

Two-Factor Authentication

Due to the worldwide increasing number of fraud cases on the Internet, some carriers have implemented 2-factor authentication for SPRK. The identification and authentication mechanisms have been developed so that users are uniquely identified and authenticated.

- The process begins with a SPRK login as usual.



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Office ID

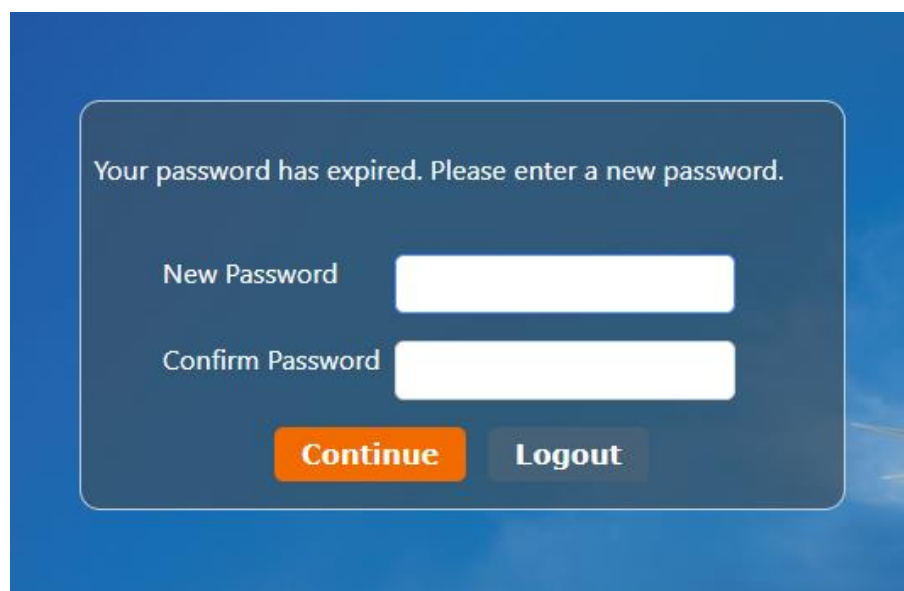
Agent ID

Password

[Forgot password?](#)

Login

- After the user is initially setup with a generic password, they will be prompted to set up a personal password to be used in subsequent logins.



Your password has expired. Please enter a new password.

