

How to Reset Your Password in SPARS

March 2025



Welcome to the **How to Reset Your Password in SPARS** training video. My name is [Name] and I'm part of the SPARS team that provides technical support to SAMHSA grantees and staff that use SPARS. During this video, we will provide instructions on how SPARS users can reset their password through the SPARS website.

Learning Objectives

By the end of this training, SPARS users will be able to:

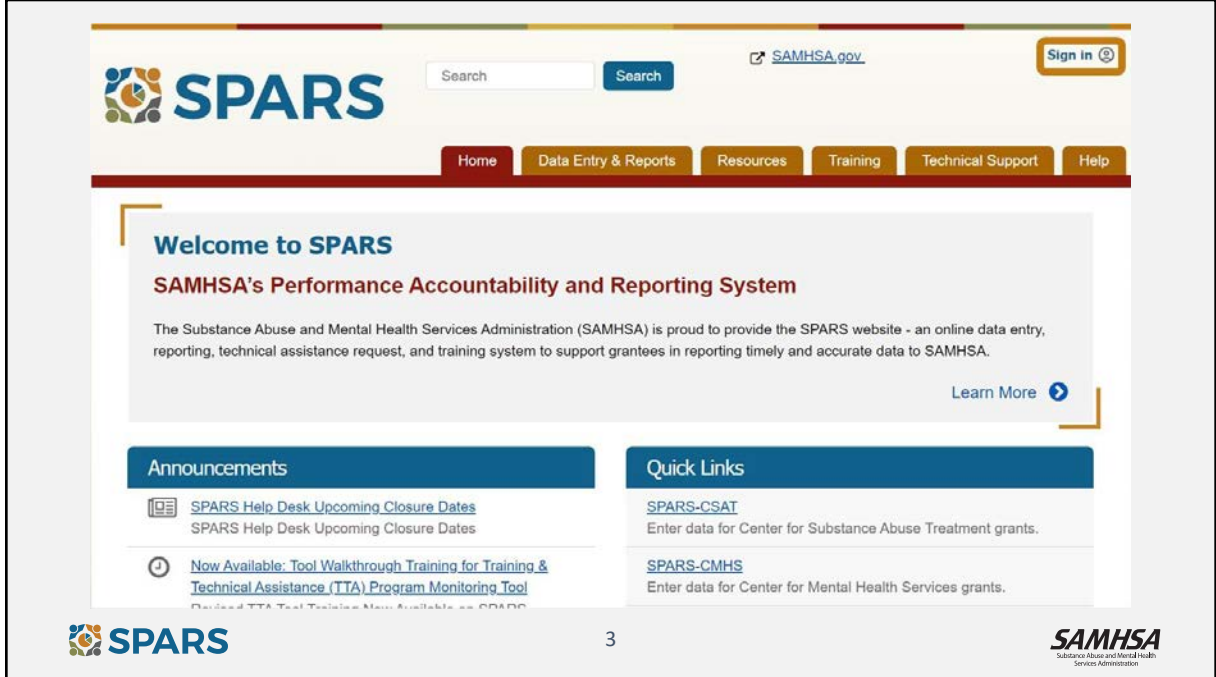
- Reset a forgotten or unknown password
- Reset a password while signed in to SPARS



