

Client's User Guide

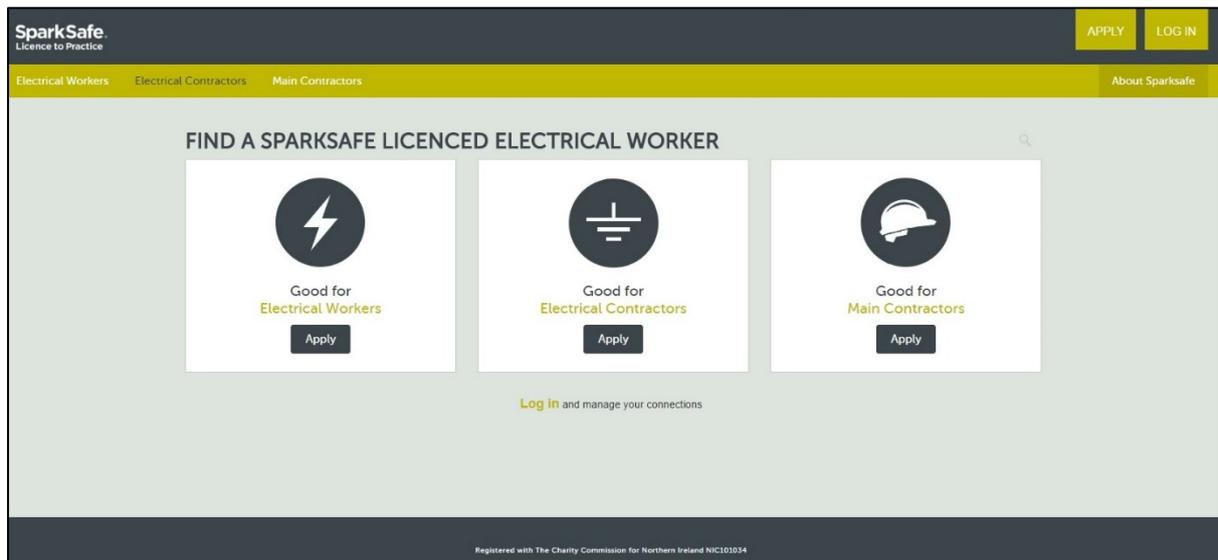
Accessing Your Member's Area

Please ensure your internet browser is set to Google Chrome at all times when using the SparkSafe LtP System.

1. Accessing Your Member's Area

Start-up your internet browser, type the SparkSafe website - www.sparksafeltp.co.uk into the address bar and press enter. You should be directed to SparkSafe LtP homepage (Fig. 1.1) as shown below.

