

# PlayMaker SPARK

## Welcome to PlayMaker Spark!

This guide walks new users through three fundamental steps of getting started with PlayMaker. The first is logging in, the second is changing your password, and the last is guiding you to the Help Center, where training videos and reference materials can be found.

### Logging Into PlayMaker

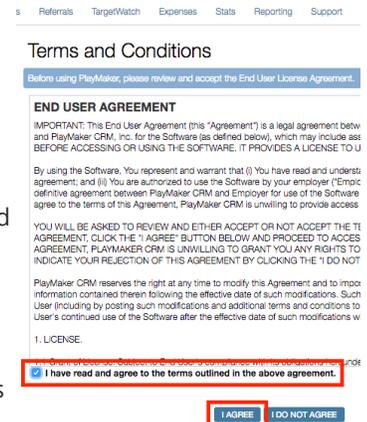
The first step will be to log into PlayMaker and accept the End User License Agreement (EULA) using a web browser. We suggest using Google Chrome for the best experience. To log into PlayMaker, follow these steps:

- Launch your web browser.
- In the address bar of your browser, type the following link:

<https://app-cas.playmakercrm.com/Log+In>

*Tip:* If you are viewing the PDF of this document, rather than a print out, you can click the above link to open the login page in your default browser. You may also want to Favorite or Bookmark this page for future use.

- Enter your email address in the first field.
- Enter your temporary password in the second field. This temporary password may be provided by your manager, administrator or trainer.
- Once logged in, the *Terms and Conditions* appear. To move forward, accept these terms by checking the box below the bottom right of the terms and conditions, then click the *I Agree* button. These fields are outlined in red in the image to the right.
- After the terms have been accepted, you will be taken to the Overview page of PlayMaker. This will be the first page you are taken to when logging into PlayMaker in the future.



### Changing Your Password & Select Security Questions

- Log into PlayMaker.
- Click on *My Profile* in the top right corner of the page (shown above).
- Click the blue *Change Password* button.
- Enter your new password twice, to ensure it matches, then click the *Save Password* button.

*Tip:* While on the *My Profile* page, select and answer four security questions that are used to help recover your password in the *Security Questions* section. Answers to these questions are case sensitive. Once answers have been set, click *Save Profile* at the bottom of the *My Profile* page. If this step is not completed, you will be prompted to complete this process upon your second login to the PlayMaker web environment.

Welcome, Lee Heida   Live Chat   Mailbox   Documents   **My Profile**   Log Out

### Access the PlayMaker Help Center

**Overview**   Calendar   Accounts   Contacts   Referrals   Expenses   Stats   Reporting   **Support**   Dashboards   TargetWatch

- Log into PlayMaker.
- Click on the *Support* link in the navigation bar (shown above).
- Click on *Getting Started with PlayMaker* button to view content for new users.
- Use the Search box to search for a topic (such as ACE or Quick Start).
- Return to PlayMaker by clicking the *Access the PlayMaker App* link (below).

Submit a request   Live Chat   **Access the PlayMaker App**

Please note: This process associates your PlayMaker account with our Help Center. If you create a ticket with PlayMaker Support before performing the above steps, you may need to contact PlayMaker support to gain access to the Help Center. PlayMaker support can be contacted using LiveChat, via email ([support@playmakercrm.zendesk.com](mailto:support@playmakercrm.zendesk.com)), or by calling 1-866-930-6847, option 4.