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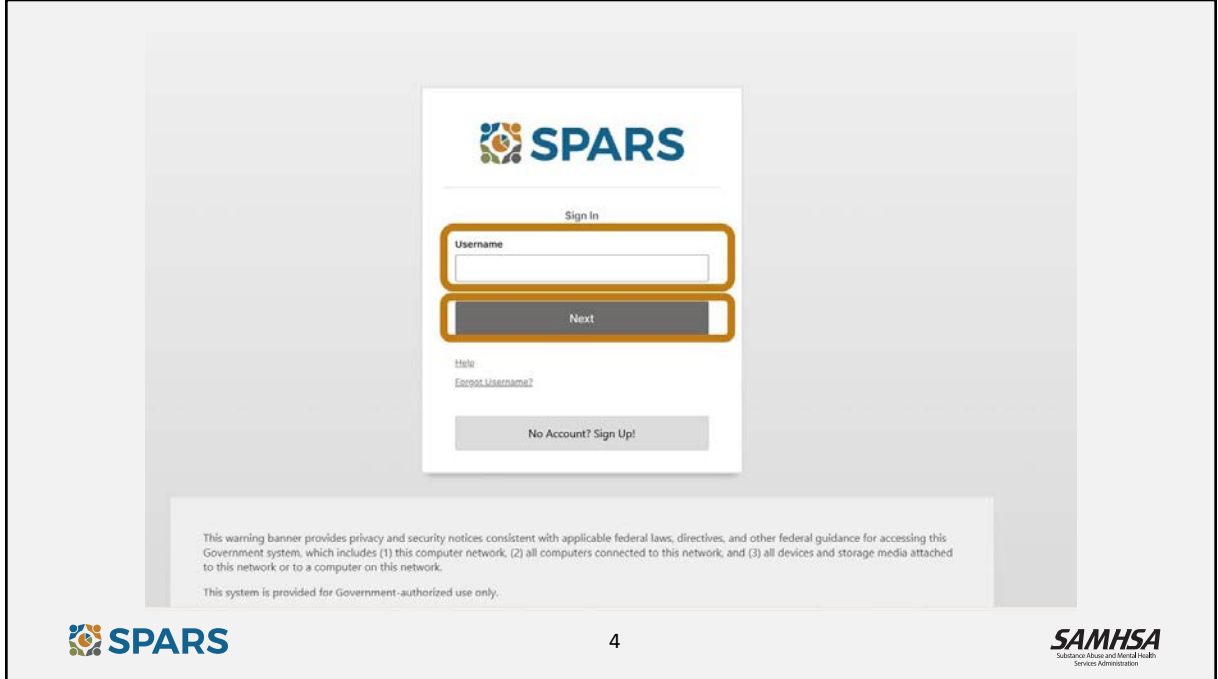
By the end of this training, users will learn how they can reset a forgotten or unknown password in SPARS using the new SPARS Sign In page. Users will also learn how they can reset their password while signed into the system.



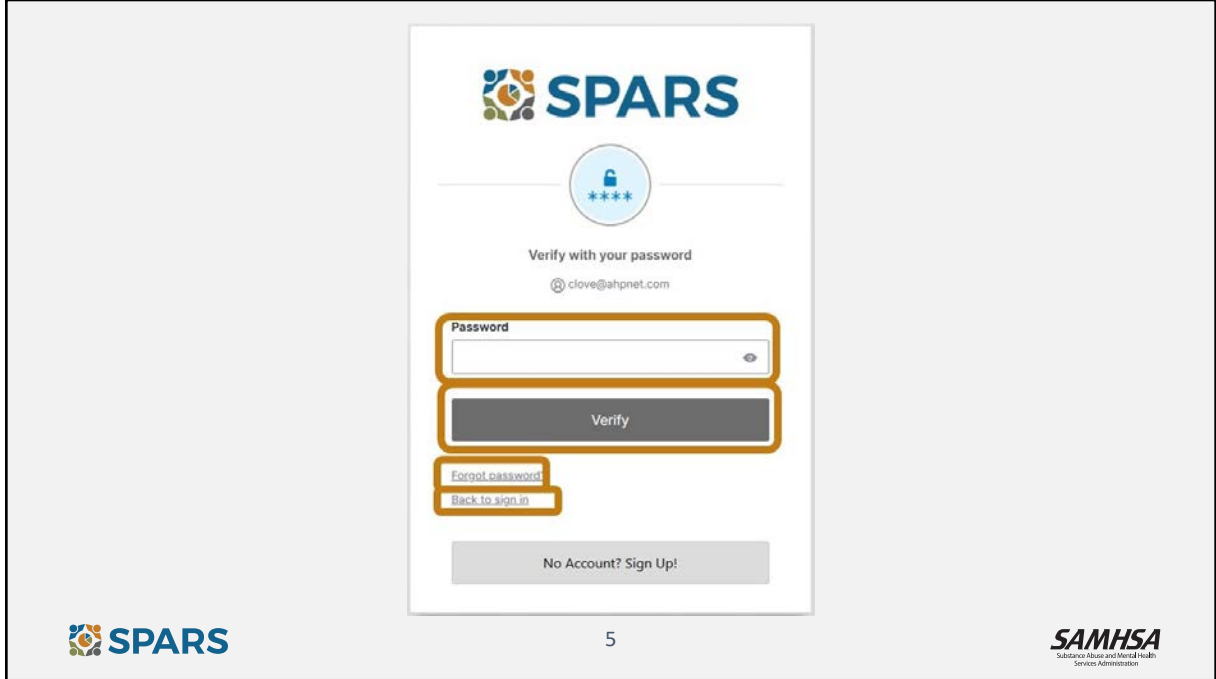
To begin the process of resetting a user password, start on SPARS Homepage ([Homepage | SPARS](#)). On the homepage, the user can go to their preferred area by clicking on any of the tabs at the top of the home page, such as Data Entry & Reports, Resources, Training, and Technical Support, the links within the Quick Links section, or the “**Sign in**” link at the top right corner of the SPARS homepage.