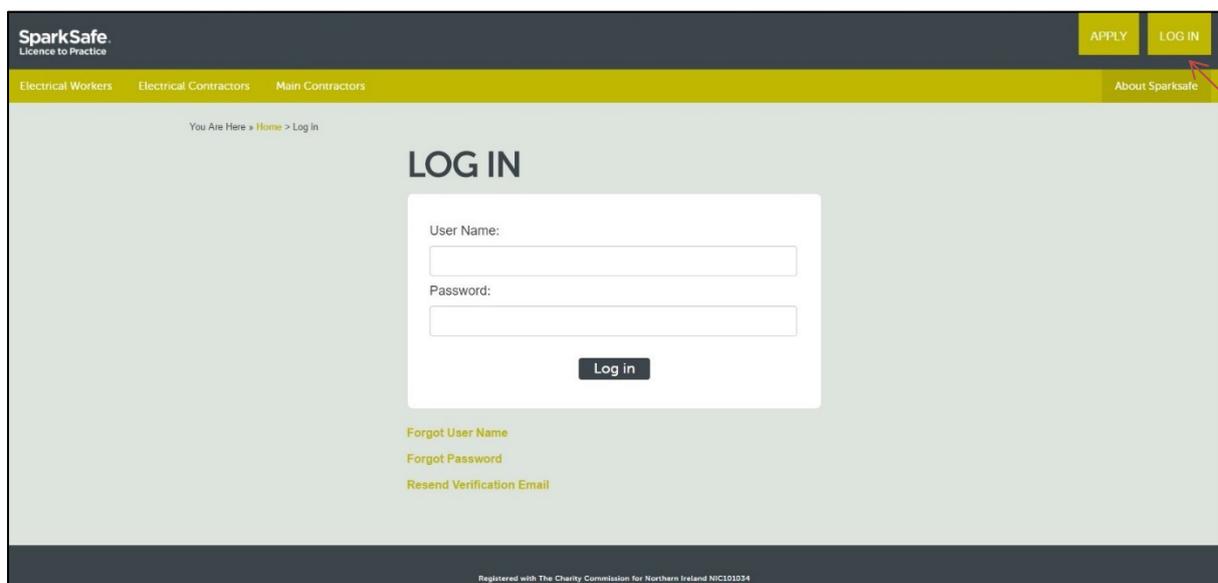
Fig. 1.1



Login Screen

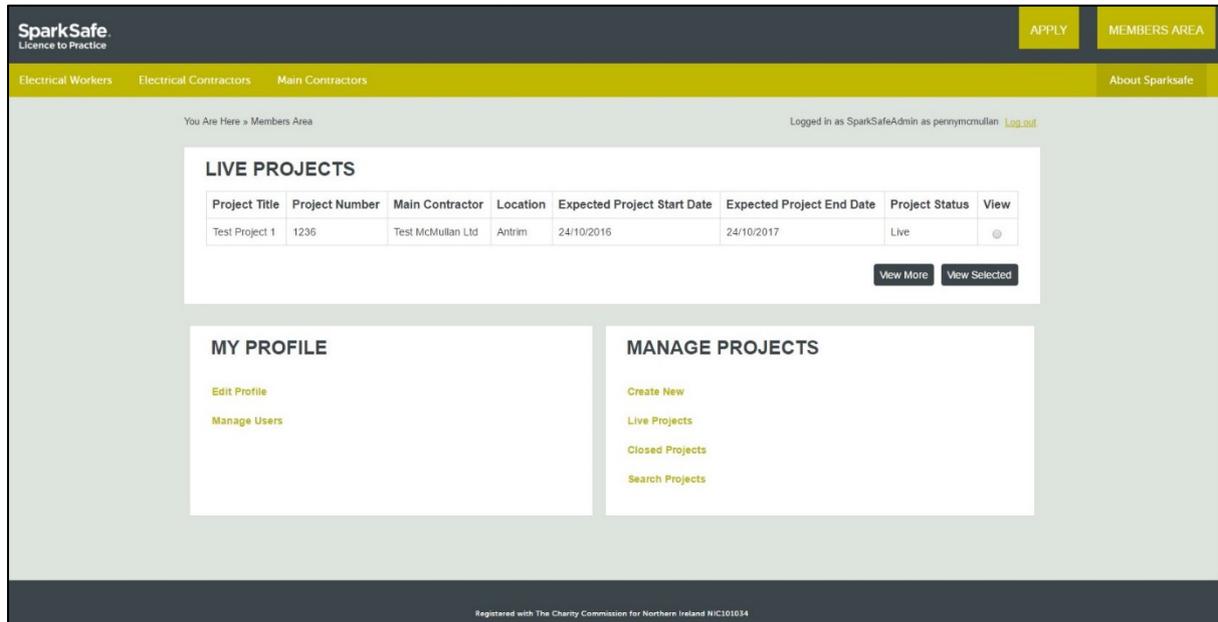
To access the Client Member's Area, users must click on the "Log in" option which can be found beside the "Apply" button on the global navigation (Fig 1.2).

Fig. 1.2



Users must then enter their User Name and Password (emailed to you by the SparkSafe Team) and click the Log in button. If the login details match, then the user will be taken to the Client Members Area (Fig. 1.3).

