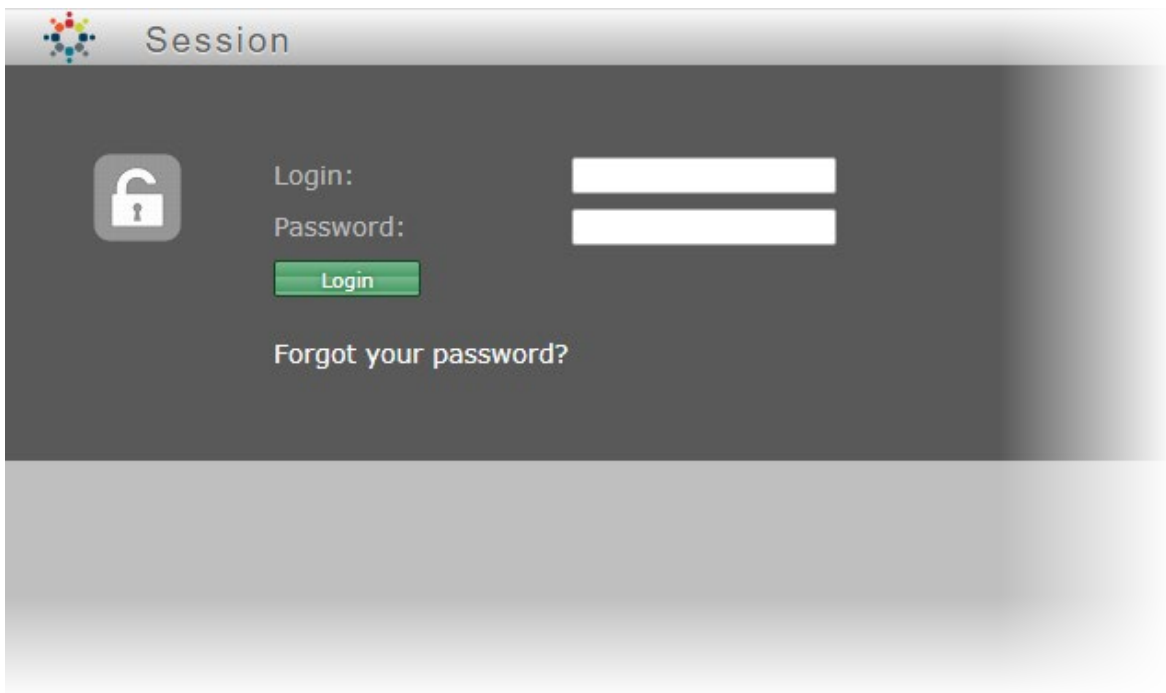


Managing TripSpark

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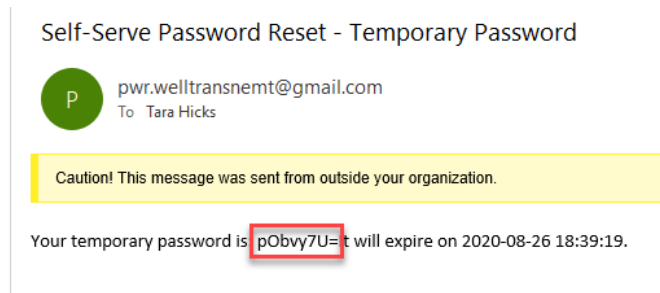
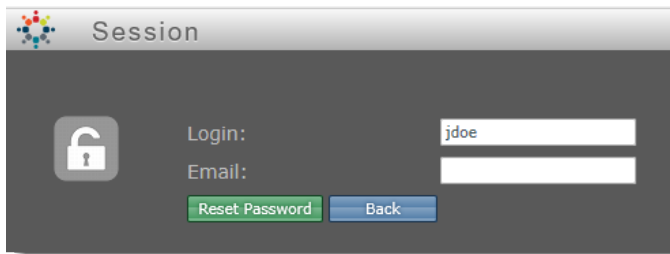


Getting Started with TripSpark

TripSpark Password Reset:

1. At the login screen, enter your username, then click the *Forgot your password?* link.
2. Enter your email in the **Email** field, then click the green **Reset Password** button.

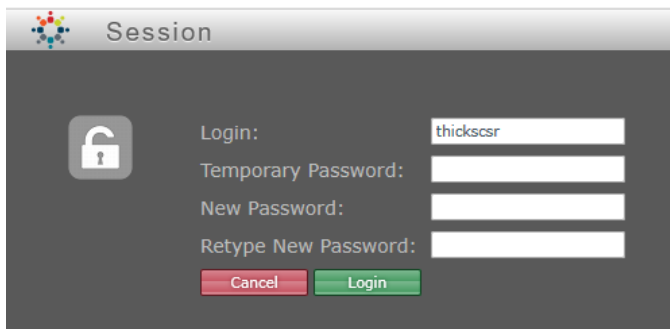
Note: A temporary email will be sent to your email.



3. Enter the temporary password in the **Temporary Password** field.
4. Enter a new password in the **New Password** field.

Note: DO NOT create the same password you used before. Instead, create a password that you have never used in TripSpark before.

