

Getting Your New Account Credentials

As part of your account setup, we send your login credentials through a secure, one-time link instead of email or a written-down password. Here is what to expect when it arrives.

Two Emails to Look Out For

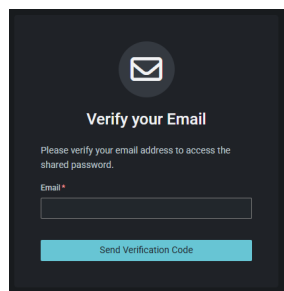
Your credential link will come from **accountsetup@stringfellow.com**.

Your verification code will come separately from **notifications@itglue.com**.

Both are expected. If either lands in your spam or junk folder, it is safe to release it.

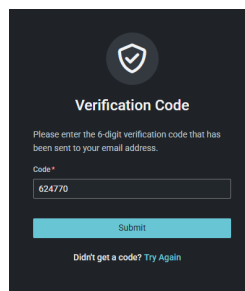
1. Open Your Credential Email

Look for an email from **accountsetup@stringfellow.com** containing a secure link. Click the link, enter your email address to verify it, then click **Send Verification Code**.

A dark-themed screen with a white envelope icon at the top. Below it, the text "Verify your Email" is centered. A smaller line of text says "Please verify your email address to access the shared password." There is a text input field labeled "Email *" and a blue button at the bottom labeled "Send Verification Code".

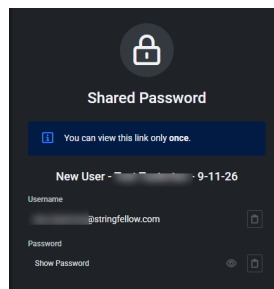
2. Enter Your Verification Code

A separate email from **notifications@itglue.com** will arrive with a 6-digit code. Enter the code and click **Submit**.

A dark-themed screen with a white shield icon at the top. Below it, the text "Verification Code" is centered. A smaller line of text says "Please enter the 6-digit verification code that has been sent to your email address." There is a text input field labeled "Code *" containing the text "624770" and a blue button at the bottom labeled "Submit". Below the button, there is a link that says "Didn't get a code? Try Again".

3. View and Save Your Credentials

You will see your username and temporary password. This link can only be viewed **once**, so copy your credentials to a safe place right away before closing the page.

A dark-themed screen with a white padlock icon at the top. Below it, the text "Shared Password" is centered. A blue banner with a white exclamation mark icon says "You can view this link only once." Below the banner, it says "New User - [redacted] - 9-11-26". There are two sections: "Username" with a text input field containing "[redacted]@stringfellow.com" and a copy icon, and "Password" with a text input field containing "[redacted]" and a "Show Password" button with an eye icon.

If Something Goes Wrong

The **accountsetup@stringfellow.com** mailbox is unmonitored and does not accept replies. If your link has expired, will not open, or you have any questions, please do not reply to the credential email. Instead, respond to your original account setup ticket, or contact the Stringfellow Service Desk directly, and we will get you a new link.