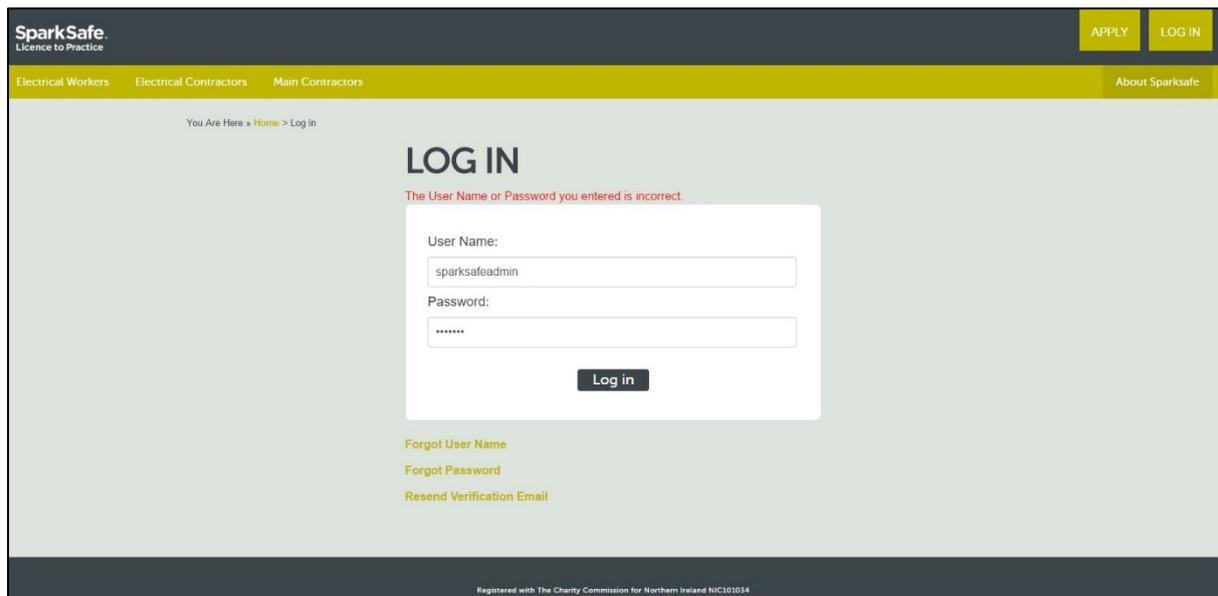
Fig. 1.3



Invalid Login

If the login details do not match (i.e. the user entered the incorrect User Name and/or Password) the warning message below will be displayed (Fig. 1.4).

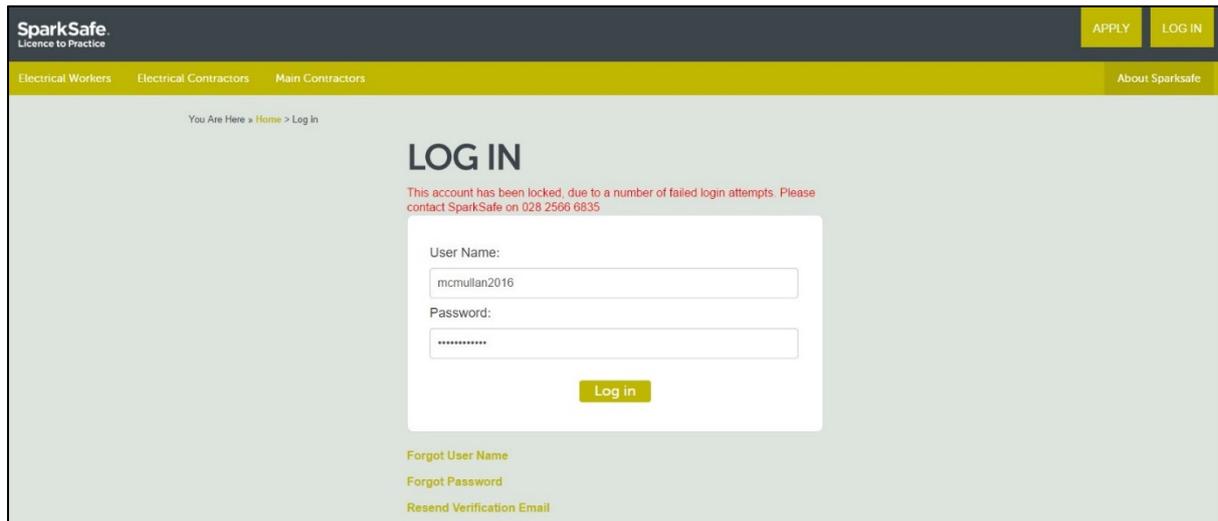
Fig. 1.4



Invalid Login - Locked Account

If you enter your User Name and/or Password incorrectly three times or more, you will be locked out of the system. If your account has been locked, the warning message below (Fig. 1.5) will be displayed. Please note that user accounts can only be unlocked by the SparkSafe Team. Therefore, please take care when providing your login details.