For this training, we will access SPARS by using the “**Sign in**” link located at the top right corner of the screen.

Let’s click on “**Sign in**”.



Regardless which option you choose, the user will be redirected to the SPARS Sign In page. You must enter your SPARS username within the “**Username**” text box and click “**Next**” to proceed with sign in.

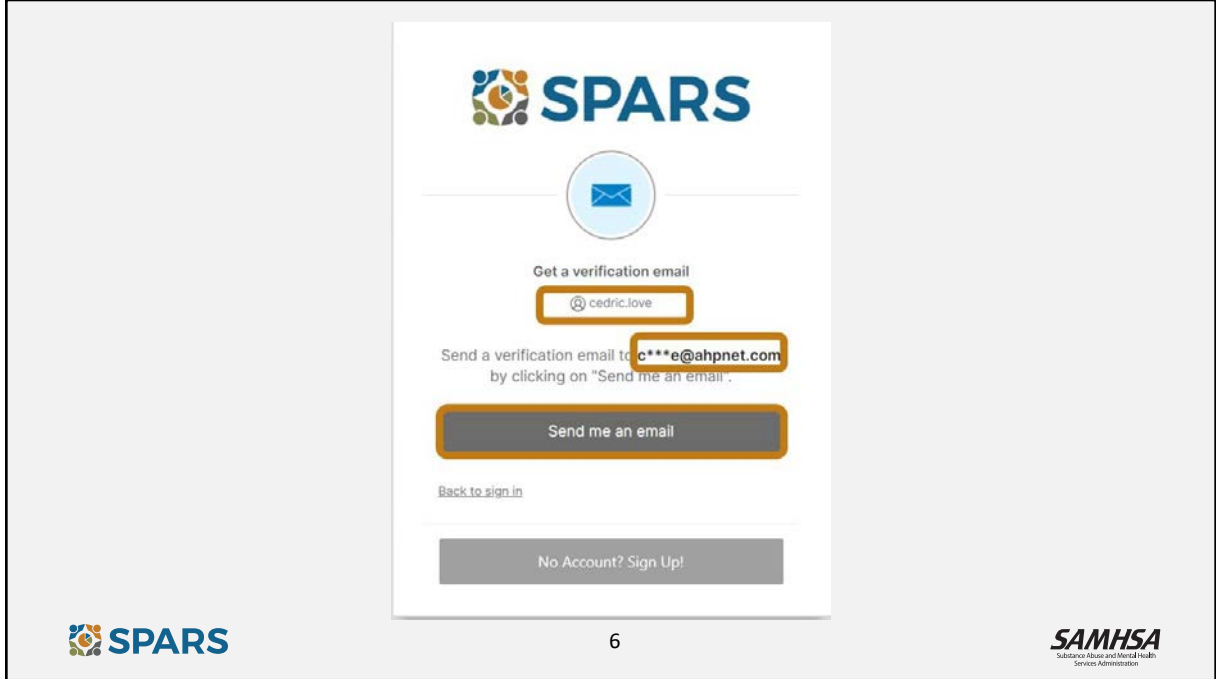


Upon entering a username, the user will be redirected to a new webpage to enter the password into the "**Password**" text box and click "**Verify**" to proceed. The user will immediately be notified if the password that was entered is incorrect.

SPARS users who have forgotten their password can click "**Forgot password?**" link to reset their password.

If SPARS users need to go back to the username sign in, they can click the "**Back to sign in**" link to return to the previous page instead of using their internet browser's back button. This option may be useful for users who have multiple SPARS accounts and who may have entered the wrong username associated with the password that is being entered.

Let's continue the resetting a password process by clicking "**Forgot Password?**".