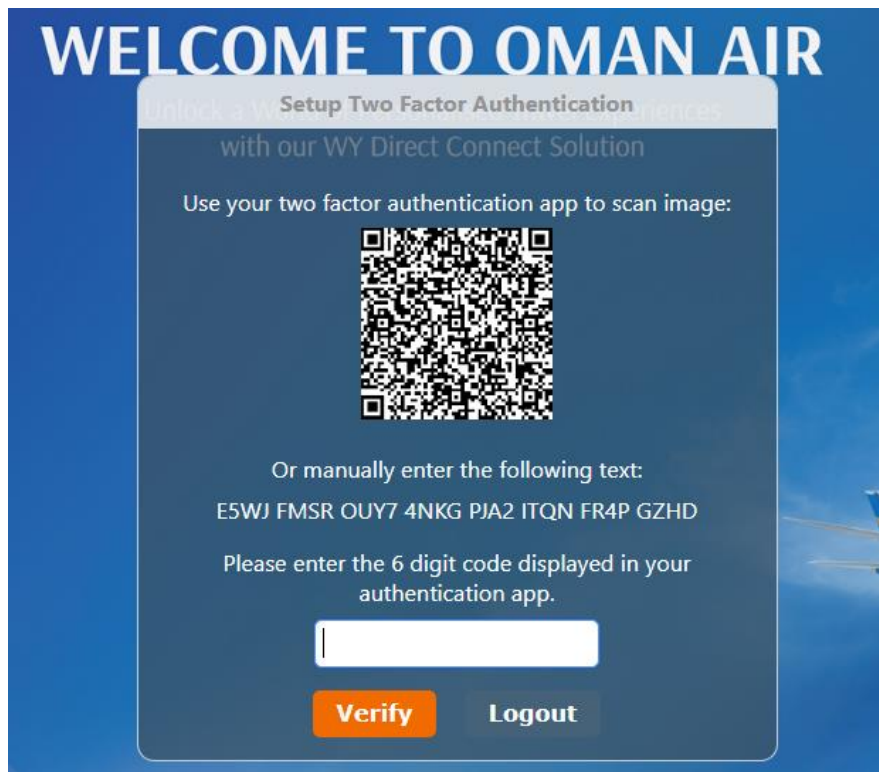
New Password

Confirm Password

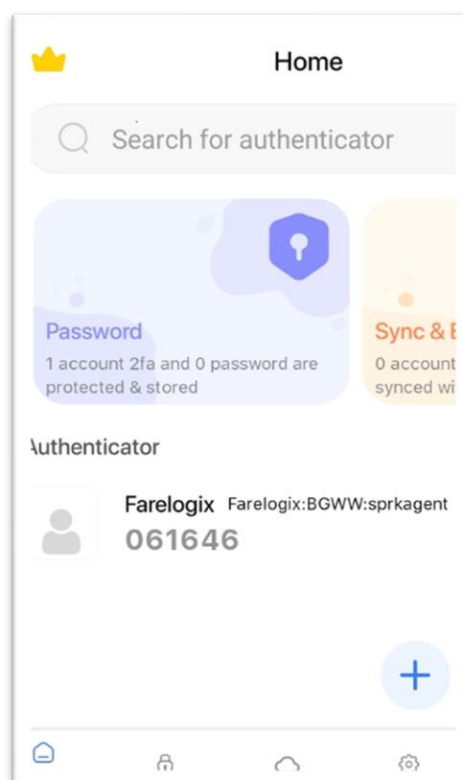
Continue **Logout**

- After the user enters their new password, they will be prompted to scan a QR code on a mobile device, using an application that supports the TOTP protocol.

Any TOTP supporting mobile app can be used. User's choice. Google Authenticator, Microsoft Authenticator, DUO Mobile, Authy, LastPass and others that do TOTP.




- The QR scan will trigger a timeout 6-digit code in the application attached to an email account in both desktop and mobile phone. The numbers will update after a certain amount of time (between 30 and 120 seconds depending on the application used). Once enabled for the user, 2 Factor Authentication must be used for every login thereafter.



- Enter the code generated by your QR app and Click Verify.

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Use your two factor authentication app to scan image:



Or manually enter the following text:
V3X6 BSPE YLHM M7VJ BOV4 6FGK R47F WQTD

Please enter the 6 digit code displayed in your authentication app.

Verify Logout

- After validation of your QR App generated code, SPRK authenticates, and access is granted.

Welcome, sprk | [Logout](#)
IATA: 62800463 Office ID: BGWW

NDC - Reservation

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Record Locator: Not Set

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Itinerary
No Itinerary

Transactions
No items to display.

Traveler 0
Telephone 0
Email 0
Payment 0
Address 0
Itinerary 0
Transaction 0
Identity Docs 0
SSR 0
OSI 0
Remark 0

Record Locator [Advanced Search](#)

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- **User Lockout**

At the moment of login, a user has a maximum of 5 attempts. After these attempts, the user will be locked out, and the administrator will need to reset the user. The same mechanism will be applied when entering 2 factor code; after 5 tries attempts with the incorrect input code, the user will be locked out and will need to contact the system administrator to reset the password.

- **Note:** When a user password needs to be reset or requests for password change (forgot password), 2 factor authentication will only be applied after the user has entered the new password. SPRK will not validate 2 factor authentication before sending the link to the user.

- **Stolen, Damaged or Lost Devices**

If 2-Factor Authentication is activated, a new feature will be available only for Agency Admins in Profile Management to reset 2-Factor code for a given ticketing agent. When the Agency Admin resets the password for a given user, the user will be asked to set up a 2 Factor Authentication Code in the next login, without the need to delete the user to reactivate it in the new device.