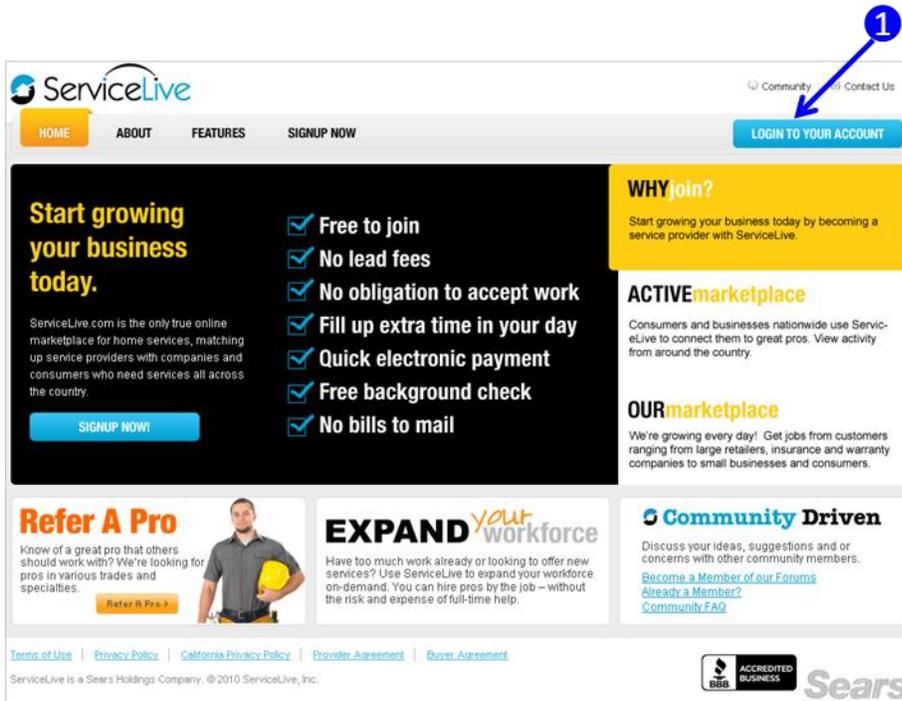


This lesson explains, once you have completed registration and received your temporary password via e-mail, how to login to ServiceLive at www.provider.servicelive.com for the first time and create a new password.

Note: Steps to Create Provider Firm Account (Register) are available in **Create Provider Firm Account (Register)** lesson in **Registration** course.

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

Note: If you do not see below screen, you need to exit and login to www.provider.servicelive.com.



- a. Type your **User Name** in box.
- b. Type or copy your **Temporary Password** you received via e-mail when you registered.
- c. Click on **✓ Login To ServiceLive!** button.

LOGIN TO SERVICELIVE

Please enter your information below to continue.

An asterisk (*) indicates a required field.

Login Information

Username * [Forgot My Username](#)

Password * [Forgot My Password](#)

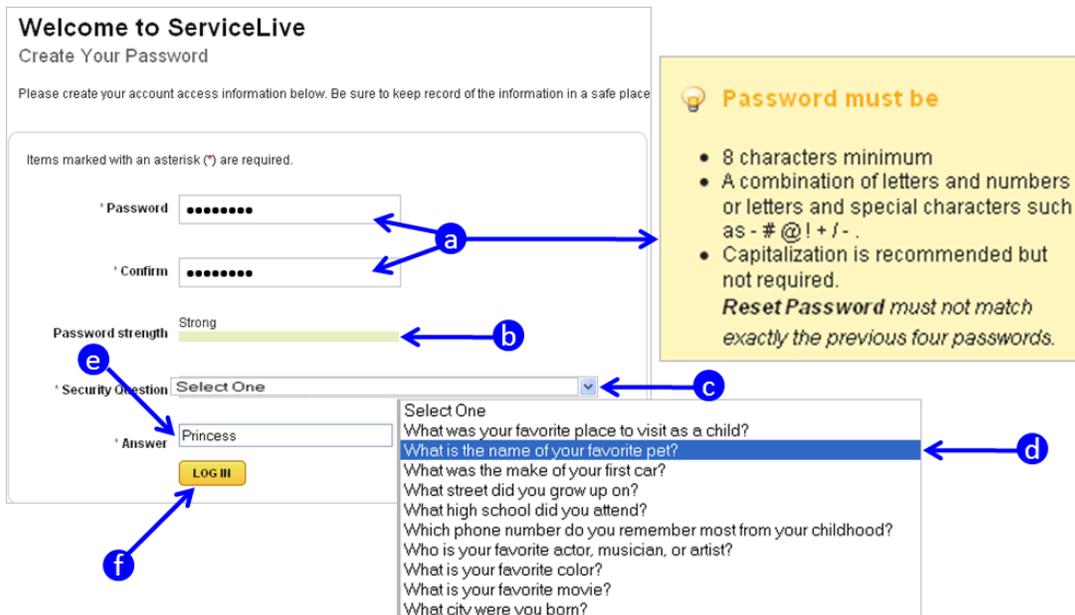
Passwords are cAsE sensitive.