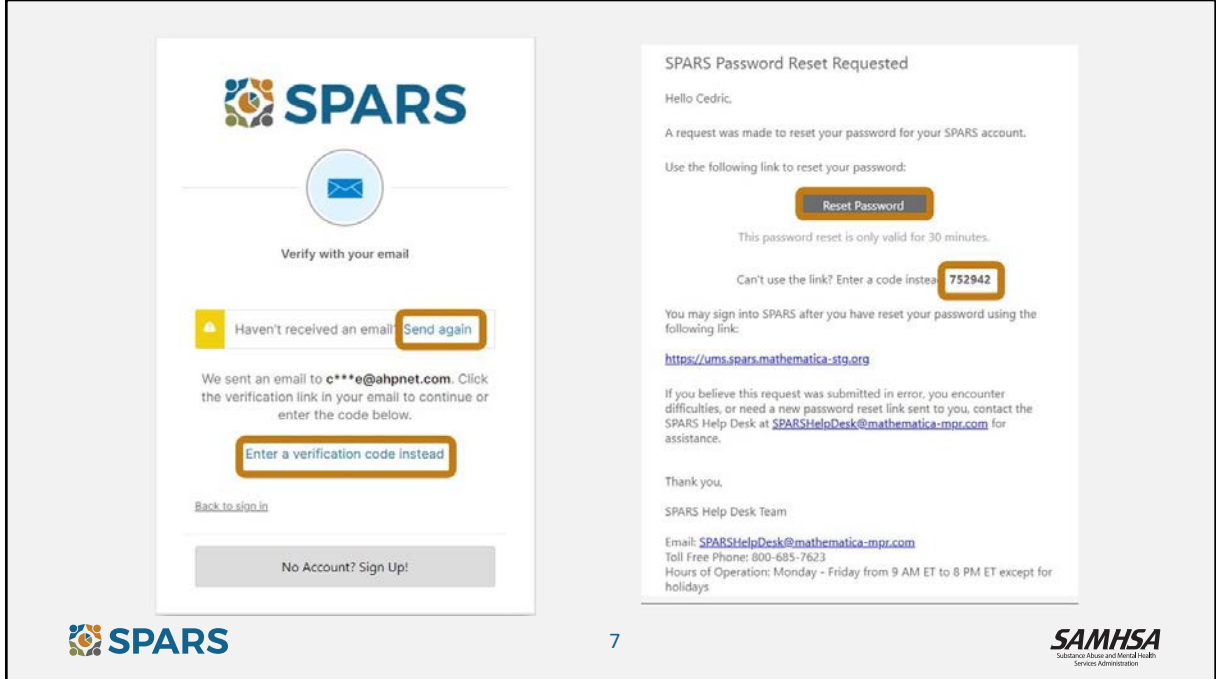
Upon clicking **“Forgot Password?”**, the user will be asked for an email address to verify the user account. The email must match the email address associated with the SPARS username provided when the account was first established.

While looking at the verification email screen, the user should review the profile icon by their username to ensure that the password that is being reset is for the correct username.

SPARS will display to the user a partial version of the email address associated with the username. This email address is the one to which a password reset email will be sent. The user should verify that the email address shown is the one expected, so that the SPARS verification email is not sent to someone else. If the email address shown on the screen is incorrect or the user no longer has access to the email address associated with their SPARS account, they will need to have their grant’s Project Director contact the SPARS Help Desk with a request to change their email address in SPARS.

If the email listed on the webpage is correct, SPARS users can click **“Send me an email”** button.

We will now click on **“Send me an email”**.

