

GoServicePro - Change Password

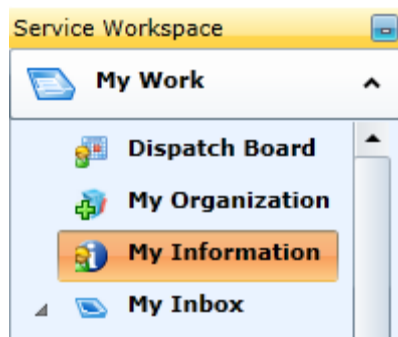
This process is completed by Service Partners and Customer Trainers using GoServicePro.

This article reviews the steps to change your password in GoServicePro.

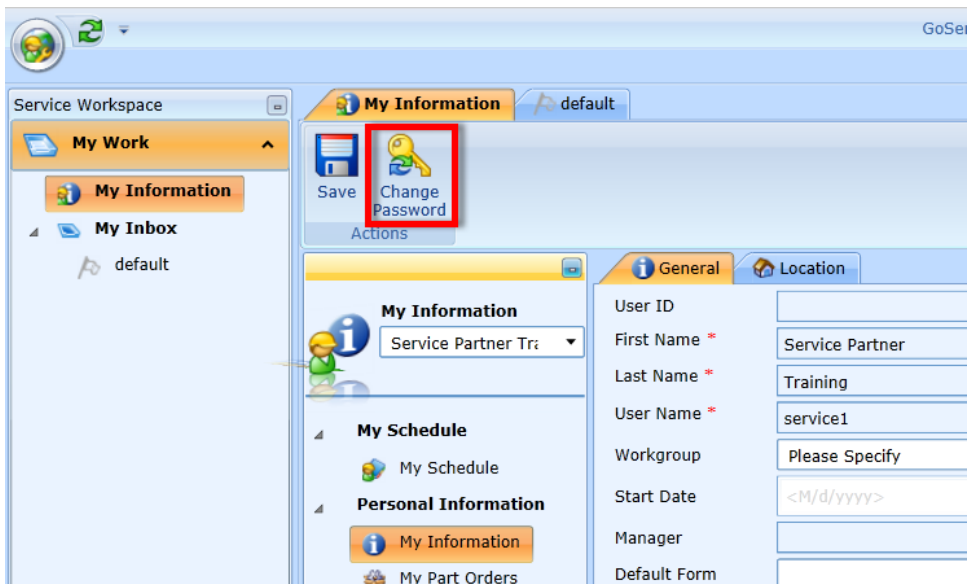
Videos: [GoServicePro Mobile App for Field Service: Install, Login and Change Password](#)
[GoServicePro: Log In and Change Password](#)

Manual Change

1. Access GoServicePro via an Internet Browser (<http://gsp.daktronics.com>)
2. Enter existing username and password.

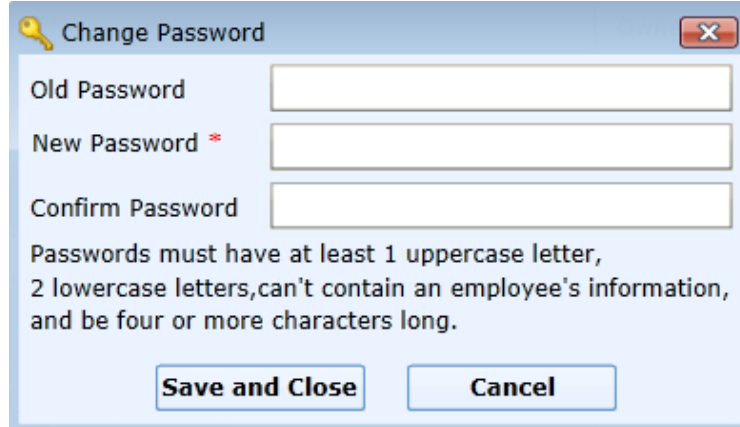


3. Click on My Information under the My Work Service Workspace.
4. Click on the My Information Link within the Personal Information Menu.
5. Click the Change Password Button in the Ribbon.



6. Enter the required information.

- a. Take notice of the password criteria



A dialog box titled "Change Password" with a key icon and a close button. It contains three text input fields: "Old Password", "New Password" (with a red asterisk), and "Confirm Password". Below the fields is a text block: "Passwords must have at least 1 uppercase letter, 2 lowercase letters, can't contain an employee's information, and be four or more characters long." At the bottom are two buttons: "Save and Close" and "Cancel".

7. Click the Save and Close Button - Your Password should now be reset.
8. If you cannot log into GoServicePro and need to have your password reset, please contact your field Lead for assistance.

Reset Password Prompt

1. Every 90 days the system requires a password change.
2. Access GoServicePro via an Internet Browser (<http://gsp.daktronics.com>)
3. Enter existing username and password.
4. Will receive an immediate prompt to reset password.
5. Enter a new password and confirm it.
6. Click the Save and Close button.



The background is a screenshot of the "GoServicePro Service Advisor" interface. It displays the title "GoServicePro Service Advisor", the build number "Build No.: 3.0.11", the build date "Build Date: 17 Aug 2012", and three links: "Release Notes", "Terms of Use", and "Privacy Policy". Overlaid on this is a "Reset Password" dialog box with two text input fields labeled "Password:" and "Confirm Password:", and a "Save and Close" button.

