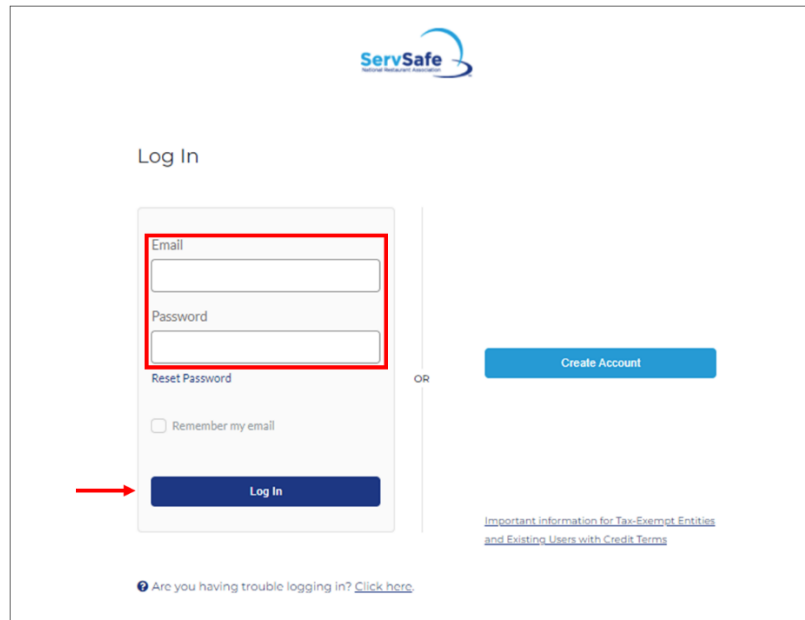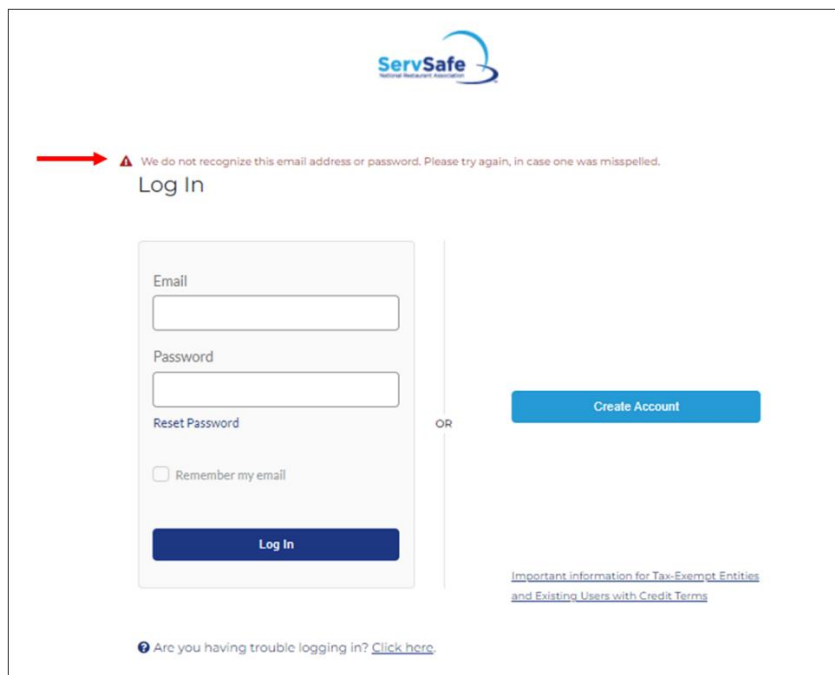# Account Login Guidance