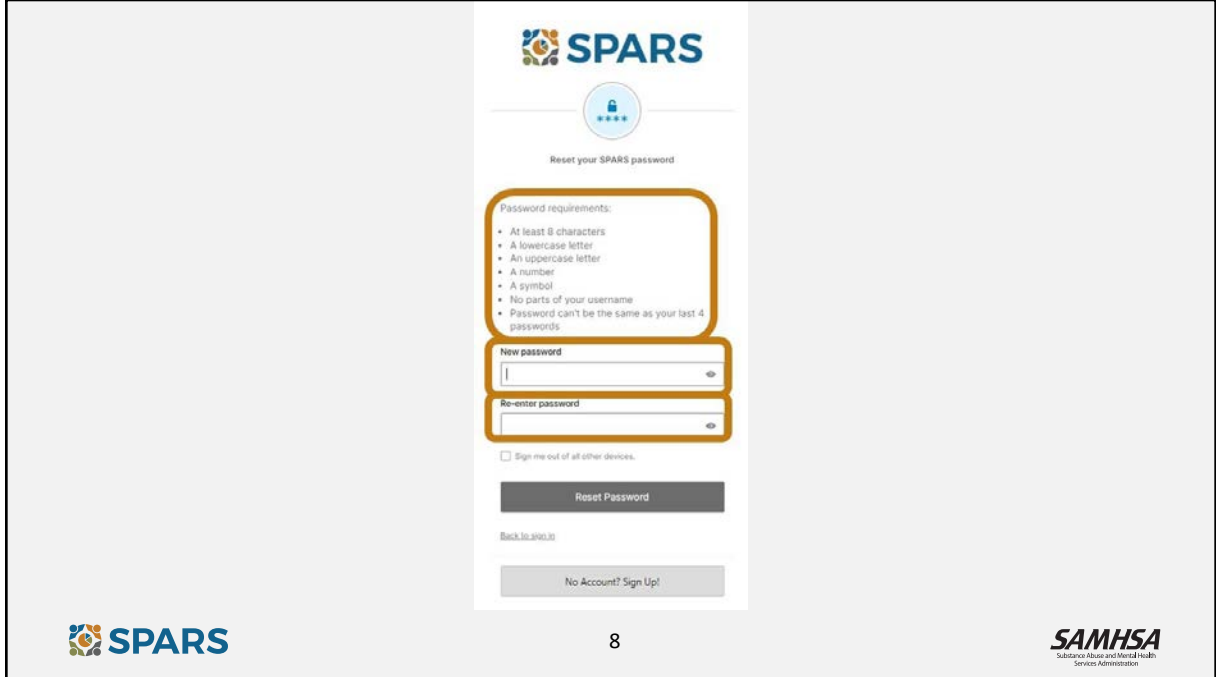


SPARS notifies the user that an email has been sent to the email associated with their account. The password reset email will be sent with the title “SPARS Password Reset Requested.” The email will contain a link to initiate a password reset and should be received within a matter of seconds. If the user does not receive the password reset email, they can click the “**Send again**” link, to have SPARS send another password reset email.

When the user receives the password reset email, they can click “**Reset Password**” link in the email to proceed with establishing a new password for their account. Note that this password reset link in the email is active for only 30 minutes, so it is best for the user to reset their password when there is time available to complete the password reset.

If the user is having trouble using the “**Reset Password**” link, they can copy the six-digit code found within the SPARS password reset email and click “**Enter a verification code instead**” to start establishing a new password.

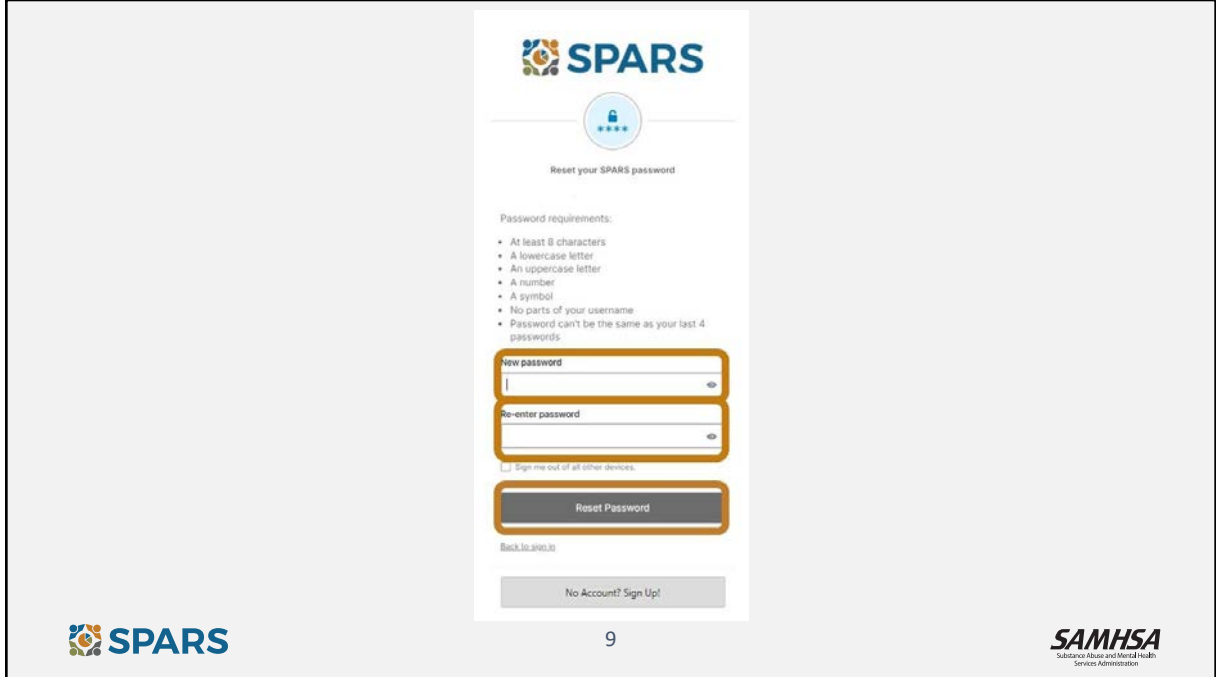
We will now click on “**Reset Password**” to begin establishing a new password.



Upon clicking the **“Reset Password”** link within the verification email or using the **“Enter a verification code instead”** link, SPARS users will be transported to the **“Reset your SPARS Password”** webpage.