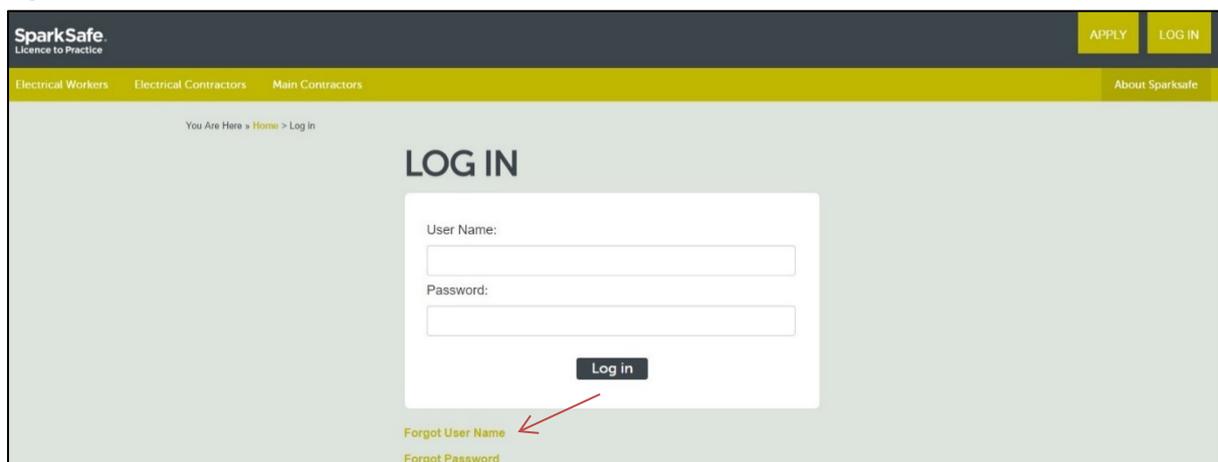
Fig 1.5



Forgot User Name

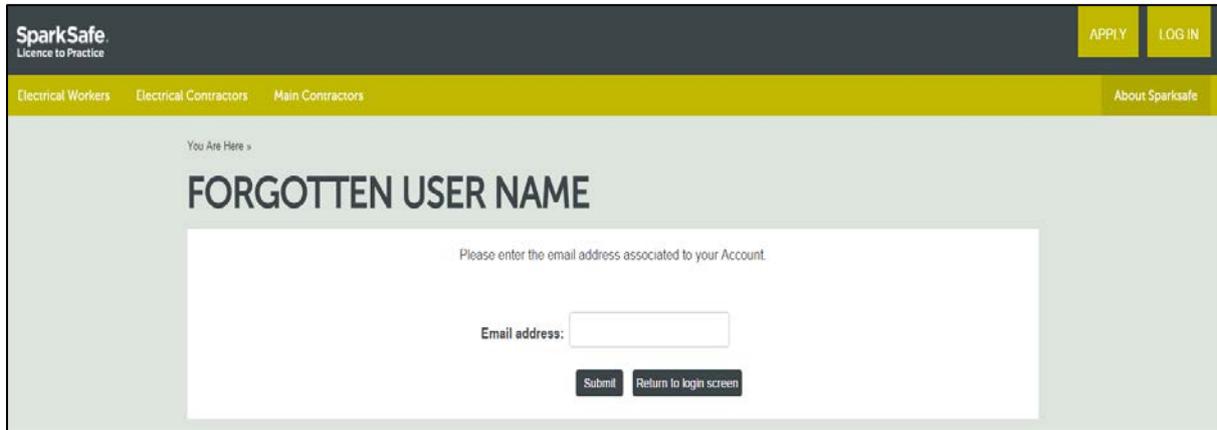
If you have forgotten your User Name, click on the "Forgot User Name" option below the login area (Fig 1.6).

Fig. 1.6



You will then be asked to enter the email address associated to your account (Fig. 1.7).