Remember my user name on this computer.

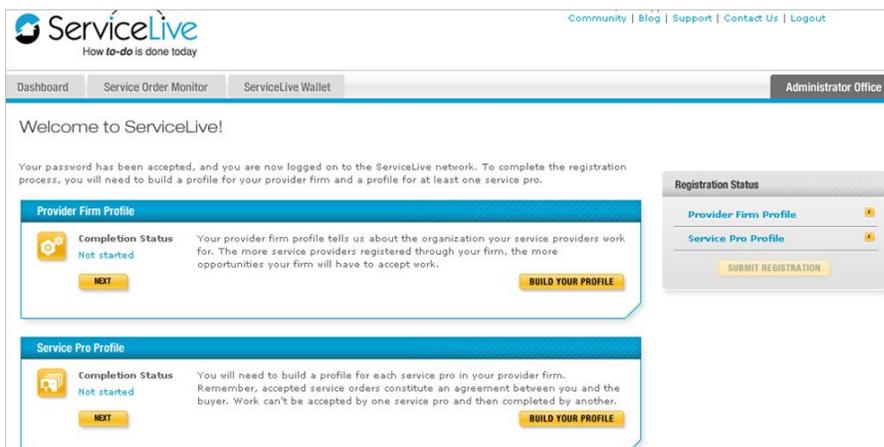
[✓ Login To ServiceLive!](#)

Need help? Call 1-888-549-0640. If you have an account, please do not re-register.

2. Create your (new) password.
 - a. **Type** and **confirm** a password following the specifications listed.
 - b. **Password strength** will be identified in bar. If your password is not strong, consider revising.
 - c. Click on **drop down list** to display **Security Questions**.
 - d. Navigate to preferred **Security Question**, click to select.
 - e. Type the answer in the box to Security Question you selected.
 - f. Click on **LOG IN** button.
 - g. Steps to Reset Provider and ServicePro Passwords are available in **Manage Team** lesson in **Administrator Office Basic** course.



3. The ServiceLive dashboard will open and you can begin completing your Provider Firm Profile and Service Pro Profile. Steps to complete your profiles are available in the **Provider Firm Profile** and **Service Pro Profile** lessons in **Provider Firm Profile** course.



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



5. If you misplaced or forgot your user name:

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

LOGIN TO SERVICELIVE
Please enter your information below to continue.
An asterisk (*) indicates a required field.

Login Information

Username * [Forgot My Username](#)

Password * [Forgot My Password](#)
Passwords are case sensitive.

Remember my user name on this computer.

Need help? Call 1-888-549-0640. If you have an account, please do not re-register.

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

Welcome to ServiceLive
Forgot Username
Please enter your information below to continue.

Items marked with an asterisk (*) are required.

* E-mail Address

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

Welcome to ServiceLive
Security Verification
Please enter your information below to continue.

Items marked with an asterisk (*) are required.

* Security Question *What street did you grow up on?*

d. Username retrieved screen will display.

Welcome to ServiceLive
Username Retrieved

Thank you, We've sent your user name to the e-mail address we have on record for your account. If you don't receive the e-mail within 15 minutes, check your spam, filter.

Go back to [ServiceLive home](#).

Go to the [ServiceLive Login page](#).

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

ServiceLive sent this message to Nick Doodles. Your registered name is included to show this message originated from ServiceLive.

ServiceLive Account Information

Dear [REDACTED]

We received your request for a new username. Please keep your new login information in a safe place.

NEW USERNAME: [REDACTED]

You can use this information to log in to [ServiceLive](#). If you have forgotten your password, please click the forgot password link on the login page to request a password reset.

If you have any questions, please see our [FAQs](#) or contact us at 1-888-549-0640 or support@servicelive.com

Sincerely,
Your ServiceLive Support Team

This e-mail was auto-generated. Please do not reply.

ServiceLive, Inc.
3333 Beverly Rd / B6-244A
Hoffman Estates, Illinois 60179
(888) 549-0640
2009 ServiceLive, Inc. (v 1.0)

6. 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).