SPARS users can use the **“New password”** and **“Re-enter password”** text boxes to enter and confirm their new password. Note, while typing the password the user will see their password entered as dots. However, the user can use the eye icon located on the far-right side of each of text boxes to view the characters within the text boxes, confirm the passwords match and have been spelled correctly.

When creating a new password, the user should create a password that is at least 8 characters long, contains a lowercase letter, an uppercase letter, a number, and a symbol such as an exclamation point or question mark. Additionally, new passwords cannot be one of the last four passwords associated with the SPARS account and can't contain any part of the grantees SPARS username.

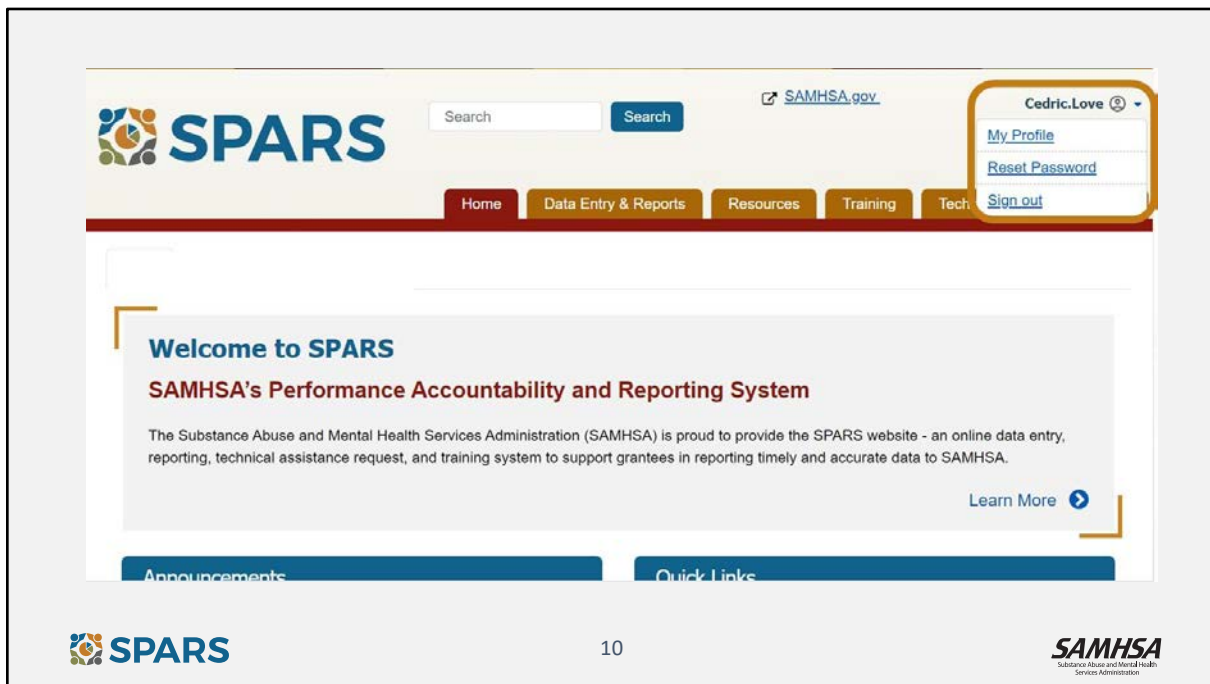


Once the user has entered their password within the text boxes, click **“Reset Password”** to complete resetting the password.

If the password does not meet the SPARS password requirements, the password will be rejected, and SPARS will remind the user of the password requirements. SPARS users must return to the **“New password”** and **“Re-enter password”** text boxes to ensure that the password meets SPARS requirements, and that the password typed in both text boxes match.

If the password adheres to the password requirements, the newly submitted password will become the password that the user can use to sign in to the system. Upon successfully resetting a password, SPARS users will automatically be signed in to SPARS and directed to the SPARS Homepage.

The check box next to **“Sign me out of other devices”** allows SPARS users who check this box to sign out of all devices that have their SPARS sign in credential saved with the previous password. Selecting this checkbox is optional and will not prevent SPARS users from resetting their password.