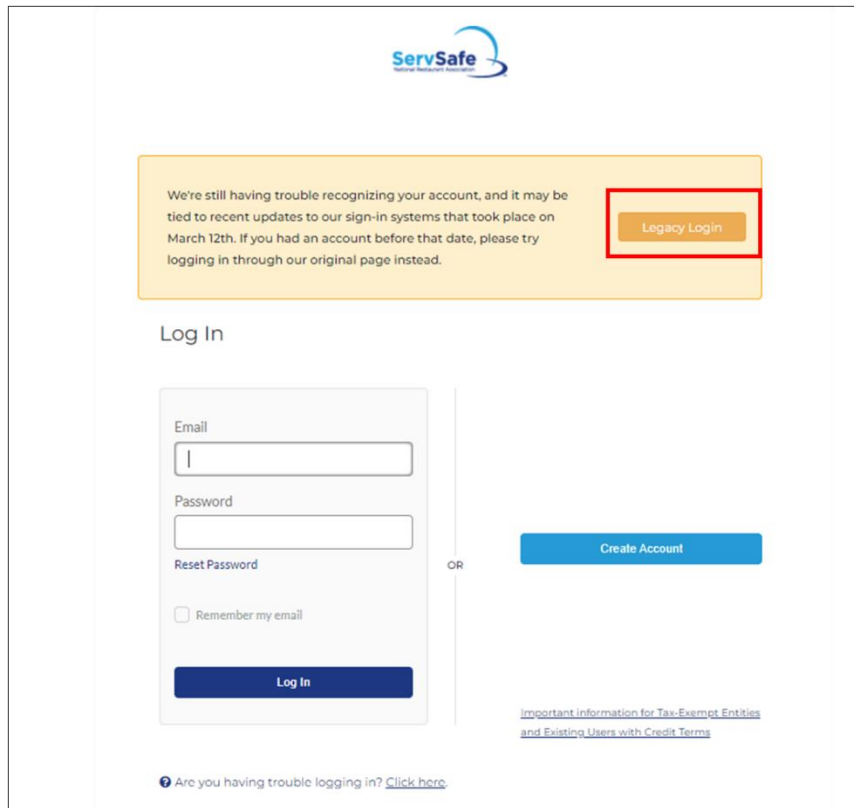**STEP 1: Log in to Your Account**

- If you are a new user, select **Create Account**, but if you are an existing user, enter your email address and password and click **Log In**.
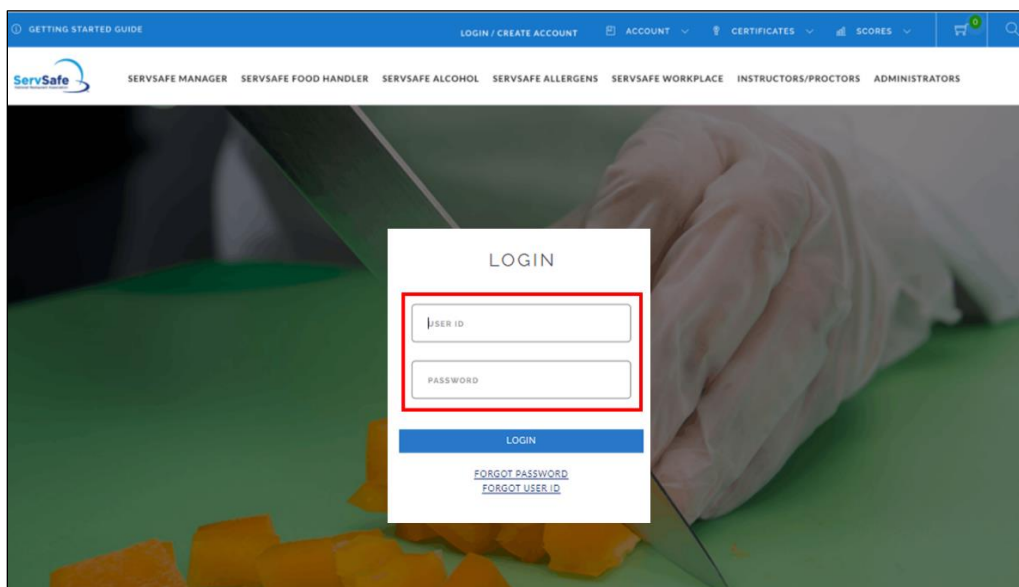