Fig. 1.7

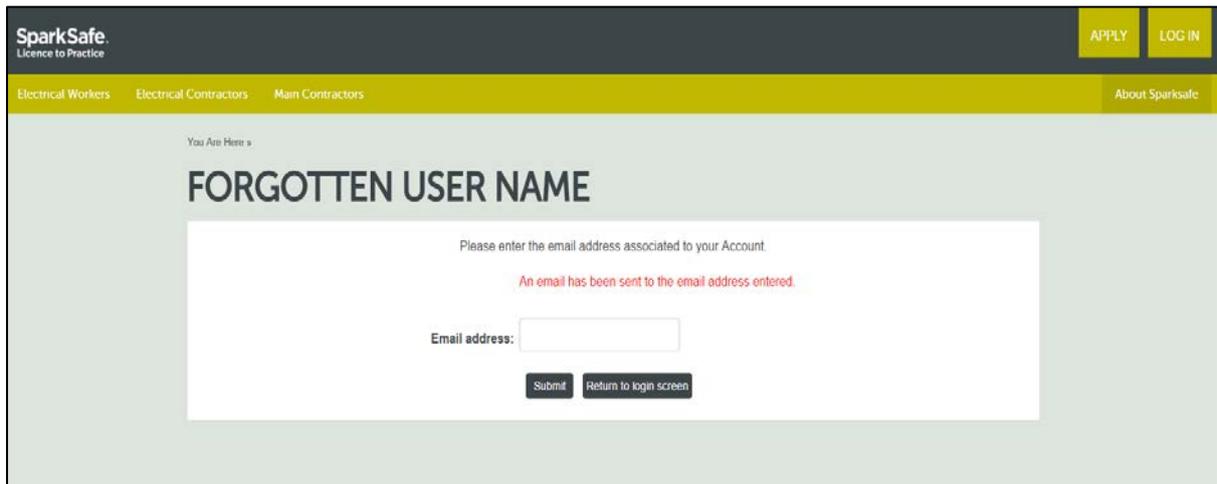


The screenshot shows the SparkSafe website interface. At the top left is the SparkSafe logo with the tagline 'Licence to Practice'. To the right are 'APPLY' and 'LOG IN' buttons. Below the logo is a navigation bar with 'Electrical Workers', 'Electrical Contractors', and 'Main Contractors' links, and an 'About Sparksafe' link on the right. The main content area has a breadcrumb 'You Are Here »' followed by the heading 'FORGOTTEN USER NAME'. Below the heading is a white box containing the text 'Please enter the email address associated to your Account.' and a form with the label 'Email address:' and an input field. At the bottom of the form are two buttons: 'Submit' and 'Return to login screen'.

If you enter an email address that is recognised by the system, an email reminder will be sent listing the User Name associated to the email address provided.

Once you have entered your email address, the screen will be updated to let the user know an email has been sent (Fig. 1.8).

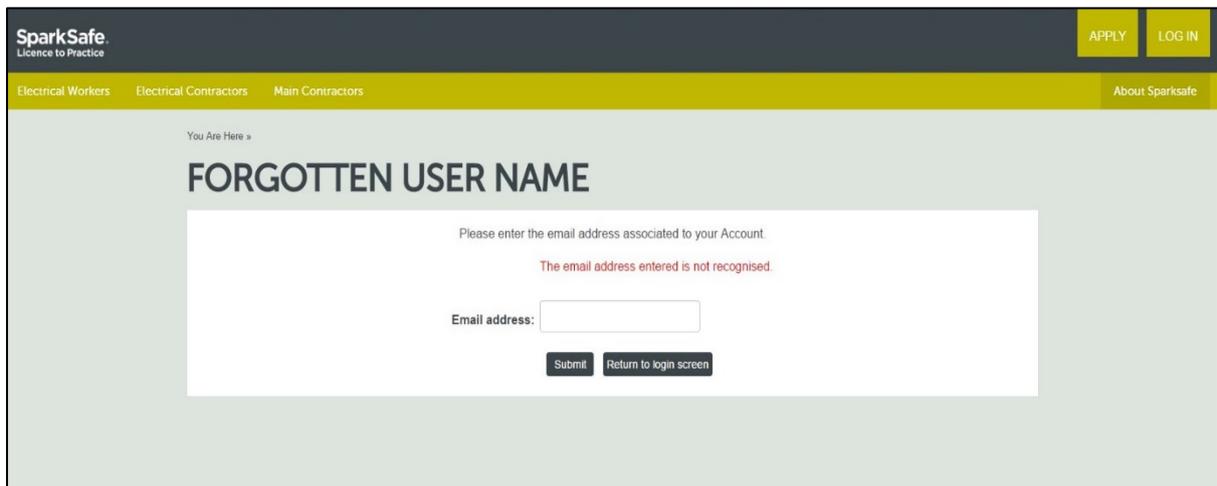
Fig. 1.8



This screenshot is identical to Fig. 1.7 but includes a confirmation message. Below the heading 'FORGOTTEN USER NAME' and the instruction 'Please enter the email address associated to your Account.', there is a red text message: 'An email has been sent to the email address entered.' The form with the 'Email address:' label and input field, and the 'Submit' and 'Return to login screen' buttons, remains visible below the message.