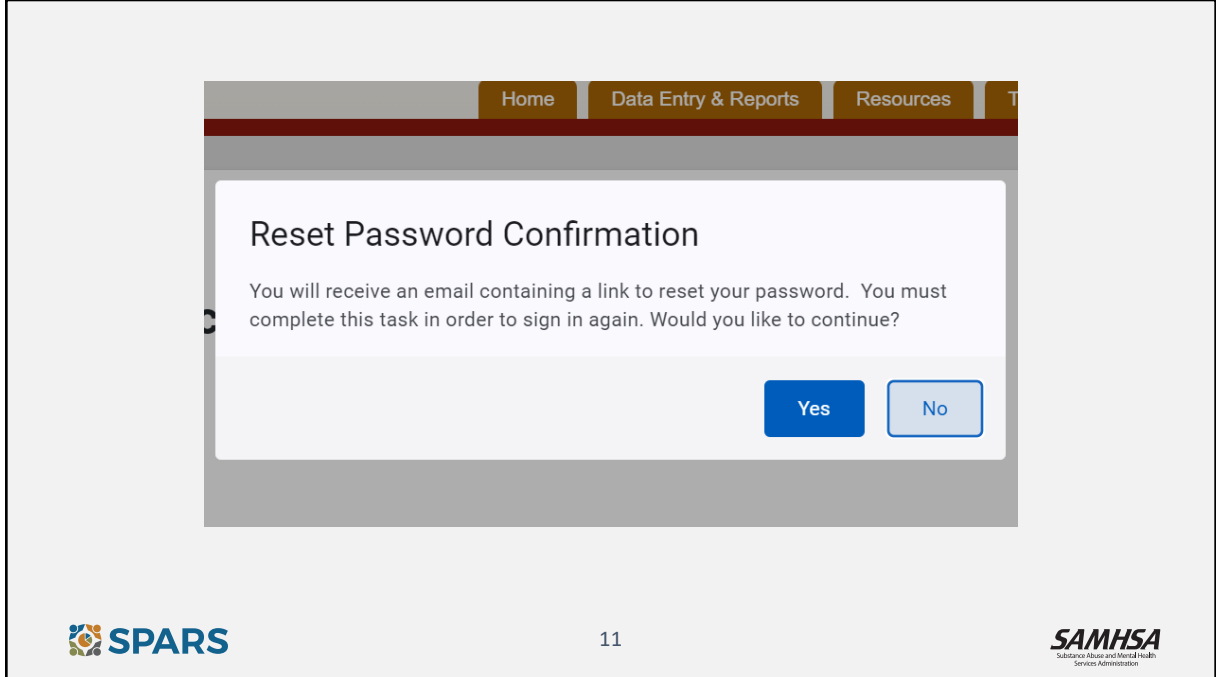


Passwords can also be changed while signed in to SPARS. To change a password while signed in the system, the user can click their name next to the **My Profile** icon at the top right corner of the screen. The **“Reset Password”** option can be used to allow the user to change their current password.

Other profile dropdown options include:

- **“My Profile”** – Allows SPARS users to make edits to their user profile such as email address, phone number, and name. View the **How to View and Edit Your SPARS Profile Information** training video for more information on how to update a SPARS profile.
- **“Sign out”** – Allows SPARS users to sign out of SPARS. View the **How to Sign in to SPARS** training video to view how to sign out of a SPARS account.

To start the process of changing a password while signed into SPARS, the user can click the **“Reset Password”** link.



Upon clicking “**Reset Password**” link, a dialogue box appears to inform the user that an email will be sent to the email address associated with their SPARS account. If the SPARS user clicks “**Yes**”, an email similar to the reset password email will be sent. While resetting a password through this process the user must complete the reset password process described earlier in the video to sign in to SPARS again. If “**No**” is clicked, SPARS users will be able to cancel this request and continue to use their current password.



Hello Cedric,

Your SPARS password is set to expire in 1 calendar day. To avoid sign in interruption, use the following link to change your password:

<https://spars-ums.samhsa.gov>

If you encounter difficulties or have questions, contact the SPARS Help Desk at SPARSHelpDesk@mathematica-mpr.com for assistance.

Thank you,

SPARS Help Desk Team

Email: SPARSHelpDesk@mathematica-mpr.com

Toll Free Phone: [800-685-7623](tel:800-685-7623)

Hours of Operation: Monday - Friday from 9 AM ET to 8 PM ET except for holidays



It's important to know that your SPARS password will expire after 60 calendar days. Users must change their password once before the 60 calendar days expiration to prevent their password from expiring. Users will receive three emails from the SPARS Help Desk (sparshelpdesk@mathematica-mpr.com) reminding them to change their password. These emails are sent 10 calendar days, 5 calendar days, and 1 calendar day before their password expires. Note, users must contact the SPARS Help Desk at sparshelpdesk@mathematica-mpr.com or (800) 685-7623 if they don't reset their password before the password expiration date.

