

# User help guide

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FFT Aspire help files: User

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## Contents

Sign up and account activation ..... 2

Changing a password..... 3

Forgotten password..... 4

## Sign up and account activation

1. You will have received a system email inviting you to activate your Aspire account.
2. Click the link found in the body of the email.
3. Enter your authentication code as supplied by the administrator who set up the account.
4. Enter a password which fits the minimum criteria; the password criteria on the site will help confirm if the password is suitable.
5. Confirm the password in the second box.
6. Click **Next**.

**Set password (step 1 of 3)**

Please enter your account activation code (this can be obtained from your local FFT Aspire administrator).

Enter your activation code  
TypeYour!ActivationCodeHere ✓

Choose a password for your account. It must contain:

- at least one CAPITAL letter
- at least one lower case letter
- at least one number
- at least one special character
- and be between 8 and 50 characters in length

Create your password  
..... ▲  
Your chosen password does not meet the minimum requirements.

Confirm your password  
.....

Next or Cancel

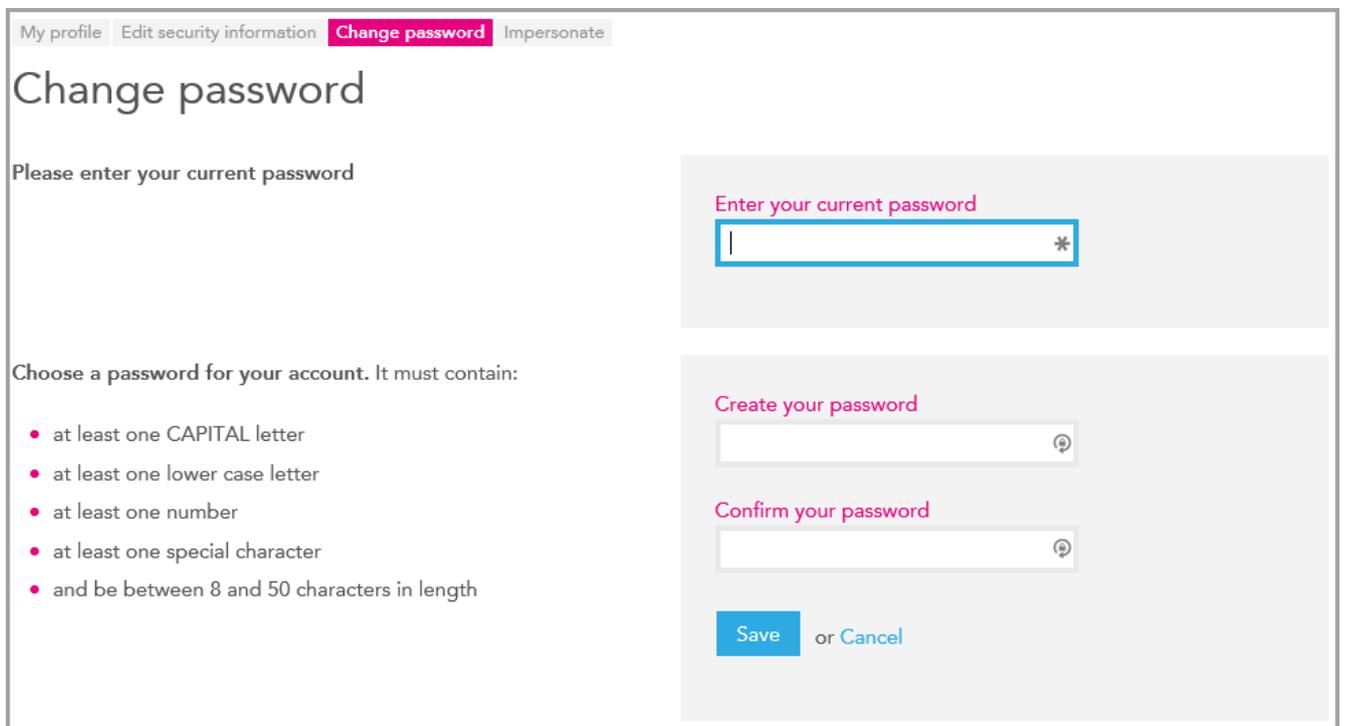
7. Select three security questions and answer each one. Make the answers easy to remember as you will need to give characters from these answers if you forget your password.
8. Click **Next**.
9. Optionally add a Title and review the check box to receive updates from FFT.
10. Click **Finish**.

11. You should now have access to Aspire. To continue you will need to agree to the terms and conditions.



## Changing a password

1. You can use this method to change either your main FFT Aspire account or your FFT Aspire Administration account.
2. Log into FFT Aspire <https://fftaspire.org> or for Administrators go to <https://admin.fftaspire.org>
3. Select the profile icon  at the top right hand corner of the screen.
4. Select **Change password**.



The screenshot shows the 'Change password' page with the following elements:

- Navigation tabs: My profile, Edit security information, **Change password**, Impersonate
- Section title: Change password
- Instruction: Please enter your current password
- Form field: Enter your current password (password type icon visible)
- Instruction: Choose a password for your account. It must contain:
  - at least one CAPITAL letter
  - at least one lower case letter
  - at least one number
  - at least one special character
  - and be between 8 and 50 characters in length
- Form fields: Create your password and Confirm your password (both with password type icons)
- Buttons: Save or Cancel

5. Enter your current password into the top box.

6. Enter your new password into the Create your password box, ensuring that you follow the password criteria shown on the left of the page. Confirm the new password by re-entering into the Confirm your password box.
7. Select **Save**.

## Forgotten password

1. Click **Forgotten your password?** from the Aspire login page. This is applicable to both the main FFT Aspire site <https://fftaspire.org> and the Aspire for Administrators site <https://admin.fftaspire.org>.



The screenshot shows the login interface with a 'Username' field containing 'john.smith1@email.com' and a 'Password' field with masked characters. Below the fields are two buttons: 'Log in' and 'Forgotten your password?'. The 'Forgotten your password?' link is circled in green, and a mouse cursor is pointing at it.

2. Enter your email address or Administrator username.
3. You will receive a system email to the email address that is used for your Aspire account. Click and follow the link found in the body of the email. Remember to check your junk folder if there are possible issues with receiving the automated email.
4. Enter the characters requested from the security questions. If you get these wrong 3 times, the account will be locked and you will need to contact your FFT Aspire administrator.
5. Enter a password which fits the minimum criteria; the password criteria on the site will help confirm if the password is suitable.
6. Confirm the password by re-entering into the Confirm your password box.

7. Click **Save**.

**Reset password**

Enter the required characters from your security answers.

Choose a password for your account. It must contain:

- at least one CAPITAL letter
- at least one lower case letter
- at least one number
- at least one special character
- and be between 8 and 50 characters in length

Favourite person from history?  
Enter characters 4 and 5 from your answer

Favourite film?  
Enter characters 11 and 16 from your answer

Create your password  
Confirm your password

**Save** or Cancel and return to login page

8. You should now have access to Aspire once again. To continue you will need to agree to the terms and conditions.