5. Re-enter the new password in the **Retype New Password** field, then click **Login**.

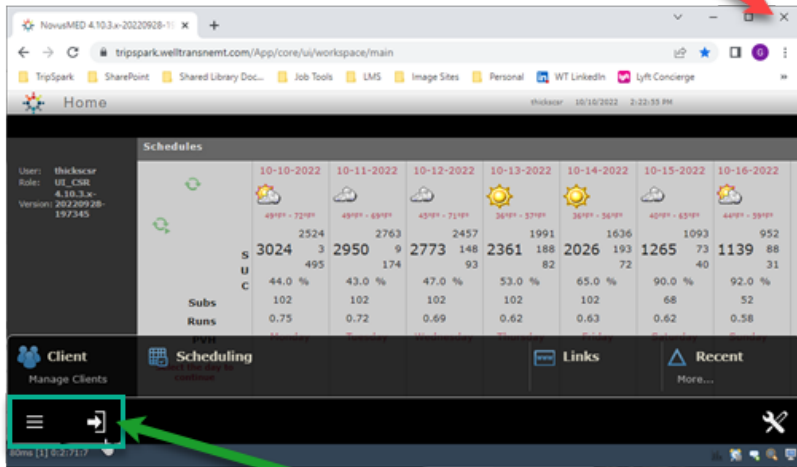


Getting Started with TripSpark

Logging Out of TripSpark:

Always log out of TripSpark by using the menu path **Main Menu > Exit** located in the lower left-hand corner of the window. Never log out of TripSpark by clicking the X in the upper right-hand corner of the browser. Doing so will not fully log you out, which can cause issues after a while.

X Do not exit by closing the browser.



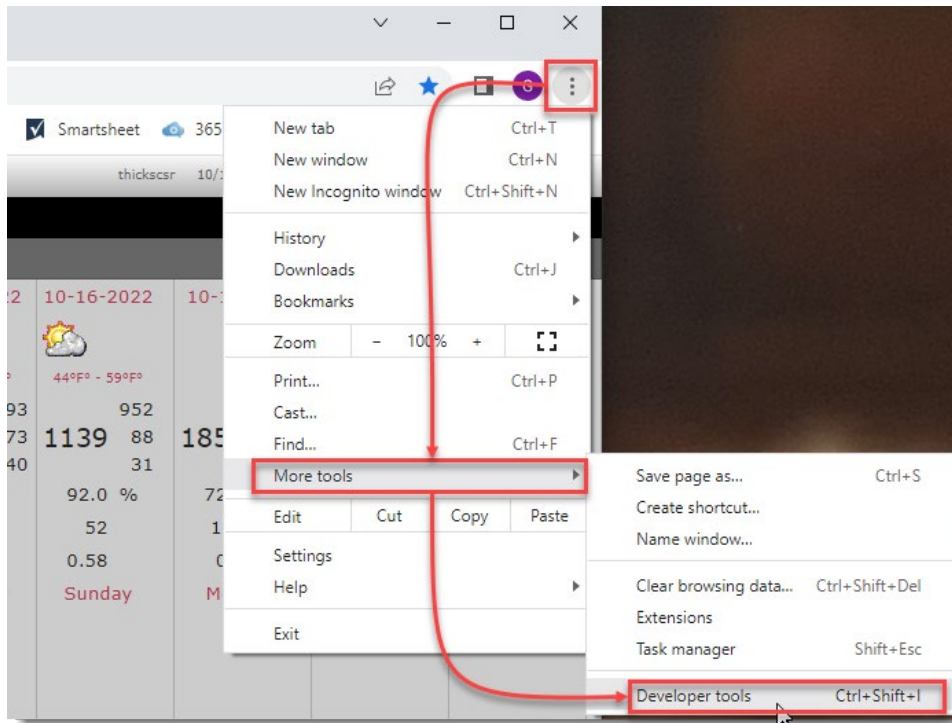
✓ Always exit by using the menu path Main Menu > Exit.

Getting Started with TripSpark

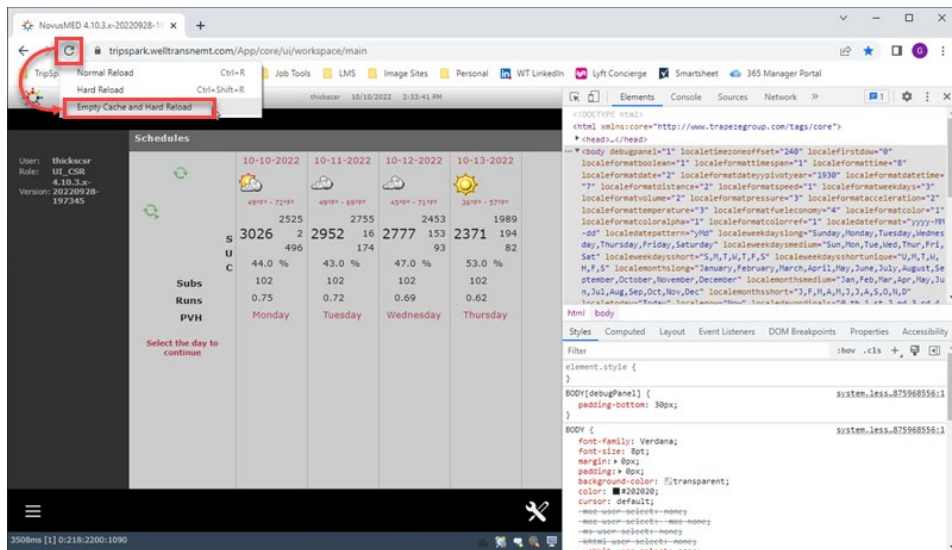
Clearing Cache:

To help prevent performance issues down the road, clear your cache at least 3 times a day by performing the following steps:

1. With TripSpark open in Chrome, click the 3 dot icon in the upper right-hand corner of the window, then select More tools > Developer Tools.

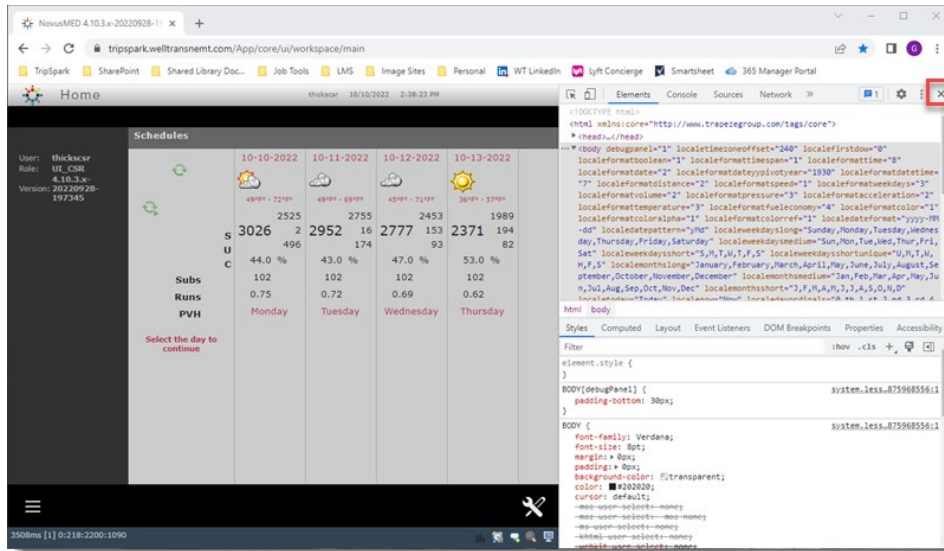


2. When a code window pops up on the right-hand side of the window, right-click on the Refresh icon, then select *Empty Cache and Hard Reload*.



Getting Started with TripSpark

3. The code window will jump around a bit. Once it settles down, close the code window by clicking the X located in the upper right-hand corner of the code window.

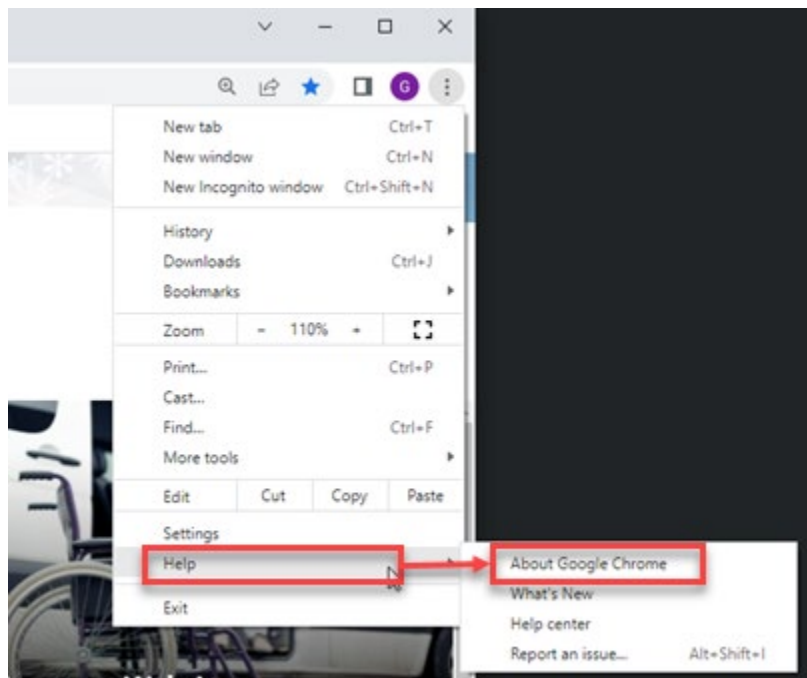


Ensuring the Browser is Up to Date:

It's always good to ensure your browser is always up to date. Perform the steps below occasionally to ensure you have the latest browser. These steps may slightly vary, depending on which browser you're using. In this example, Chrome is the browser.

1. With the browser open, click the 3-dot icon in the upper right-hand corner of the window, then select **Help > About [Google] Chrome**.

Getting Started with TripSpark



2. If the browser is up to date, you will get a message like the one shown below. Otherwise, it will present a button for you to click to update the browser.