- If we do not recognize your account, you will see a message asking you to try again in case your login credentials were misspelled.
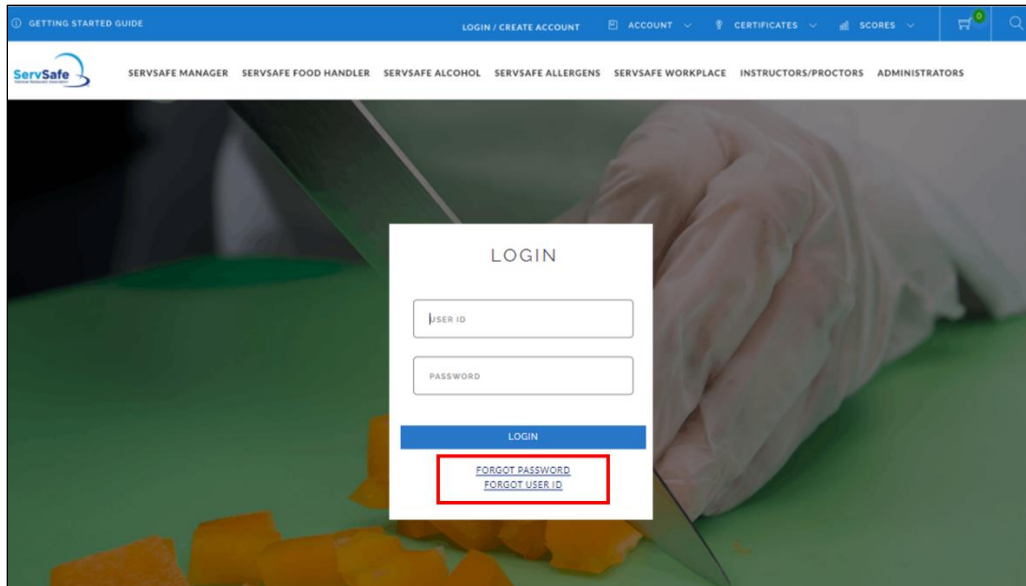

- If we still do not recognize your account, this may be tied to the recent changes to our sign-in process. You will be prompted to go to our original login page instead of the screen you are on. Click **Legacy Login** to be taken there.

- If you are taken to the Legacy Login page, enter your **User ID** and **Password** and click **LOGIN.**
- N**ote:**
  - o Your User ID may or may not be your email address.
  - o During the login process, you will be required to verify your email address to finish updating your account. You must have access to the email account for the email address you provide in order to complete this verification.
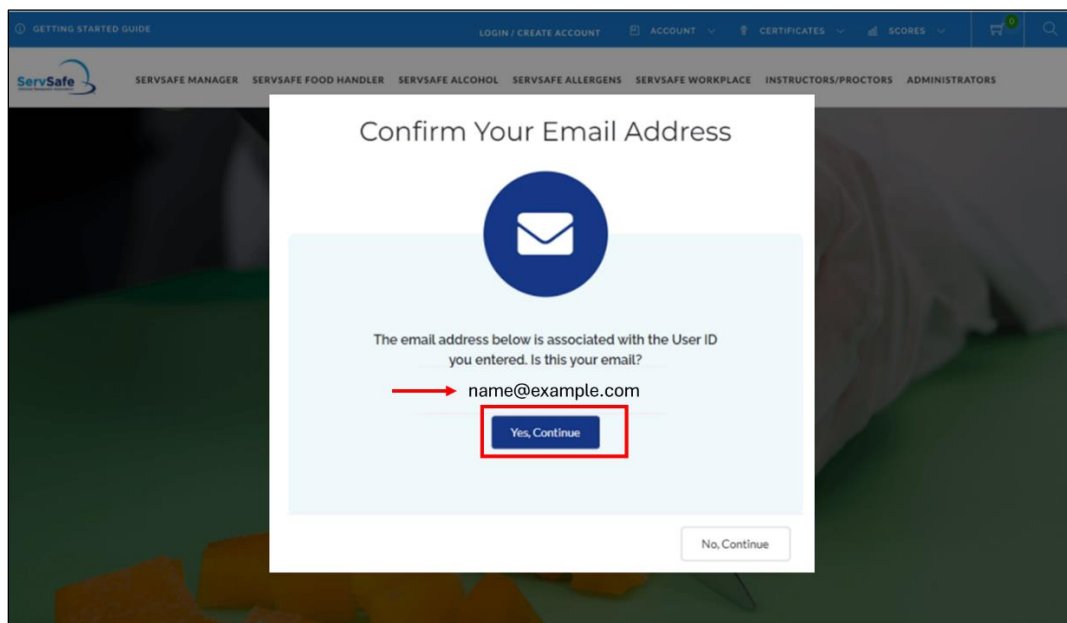

