

How to Reset Your Password



STEP 1

From the login page, enter your email address and click on “Next”.

The screenshot shows the Sprague login interface. At the top is the Sprague logo. Below it is a red banner with white text: "ATTENTION: SECURITY UPGRADE" followed by instructions: "All existing and new customers **MUST** click the 'Sign Up' button at the bottom of this page to update your account username to an email address. If you have already upgraded your account, you can sign in below with your new credentials." Below the banner is a "Sign In" section with an "Email" label and a text input field containing "spraguedemo@test.com". A large blue "Next" button is positioned below the input field, with a red arrow pointing to it. Below the "Next" button are links for "Unlock account?" and "Help". At the bottom, there is a link: "Don't have an account? [Sign up](#)".

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STEP 2

Then click on “Forgot Password?”

The screenshot shows the Sprague login interface. At the top is the Sprague logo. Below it is a red banner with white text: "ATTENTION: SECURITY UPGRADE". The banner text reads: "All existing and new customers **MUST** click the 'Sign Up' button at the bottom of this page to update their account information. If you have already upgraded your account, you can sign in below with your new credentials." A circular callout with a blue padlock icon and "****" is overlaid on the banner. Below the banner, the text "Verify with your password" is followed by the email address "spraguedemo@test.com". There is a "Password" label above a text input field. Below the input field is a blue "Verify" button. At the bottom, there is a link for "Forgot password?" which is circled in red, and a link for "Back to sign in".



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STEP 3

- Click on the desired reset option (Text or Email).
- Text message will only be an option if a phone number has been added to the account for phone reset.

The screenshot shows the Sprague password reset page. At the top is the Sprague logo. Below it, the heading "Reset your password" is displayed. The email address "spraguedemo@test.com" is shown with a user icon. The instruction "Verify with one of the following security methods to reset your password." is centered. There are two options: "Email" with a blue envelope icon and a "Select" button, and "Phone" with a blue telephone handset icon and a "Select" button. At the bottom left, there is a link that says "Back to sign In".



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STEP 4

For text messages, click on “Receive a code via SMS” and then, on the next screen, enter the verification code sent.



ATTENTION: SECURITY UPGRADE

All existing and new customers **MUST** click the "Sign Up" button at the bottom of this page to update your username to an email address. If you have already upgraded your email address, you can sign in below with your new email address and credentials.

Verify with your phone

 spraguedemo@test.com

Send a code via SMS to your phone.

Carrier messaging charges may apply

[Receive a code via SMS](#)

[Verify with something else](#)

[Back to sign in](#)

ATTENTION: SECURITY UPGRADE

All existing and new customers **MUST** click the "Sign Up" button at the bottom of this page to update your username to an email address. If you have already upgraded your email address, you can sign in below with your new email address and credentials.

Verify with your phone

 spraguedemo@test.com

A code was sent to your phone. Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

[Verify](#)

[Verify with something else](#)

[Back to sign in](#)



How to Reset Your Password



STEP 5

For email, click “Send me an email” and then go to your email inbox. The subject of the email will be “Account Password Reset.” Next, click the “Reset Password” button in the email body or use the six-digit code instead.

spragueonline - Okta Password Reset Requested

Hi

A password reset request was made for your Okta account. If you did not make this request, please contact your system administrator immediately.

Click this link to reset the password for your username, spraguedemo@test.com

Reset Password

This link expires in 5 minutes.

Can't use the link? Enter a code instead: *****

If you experience difficulties accessing your account, send a help request to your administrator:

Go to your [Sign-in Help](#) page. Then click the Request help link.



How to Reset Your Password



STEP 6

Type your new password. Make sure it fits the password requirements. Click Reset Password.



Reset your Okta password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Does not include your last name

New password

Repeat password

Sign me out of all other devices.

Reset Password

[Back to sign in](#)