If you provide an email address that is not recognised by the system, the error message below will be displayed (Fig. 1.9).

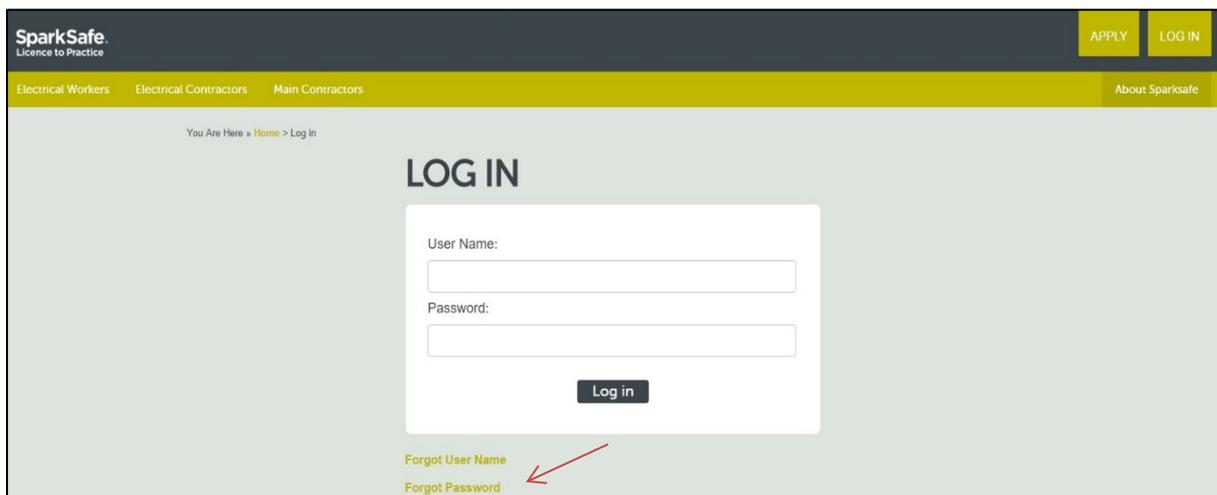
Fig. 1.9



Forgot Password

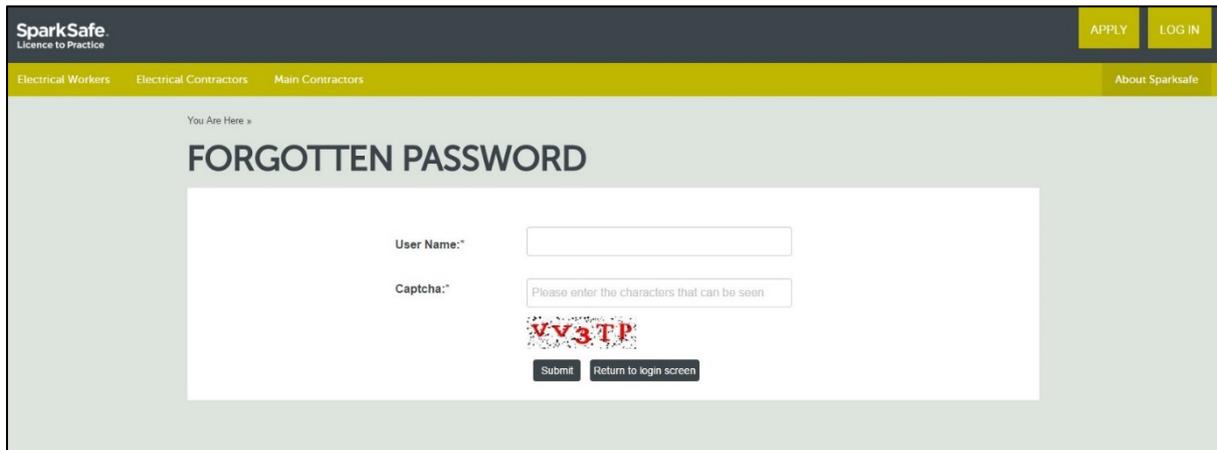
If you have forgotten your password, click on the “Forgot Password” option below the login area (Fig. 1.10).

Fig. 1.10



You will then be asked to enter your User Name (Fig. 1.11).

