

SOP 02 | Getting started

Reset a password and unlock the app

Recover access to your existing account.

For Web and mobile · Administrator / Supervisor / Associate

Before you start Have access to the email address on your workforce account.

Open Sign in > Forgot password or Reset password

Step 1 Request a reset

On the website select Forgot password. On mobile enter your email and select Reset password.

Step 2 Open the latest email

Use the latest password reset link and follow the confirmation screen. Keep the link private.

Step 3 Save a new password

Complete the password and confirmation fields, submit, then return to sign in.

Step 4 Unlock an existing session

If mobile shows Session locked, select Use device unlock. Use another account signs out and returns to account entry.

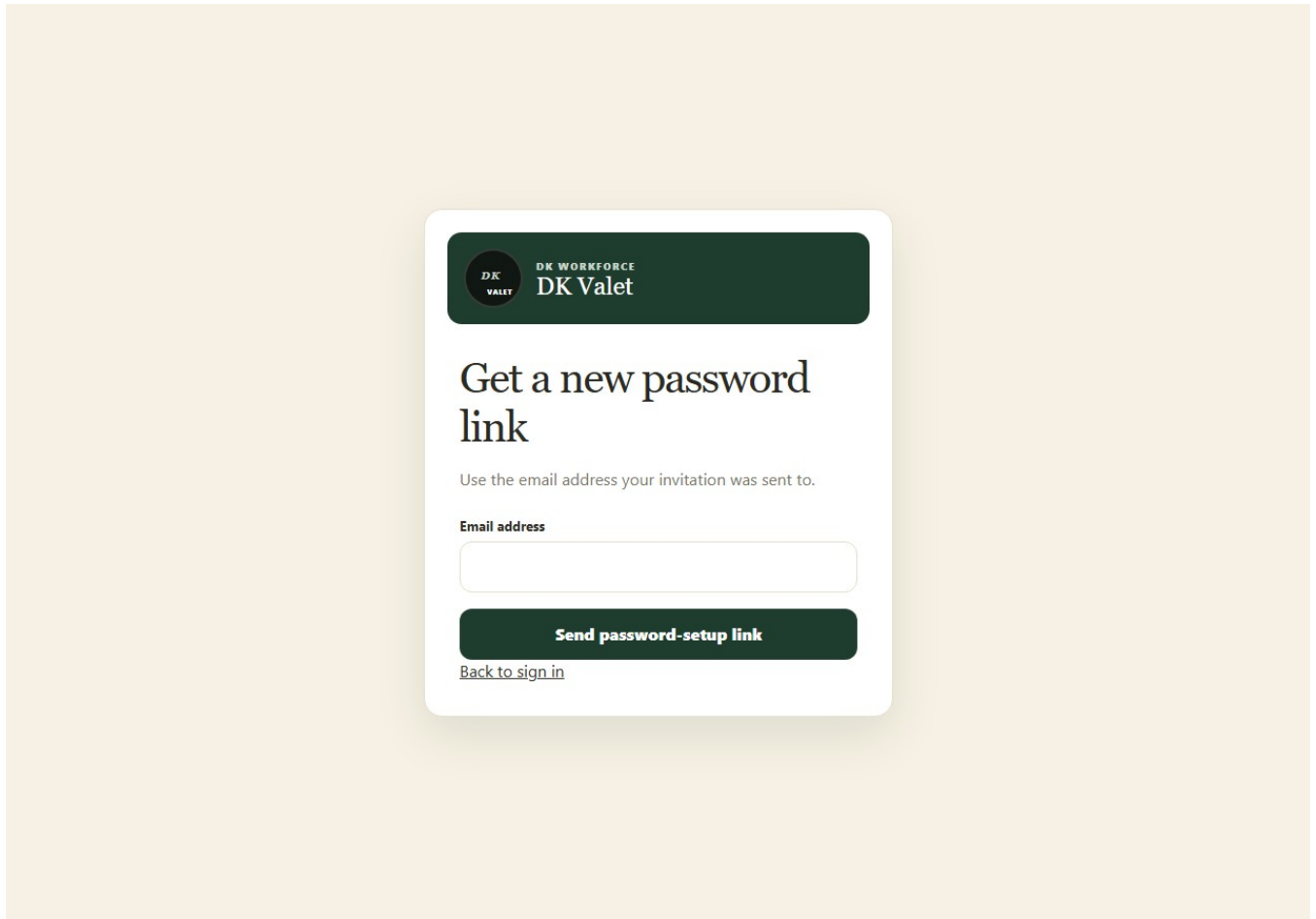
Check your result You can sign in with the new password or unlock your existing session.

If something goes wrong If a link is invalid, request a fresh one. If delivery or account status still prevents access, contact your supervisor.

See the picture reference on the next page.

SOP 02 Picture reference

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Step 1 · Request an email to recover your existing workforce account.

Application screenshot with training data.