- Use the **FORGOT PASSWORD** or **FORGOT USER ID** links to recover your login information for your existing account if you can't remember them.
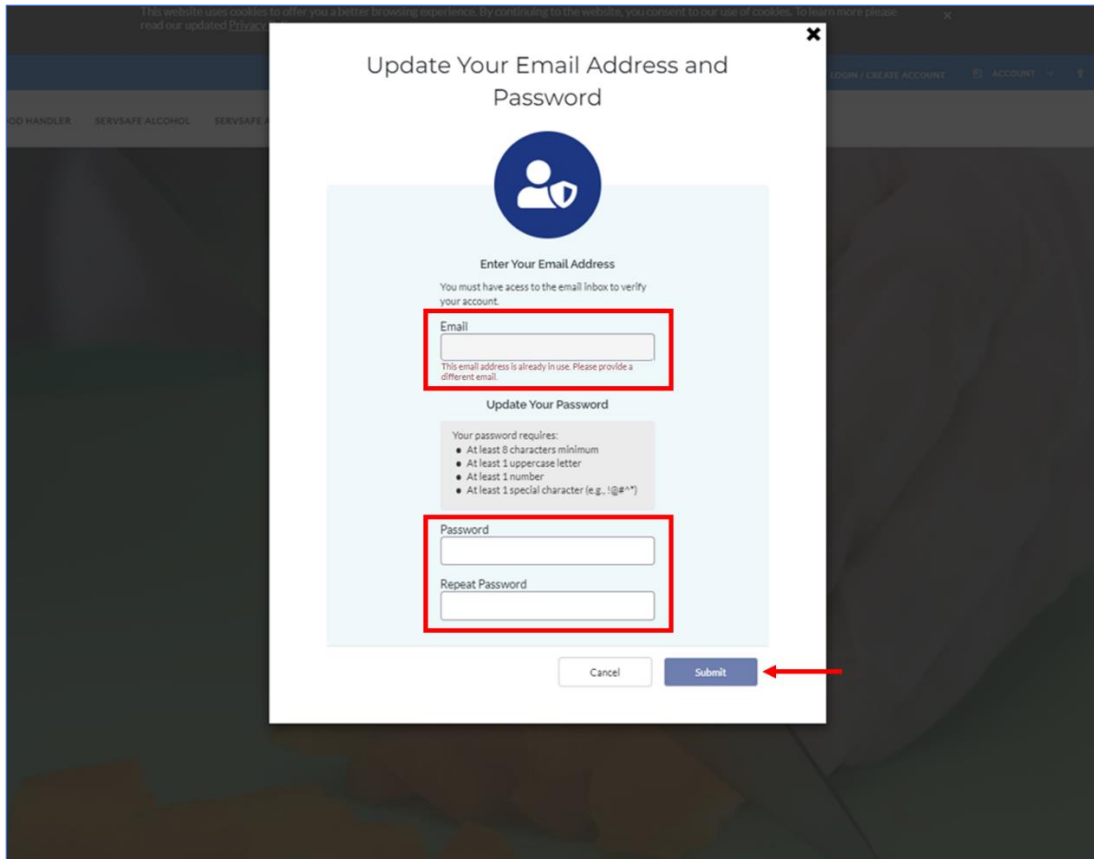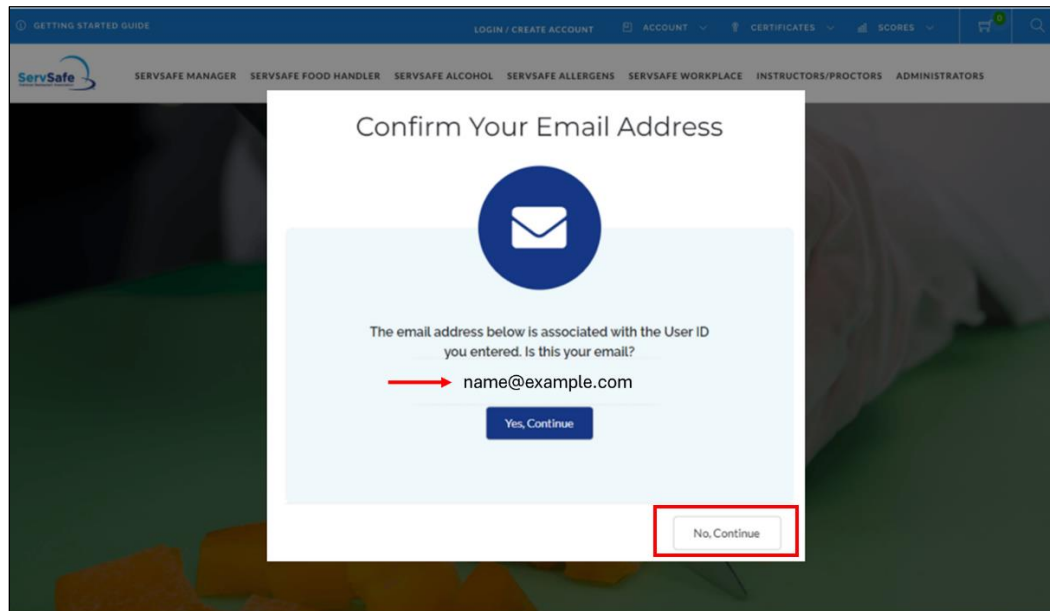
STEP 2: Confirm Your Email Address