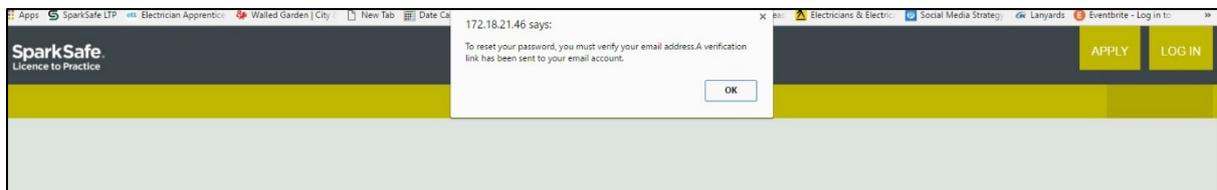
Fig. 1.11



If you enter a User Name that is recognised by the system, an email will be sent to that address listing the password associated to the User Name.

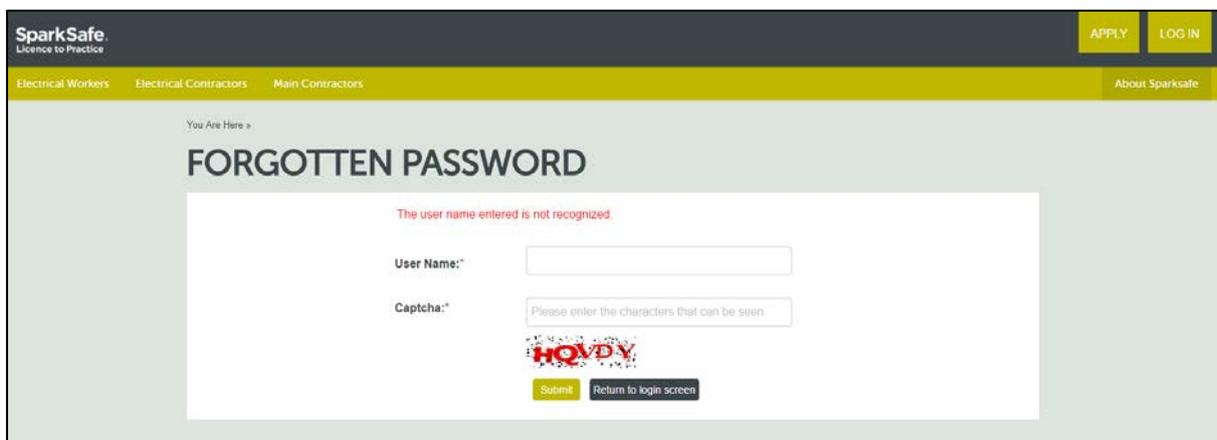
Once you have entered your User Name, the screen will be updated to let the user know an email has been sent (Fig. 1. 12).

Fig. 1.12



If the User Name is not recognised by the system, the error message below will be displayed by the system (Fig. 1.13).