Additional SPARS User Trainings

Other SPARS user management trainings available include:

- How to Sign in to SPARS
- How to Find Your Username in SPARS
- How to View and Edit Your SPARS Profile Information

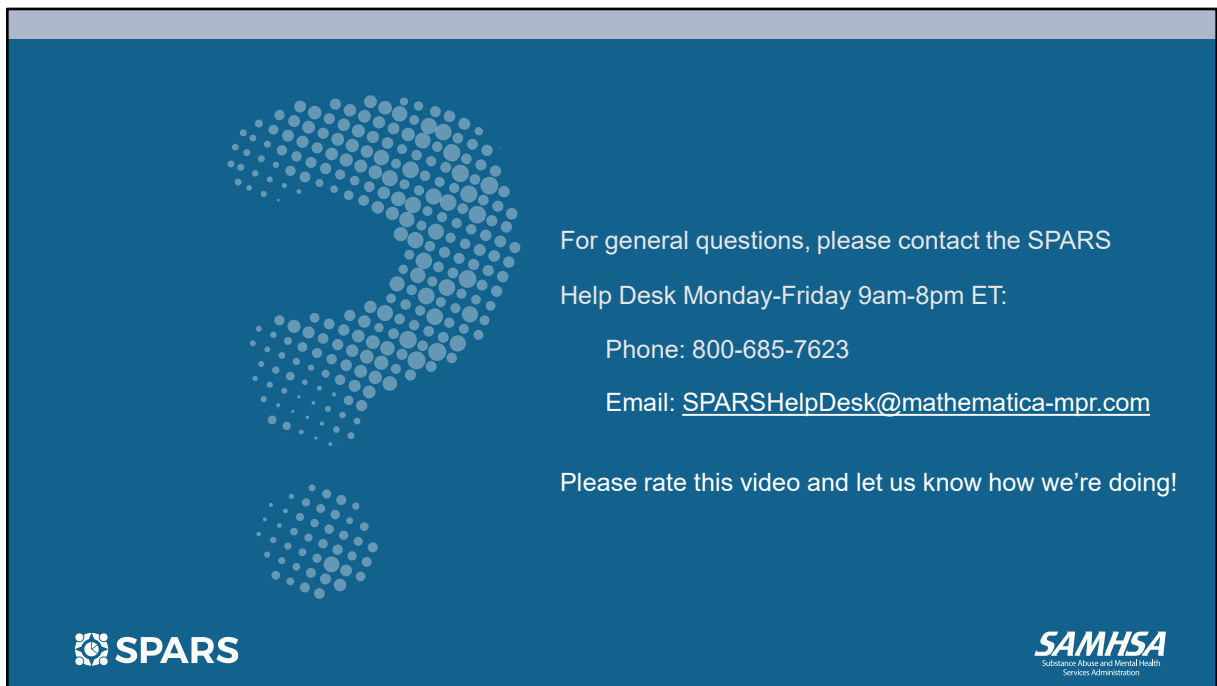


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For more information on how to use SPARS, users can view the following trainings:

- **How to Sign in to SPARS**
- **How to Find Your Username in SPARS**
- **How to View and Edit Your SPARS Profile Information**

A blue rectangular graphic with a large, stylized question mark on the left side, composed of many small, light blue dots. To the right of the question mark, white text provides contact information for the SPARS Help Desk. At the bottom left is the SPARS logo, and at the bottom right is the SAMHSA logo.

For general questions, please contact the SPARS
Help Desk Monday-Friday 9am-8pm ET:
Phone: 800-685-7623
Email: SPARSHelpDesk@mathematica-mpr.com

Please rate this video and let us know how we're doing!

SPARS

SAMHSA
Substance Abuse and Mental Health
Services Administration

Thank you for joining us for the **How to Reset Your Password in SPARS** training.

If users have any questions or issues, they can reach out to their GPOs or to the SPARS Help Desk whose contact information is presented here on the screen. The Help Desk is open Monday through Friday from 9am to 8pm Eastern Time. The SPARS Help Desk is closed on New Years Day, Martin Luther King Jr Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after Thanksgiving, and Christmas Day. Users can also check the SPARS announcement page on the SPARS homepage to look for upcoming holidays for when the help desk will be closed. When contacting the SPARS Help Desk, users are encouraged to provide their name, organization, grant number, and a detailed description of their question. Grantees can also request Technical Assistance for any topics discussed in the virtual training.

If you have any feedback related to this video or suggestions for other trainings, please complete the SPARS Feedback Survey after viewing this course. At the end of the video, a Completed Course pop-up window will appear; click **“Next”** and then select the **“Share Feedback”** button to complete our survey.

Users have the option to download a course completion certificate from the **Completed Course** pop-up window; click the **Download Certificate** button to save your certificate.

We welcome your feedback and look forward to hearing from you. Thank you!