Innovator Portal Account Instructions

- 1. Open a web browser and navigate to <u>https://fau.wellspringsoftware.net</u>.
- 2. Click on the "Forgot Your Password?" link.

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- **3.** Enter your FAU email address.
- 4. Click on the "Reset Password" button.

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5. A link to reset your password will be emailed to you.

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- 6. Open the email from <u>admin@wellspringsoftware.net</u> with the subject "Sophia Password Reset Request".
- 7. Click on the link to reset your password.

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Please note that this link will expire in 1 day. If you continue to have trouble logging in please call 312-568-3004 to speak to Client Services.	
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- 8. Enter a new password.
- 9. Re-type the password.
- 10. Click on the "Reset Password" button.

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- Enter your FAU email address as your Username.
 Enter your new password.
 Click on the "Login" button.

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