MySpark Central Registration and Log in Guide

- How to Register
- Password Reset & Username Recovery
- Two-Factor Authentication Set Up

Registration from web browser

- 1. Open MySpark Central from a web browser.
- 2. Click on Create a new account.
- 3. Complete all the registration fields, including all three security questions and click **Submit**.
- 4. You will be brought back to the main log in page to enter your username and password and log in.
- 5. Upon your first log in you will be prompted to set up <u>two-factor authentication</u>.

Please note: if you receive an error message it may be that the information you entered did not match what we have in our system. Confirm you are entering your full first and last name as it appears in payroll or medical benefits (no abbreviations).

If you need assistance contact: <u>admin@wellsparkhealth.com</u> or call 877-224-7350.



<u>Click here</u> for a brief video on how to register on MySpark Central.

	Ð	
	Login	
Username		
*		
Password:		Forgot Username ⊘
ô		
		Forgot Password ⊘
	🗸 Login	
	Create a new account	

Registration from mobile app

- 1. Download the WellSpark Health App from your Apple or Android device.
- 2. Enter the registration code provided by your employer and click **Register**.

If you already registered and are logging in from the app for the first time, enter the registration code and click 'Already have a Login'.

- 3. Complete all the registration fields, including all three security questions and click **Submit**.
- 4. You will be brought back to the main log in page to enter your username and password and log in.
- 5. Upon your first log in you will be prompted to set up <u>two-factor authentication</u>.

Please note: if you receive an error message it may be that the information you entered did not match what we have in our system. Confirm you are entering your full first and last name as it appears in payroll or medical benefits (no abbreviations).

If you need assistance contact: <u>admin@wellsparkhealth.com</u> or call 877-224-7350.





Password Reset & Username Recovery

Resetting your password

- 1. Go to the MySpark Central log in page (from the app or web browser).
- 2. Click on **Forgot Password** under the Password field and follow the prompts:
 - Enter your username (If you don't remember your username, follow the instructions below to recover your username).
 - Enter your date of birth in mm/dd/yyyy format.
 - Answer your security question.
 - Change your password* and click **Submit**.
 - You may be prompted to set up <u>Two-Factor</u> <u>Authentication</u> if you haven't already set it up.
- 3. You will then be directed to the log in page where you can enter your username and new password to log in.

Please note: if you receive a message that a password reset link has been sent to your email, it means something was entered incorrectly. You may want to follow the *Recovering your username* instructions below to confirm your username.

If you need assistance contact: <u>admin@wellsparkhealth.com</u> or call 877-224-7350.

	0	
Username		
±		
Password:		Forgot Username ⊘
ĉ		
		Forgot Password 🥥

Change Your Password

New Password:

٥	• • • • • • • • •		()
Confirm New Password:			
⋳	••••		
\oslash	Match	Length	Alpha Numeric and Special
✓ Submit			

* Passwords must be at least 8 characters and contain at least 1 letter and 1 number and not use sequential letters or numbers (abc123). You will be prompted to change your password every 12-months and may not reuse passwords. You can click the info icon next to New Password to see these requirements.

Recovering your username

- 1. Go to the MySpark Central log in page (from the app or web browser)
- 2. Click on Forgot Username under the Username field.
- 3. Enter your email address associated with your MySpark Central account then click **Submit** and you will receive an email with your username. If the email address you entered does not match what is associated with your account, you <u>will not</u> receive an email.

If you need assistance contact: <u>admin@wellsparkhealth.com</u> or call 877-224-7350.

	Login	
Username		
±		Forgot Username ⑦
Password:		
ð		
		Forgot Password 🕥



Login

Set Up of Two-factor Authentication

Two-factor authentication is a security measure used to ensure your account and information are kept safe. You have the option to set up authentication through email or using the Authenticator app (download required). You can change your selection at any time by logging in to MySpark Central and visiting your account profile settings. It is recommended to log in from a laptop or desktop computer to set up your two factor authentication.

Setting up two-factor authentication with email

- 1. Select **Email** as your method for authentication.
- 2. Enter your email address to receive one-time verification code.
- 3. Enter the verification code provided and select **remember this computer for 30 days** to allow for easy log in moving forward. Authentication is required every 30 days.
- 4. Click Verify
- 5. You will receive a success message and can click **Continue** to log in to MySpark Central using your credentials.

If you need assistance contact: admin@wellsparkhealth.com or call 877-224-7350.

0	Set up Verify yc Please c	Two-Factor Authentication our identity with a one-time verification code. choose how you will receive your code.	Please enter verification code	3 Success! To set up a secondary authentication method, go to My Account and click on the Two Factor Authentication tab.
	$\mathbf{>}$	user@email.com	Remember this computer for 30 days.	Continue
		Enter the email where you would like your verification code to be sent.	. / Verify	
	\bigcirc	•• Authenticator App	veny	
		Continue		

Setting up two-factor authentication with Authenticator App

- 1. Download the Microsoft or Google Authenticator app from your mobile app store. Open the app and click the + sign to add account and select 'Other Account' from the list of options.
- 2. Select **Authenticator App** as your method for authentication.
- 3. Scan the QR code that appears on the screen to receive a verification code in your authenticator app. If you are using a mobile device, click **Enter code manually** and copy and paste the code that appears under the QR code.
- 4. Enter the verification code provided and select **remember this computer in 30 days** to allow for easy log in moving forward. Authentication is required every 30 days.
- 5. Click Verify
- 6. You will receive a success message and can click **Continue** to log in to MySpark Central using your credentials.

Scan the QR code below or manually type the key seen below the QR code into your authenticator app	2 Please enter verification code	Success! To set up a secondary authentication method, go to My Account and click on the Two
	07	Factor Authentication tab.
		Continue
्राच्याः स्वयं विश्वम् । अन्य राज्याः स्वयं विश्वम् विश्वम् ।	Remember this computer for 30 days.	
	✓ Verify	
2QHS TSHZ EAZZ RIXM 4UB2 CKHL GXAK 5JXF		

If you need assistance contact: <u>admin@wellsparkhealth.com</u> or call 877-224-7350.

