Logging In and Password Security

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Overview

Do not share passwords or logins with different people, and please instruct other Users why it is important.

Each user should have their own login credentials. This is important for several reasons. First, we log various activities within the system (such as who created a contact or who scheduled an appointment) and those are all linked to the user who's logged in.

If users are sharing credentials, you won't be able to tell who actually performed the different operations. Secondly, for PCI compliance, we require passwords to be changed periodically and will also lock accounts that have too many failed attempts. If one user is prompted to update the password, and that's shared with another user, the other user may not know the new password and so will then get the account locked.

Logging In for the First Time

1. Go to **serviceminder.com**.

2.. Click **Log In** in the top menu.

3. Enter your email and choose **Forgot Password**.

4. The system will send you an email to reset your password. You will be creating it for the first time.

5. Once you've completed that process, go back to **serviceminder.com** **> Log In** and fill in your newly created password with your email address.

> If you have any difficulties with your email and password not working, reach out to your Brand Admin or the service**minder** Support team for assistance.

Regular Password Updates

Due to sensitive nature of data on service**minder**, we have to have 90 day password changes to remain PCI compliant. You will get alerts when it is time for you to create a new password.