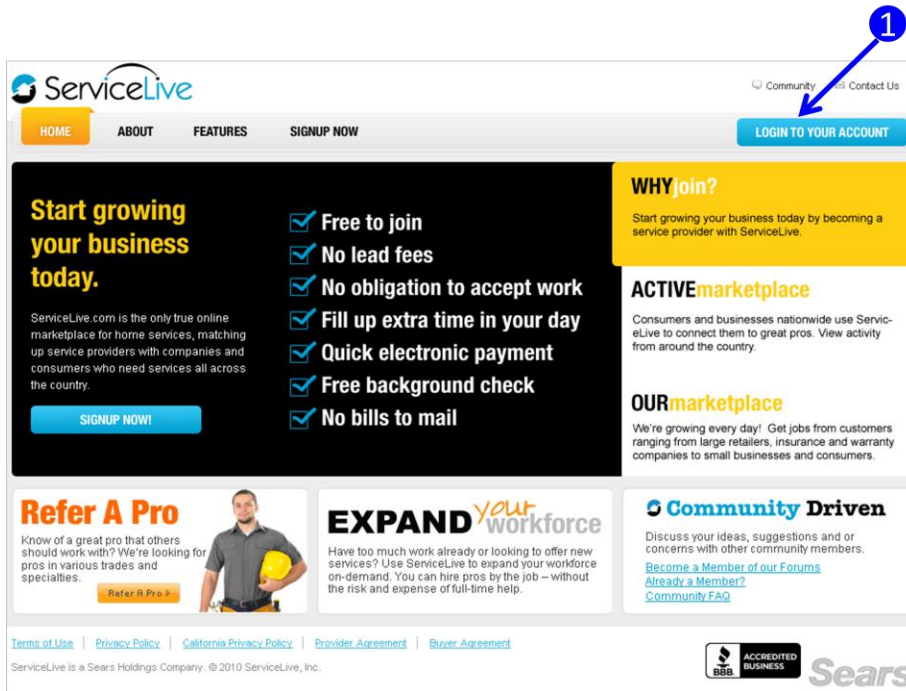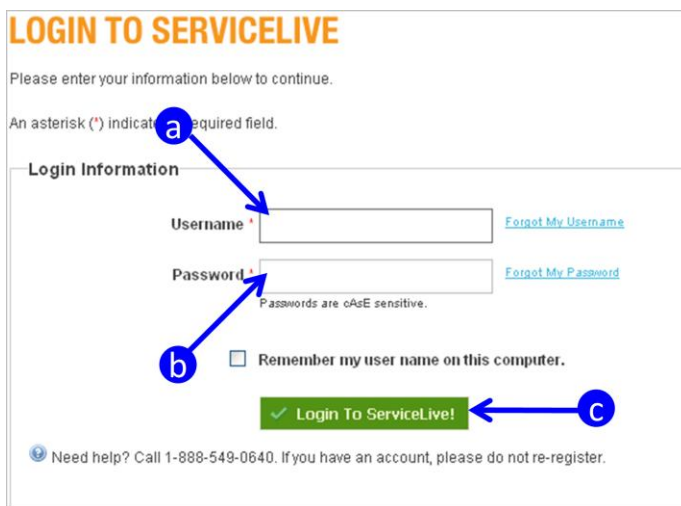This lesson explains Login for every time after you complete Login For First Time-Provider to view your account or use any of the available features of ServiceLive at www.provider.servicelive.com .

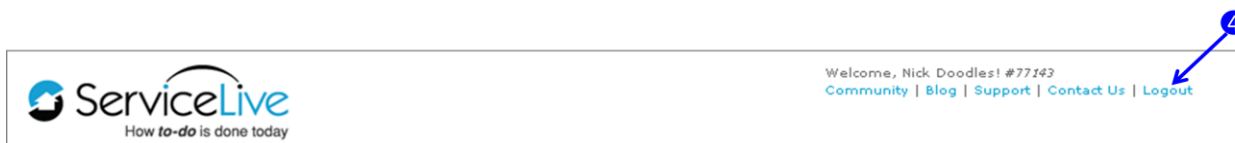1. Click on **LOGIN TO YOUR ACCOUNT** button.

    Note: If you don't see the below screen, you need to exit and login to www.provider.servicelive.com.

    a. Type your **User Name** in box.

    b. Type your **Password** you created when you completed **Login For First Time-Provider**.

    c. Click on **Login To ServiceLive!** button.

2. The ServiceLive dashboard will open.

3. To Logout of ServiceLive, click on **Logout** link on top right corner of any screen.

4. If you misplaced or forgot your user name:

   a. From the login page, click on **Forgot My Username** link.

   

   b. To retrieve your username, enter your **e-mail address**, click on SUBMIT button.

   

   c. Enter answer to your security question, click on SUBMIT button.

   

   d. Username retrieved screen will display.

   

   e. Within minutes, you will receive an e-mail with your **username** which you can use to login to ServiceLive.

5. If you misplaced or forgot your password:

   a. Click on **Forgot My Password** link.

   

   b. To reset your password, enter your **e-mail address** and **username,** click on ▭SUBMIT▭ button.

   

   c. Enter answer to your security question, click on ▭SUBMIT▭ button.

   

   d. Password retrieved screen will display.

   

   e. Within minutes, you will receive an e-mail, click on ▭Reset My Password▭ link and follow steps to change your password (similar to create your password described earlier in this lesson).