- You may be prompted to confirm that the email address associated with your account is correct.
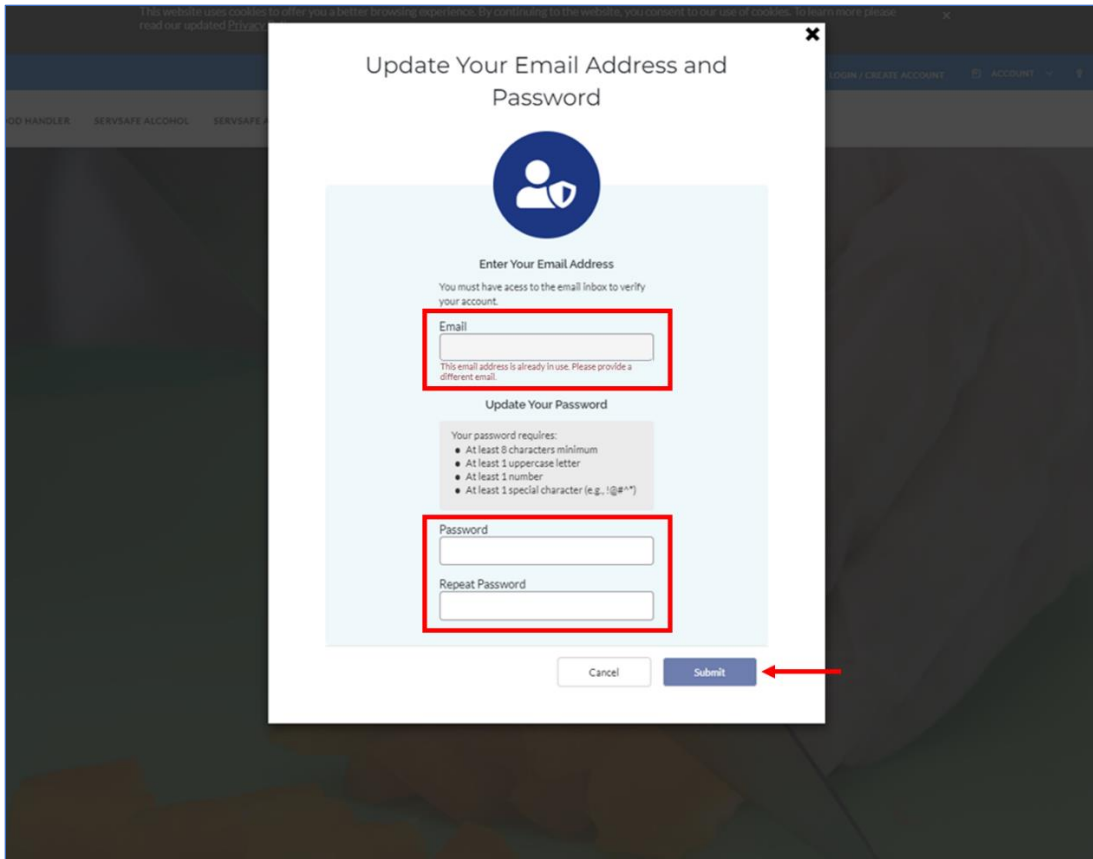- If email address is correct, select **Yes, Continue**.

