



# Resetting the FFT User Account





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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  and confirm. User cannot log in or use password reset process.
5. Select  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