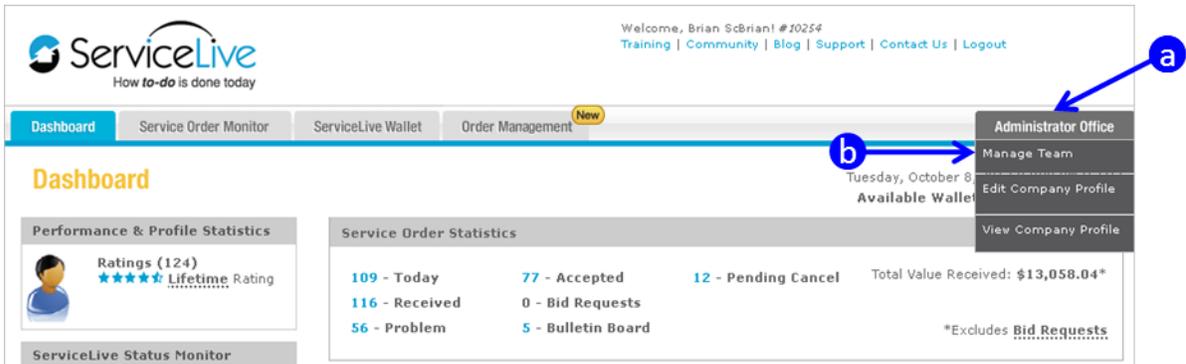


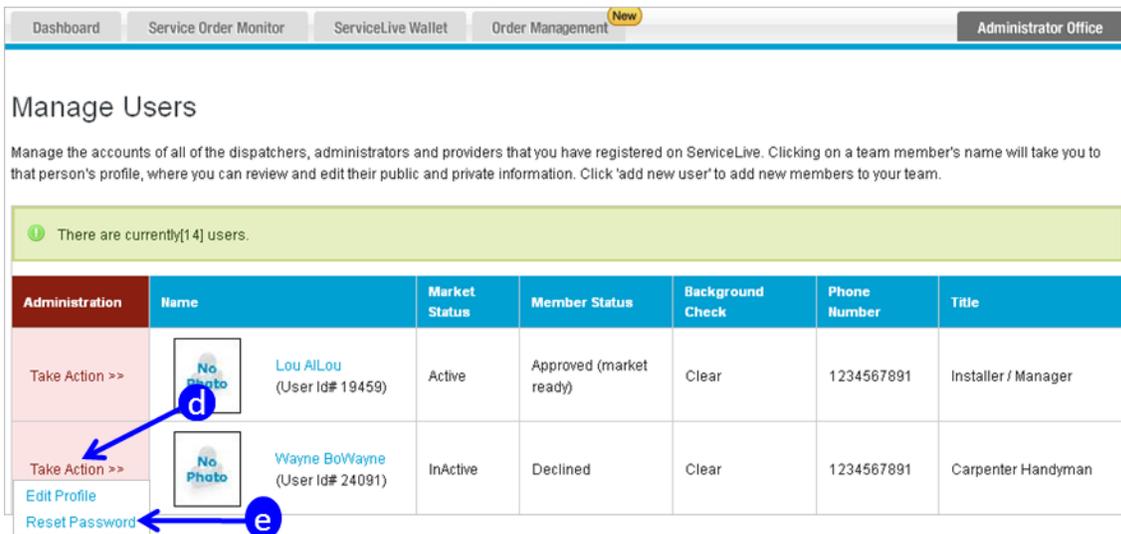
This lesson explains how to Reset Password for Provider Firm and Service Pro(s), Add a New User and how to Edit Service Pro Profiles: General Information, Marketplace Preferences, Skills & Services, Licenses & Certifications, Background Check, and Terms & Conditions tabs.

1. To **Reset Password**:

- a. Hover over **Administrator Office** tab.
- b. Click on **Manage Team** link.

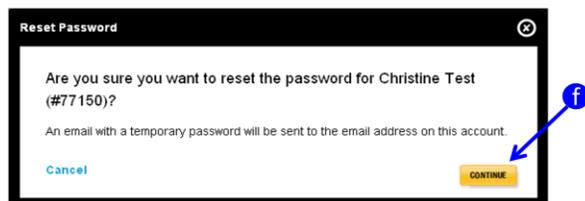


- c. Scroll down to Service Pro Profile you would like to edit.
- d. Hover over **Take Action >>** link.
- e. Click on **Reset password** link.

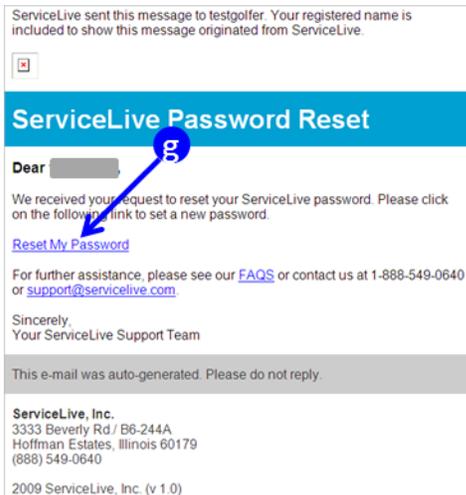


- f. Pop up box will display, click on **CONTINUE** button.