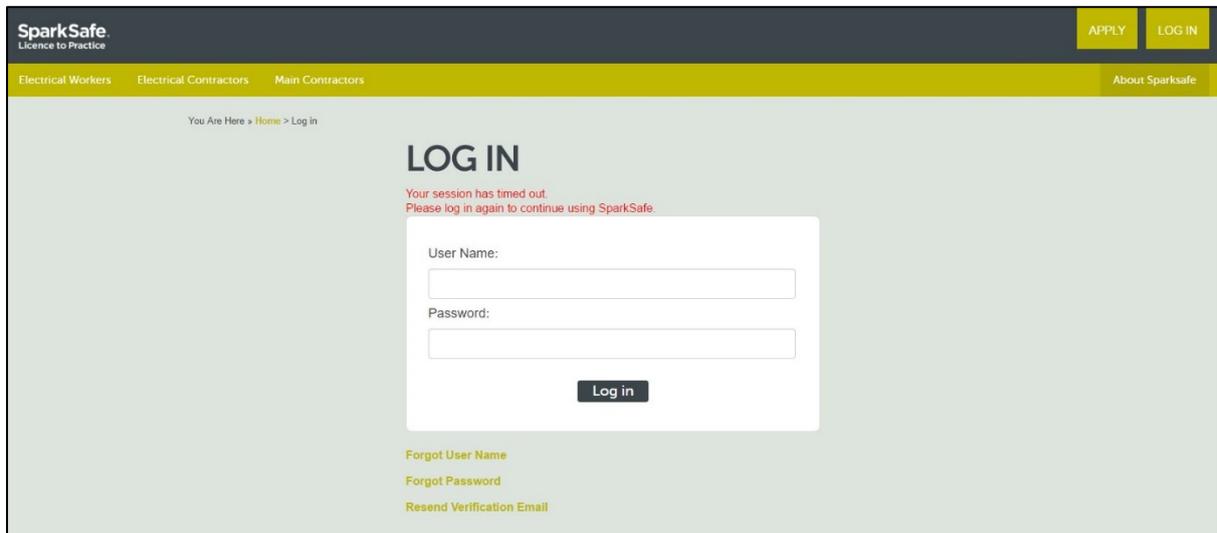
Fig. 1.13



Time Out Message

If you are inactive on the system for 20 minutes or more, the system will “time out”. The warning message below will be displayed (Fig. 1.14).

Fig. 1.14

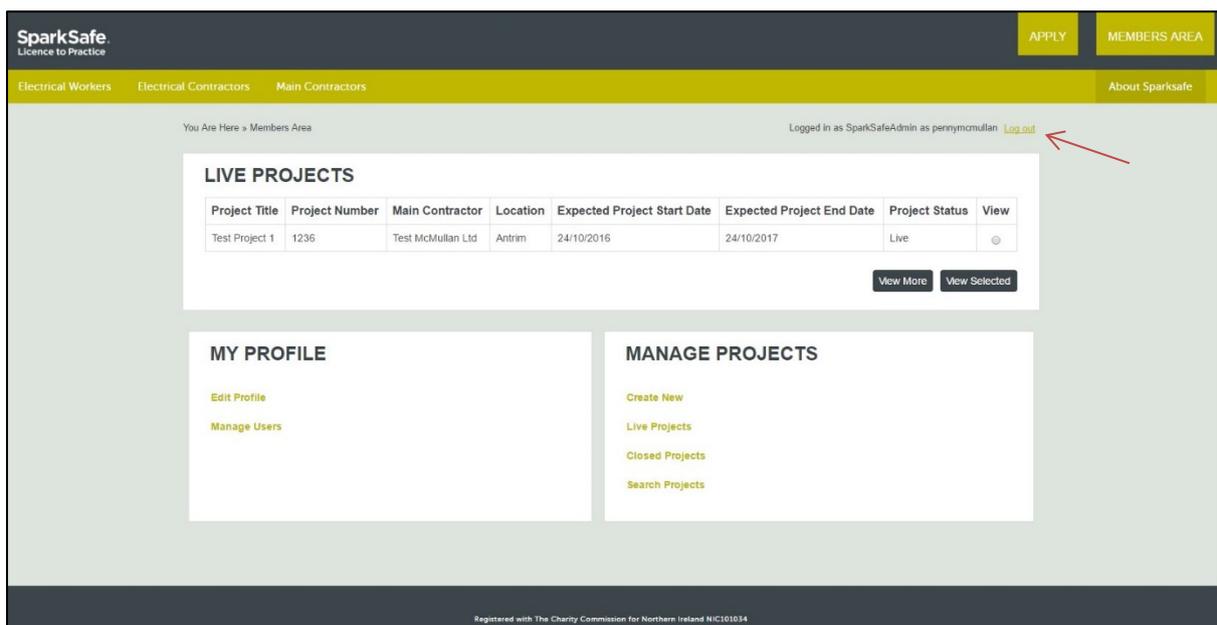


To regain access to the system, you will have to log back into the system with your User Name and Password.

Exiting the System

If you wish to exit the system, you should always ensure that you log out. To do this you must select Log out option which is displayed below the Global Navigation (Fig. 1.15).

Fig. 1.15



You will then be directed to the Log in Screen (Fig. 1.16).

Fig. 1.16

The screenshot shows the SparkSafe login interface. At the top left, the logo reads "SparkSafe Licence to Practice". To the right are "APPLY" and "LOG IN" buttons. A navigation bar below contains "Electrical Workers", "Electrical Contractors", "Main Contractors", and "About Sparksafe". A breadcrumb trail shows "You Are Here > Home > Log in". The main heading is "LOG IN". The login form includes a "User Name:" label with an input field, a "Password:" label with an input field, and a "Log in" button. Below the form are links for "Forgot User Name" and "Forgot Password".