Resetting the FFT User Account

V2.0

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Before you begin

Once you’ve received your Activation code for the FFT Aspire Administrator account you can reset your data site password using the simple process below.

Resetting sign-up process for user

1. Log into Aspire for Administrators https://admin.fftaspire.org

2. Hover over the ‘Manage Users’ tab at the top of the screen and select ‘Users I Manage’.

3. Select the relevant user from the list.

4. Select "Deactivate" and confirm. User cannot log in or use password reset process.

5. Select "Reactivate" to force a password reset for the user.

6. Hover over the ‘Manage Users’ tab at the top of the screen and select ‘Pending users’.

7. Make a note of the Activation code from the row containing your name.

8. An email entitled ‘An FFT Aspire account has been created for you’ will be issued with which a new password and set of security queries can be set up.

   Note that the username in this email will be identified as your email address.
Password and security answer criteria

1. Please note the following criteria for your password:
   - must contain at least one uppercase letter
   - must contain at least one lowercase letter
   - must contain at least one number
   - must contain at least one special character, i.e. ?, /, *, etc.

2. Please note the following criteria for your answers to the security questions:
   - must be at least six characters in length
   - not case-sensitive
   - please be aware that if you do use a space, it will count as a character