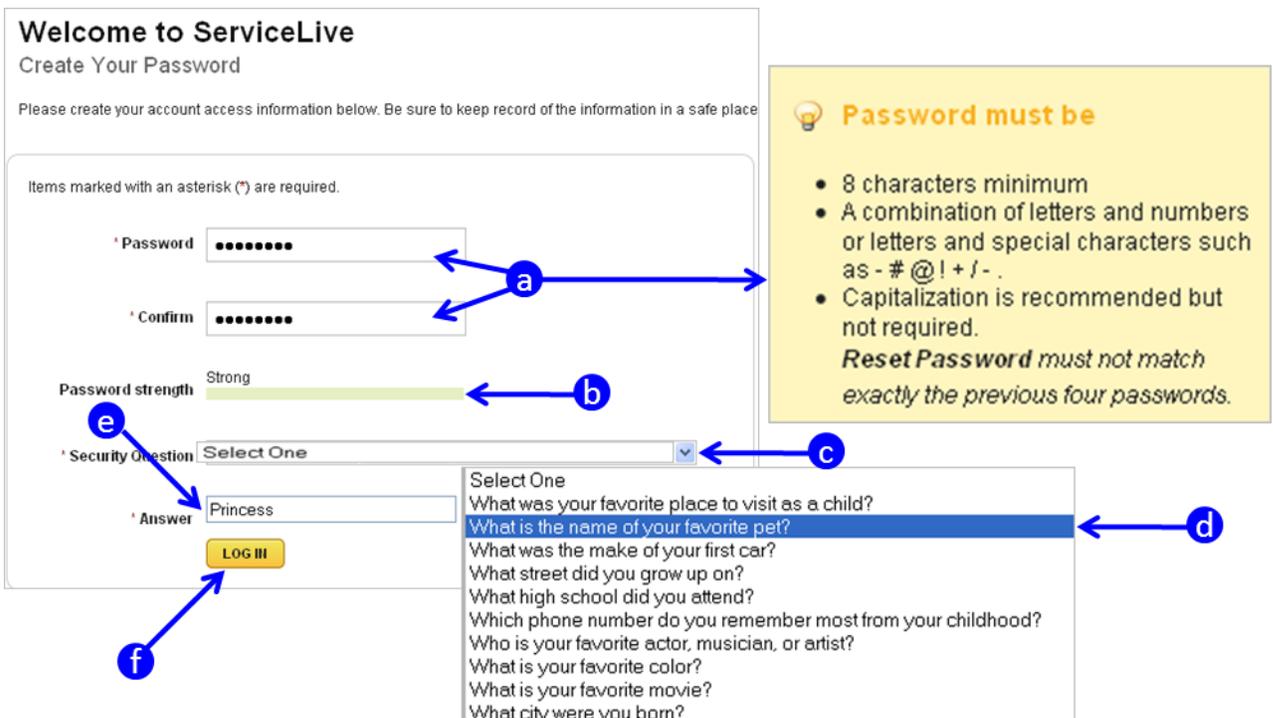
Note: This will send you a ServiceLive Password Reset e-mail.



- g. Click on [Reset My Password](#) link in ServiceLive Password Reset e-mail you receive.

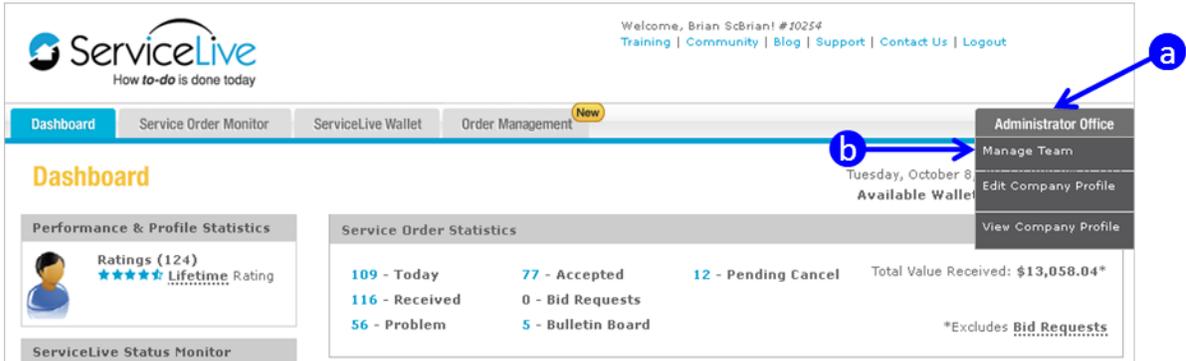


2. Create your **(new) password** screen will display:
 - a. **Type** and **confirm** a password following the specifications listed.
 - b. **Password strength** will be identified in bar. If your password is not strong, consider revising.
 - c. Click on drop down list to display Security Questions.
 - 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 III** button.
 - g. This will reset your password and login you into ServiceLive.

