Logging In and Password Security

05/16/2025 10:11 am CDT

First-Time Login Instructions

When someone creates a user account for you in service**minder**, you should get an email prompting you to set your password. If that email does not come through to your inbox right away, you can follow these steps:

1. Navigate to serviceminder.com.

2. Click **Log In** at the top right.

3. Enter your email address and click **Forgot Password**.

4. Follow the link in the password reset email to create your password.

5. Once your password is set, return to the login page and sign in with your email and new password.

If you do not receive a reset email or experience issues logging in, contact your Owner or Brand Administrator. You can also submit a support ticket

---

Each User Should Have Their Own Login

Each user should log in with their own unique credentials. Sharing logins can cause several issues, including:

- **Loss of Accountability**: Activities such as creating contacts or scheduling appointments are logged under the user's name. If multiple people share a login, there's no way to identify who completed which action.

- **Audit and Permissions Management**: service**minder** tracks user actions for reporting, troubleshooting, and administrative review. Shared logins compromise this tracking and limit your ability to assign role-based access and restrictions.

Please do not share credentials. If a new user needs access, create a dedicated account for them under **Control Panel > Users.**

Ongoing Password Requirements

For security and PCI compliance, service**minder** requires users to update their passwords every 90 days. You'll receive in-app reminders when your password is nearing expiration.

If you forget your password, use the **Forgot Password** option on the login screen.

Your account may be locked due to multiple failed login attempts, if that happens please reach out to your Owner or Brand Administrator for assistance.

FAQs

Why am I not receiving a password reset email?

This could be happening for a few reasons:
- The email is going to your junk or promotional folder. Check all folders in your inbox.
- An email from our system to your email address bounced, preventing further email delivery. Check with a Brand Administrator to get the bounce cleared.
- Your user account in service**minder** has been marked as **Inactive**, preventing further logins. Check with your Owner or Brand Administrator to review your account status.