- o Note: If the email address you enter is also associated with the account of another user, you may be asked to enter a new email address and password that you would like to use for the account and to click **Submit**.
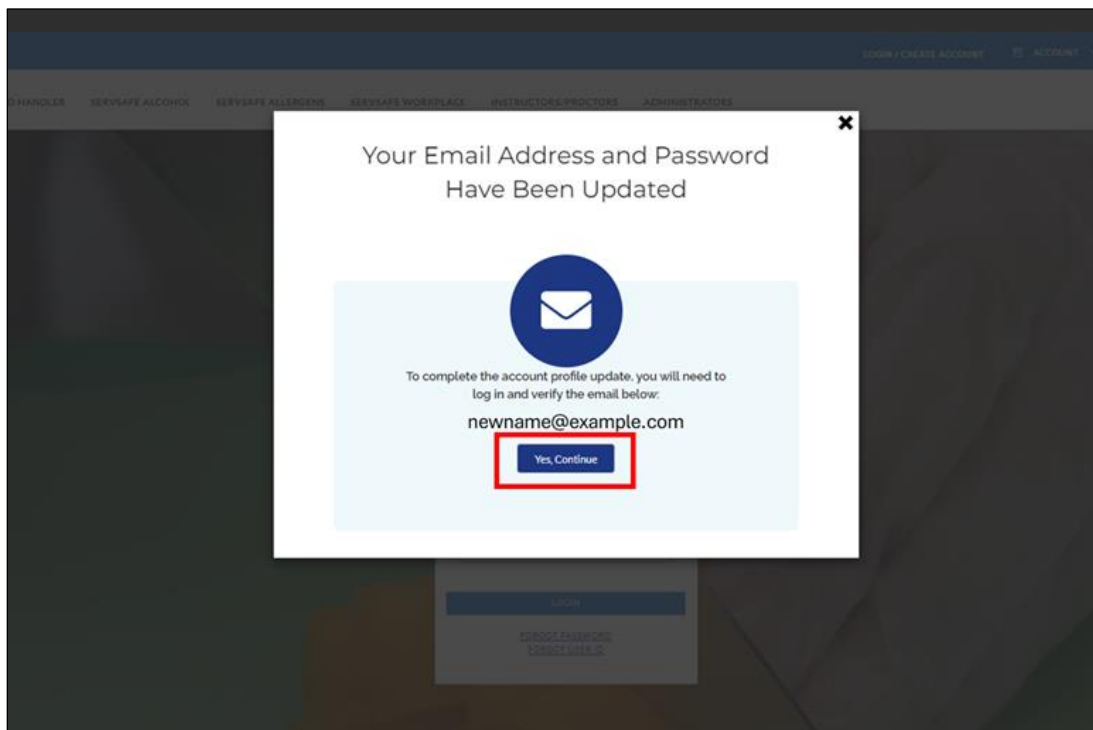
- If email address is incorrect, select **No, Continue.**

- o You will then be prompted to enter an email address and password that you would like to use for the account and to click **Submit**.
- o **Note:**
  - ▪ If the email address you enter is already associated with the account of another user, you will be asked to enter a new email address.

- If you made any email or password updates, you will see on-screen confirmation. Select **Yes, Continue.**

- You will see on-screen confirmation that your email address has been verified. You may click **Go to My Account** to access your ServSafe account.

Success!

Thank you for verifying your email address.

You can now access your account.

Go to My Account