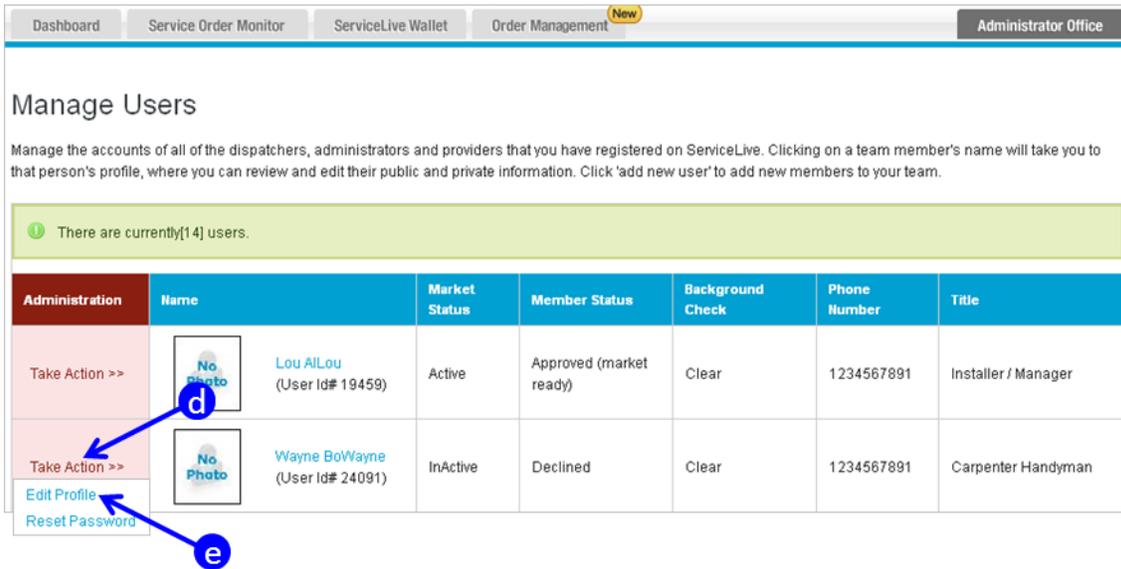


3. To **Edit Service Pro Profile**:

- a. Hover over **Administrator Office** tab.
- b. Click on **Manage Team** link.

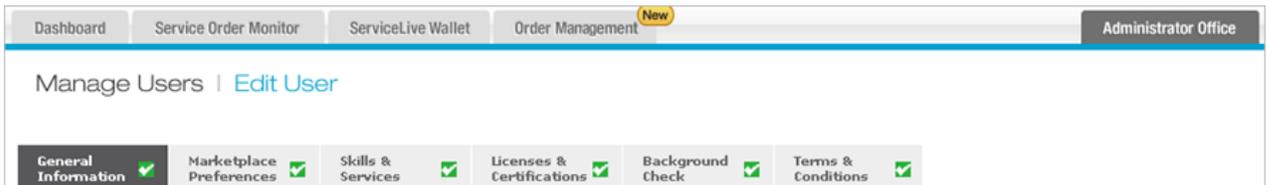


- c. Scroll down to Service Pro Profile you would like to edit.
- d. Hover over **Take Action >>** link.
- e. Click on **Edit Profile** link.



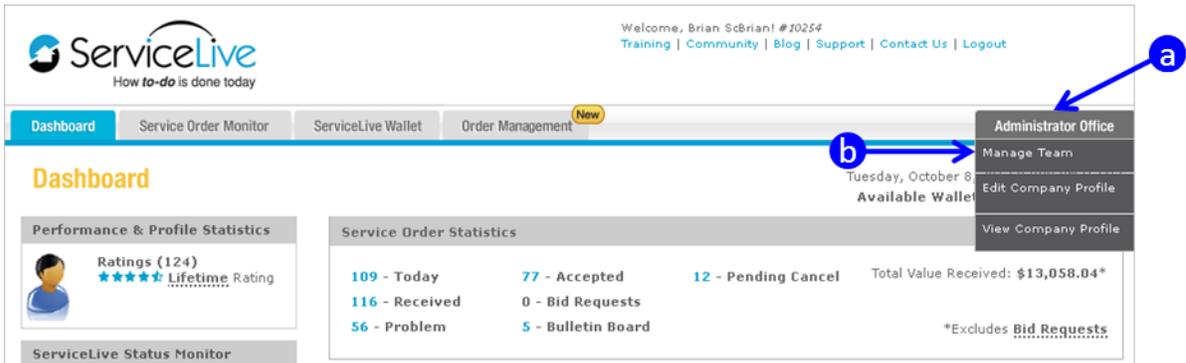
- f. The Service Pro Profile will display and you can select appropriate tab(s) to edit.

Note: Refer to lessons in **Service Pro (Provider) Profile** course for details.



4. Add a **New User**:

- a. Hover over **Administrator Office** tab.
- b. Click on **Manage Team** link.



- c. Scroll to bottom of page and click on **ADD A NEW USER** button.



- d. Refer to lessons in **Service Pro (Provider) Profile** course for information on how to fill out each tab.

