL in your inbox, it is due to one of the following:

- Your username is incorrect, then tap on *"Recover username"*
- Your email in our database is incorrect, contact our support staff to assist (see our support contact information below).
- The email has been assigned to your JUNK or SPAM filter or folder
- You may have blocked emails from us
- Your business email server is delayed or unavailable, we will retry a few times.
- Your company may have blocked emails from our domain. While this is highly unlikely, it has happened.

7. Once you have tapped the link in your email you will be taken back to \*sparkfolios to complete the reset process.
8. When this page loads, the system will then automatically send you an SMS code as the 2nd step of the 2-step verification process. Enter the confirmation code in the box provided.

**RESET YOUR PASSWORD (STEP 2 OF 2)**

To verify your identify, we have sent a Confirmation Code to your cell (mobile) phone number **2783xxx1234**. Please enter the 6-digit confirmation code received on your phone, in the space below. Then tap 'Reset password'

1 2 3 4

Reset password

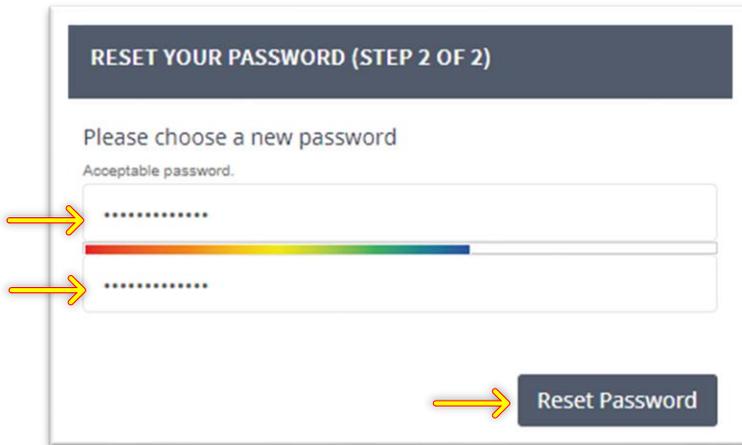
9. If you do not receive an SMS code, it could be that we do not have your cellphone number on our system, or there is a slight delay. Please wait up to 5 minutes or contact our support staff to assist you further (see our support contact information below).

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10. On the next screen you can enter the **new password** of your choice



11. Confirm your new password in the second box

12. Once you complete the process you will be returned to the login page.

13. Sign in with your username and **NEW** password.

Here are some **helpful hints** to help you avoid any password resetting frustration in the future.

1. Your username is most likely to be your email address.
2. Change your password to something that you will remember.
3. Here is a link explaining how to create "[Strong yet easy to remember passwords](#)"

## Suggested password length and characters

1. Length is a minimum of 8
2. Please include at least 1 number
3. Please use both uppercase and lowercase letters of the alphabet
4. You can include at least 1 special character (some special characters are not allowed)

## Why must I change my password regularly?

1. To remain secure and better protect your data
2. Employer policies stipulate the frequency of these updates

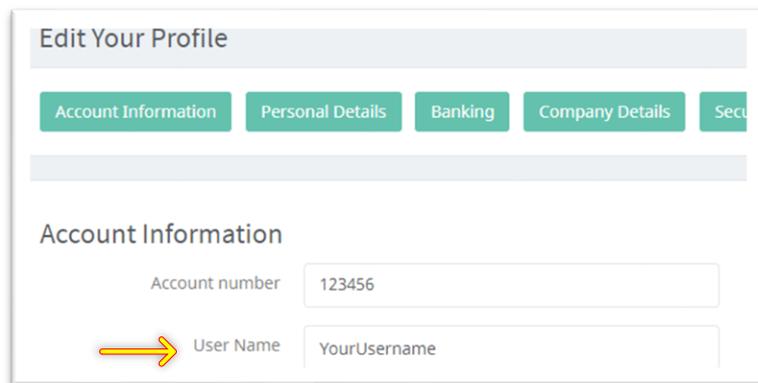
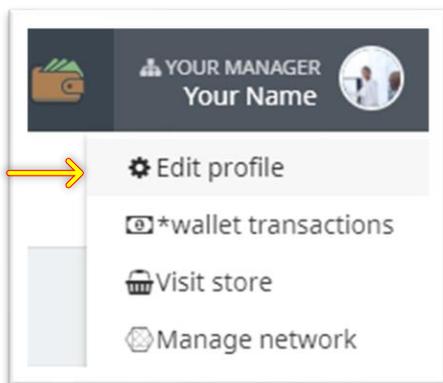
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## Changing your username

1. Your username is most likely the email address provided to us.
2. You can however change the username to one you prefer.
3. Once you are successfully signed in to \*sparkfolios

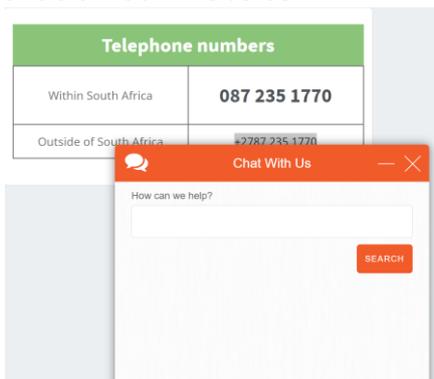
>> (Tap on **your name** in the top right hand corner) >> **Edit profile**



## Contact us

If you were unable to reset your password using the method above, contact us for further assistance.

### Live chat on our website



### Live chat is available

**Monday-Friday:** 08:00-17:00 (CAT)

Central African Time,

**Saturday-Sunday:** Closed.

**South African public holidays:** Closed

### Email us

[support@sparkfolios.com](mailto:support@sparkfolios.com)

[Tap to send email](#)

Emails are answered with 24 hours, weekends and holidays excluded.

### Call us

**Call: +27 87 235 1770**

**The call-centre is available**

**Monday-Friday:** 08:00-17:00 (CAT)

Central African Time,

**Saturday-Sunday:** Closed.

**South African public holidays:** Closed