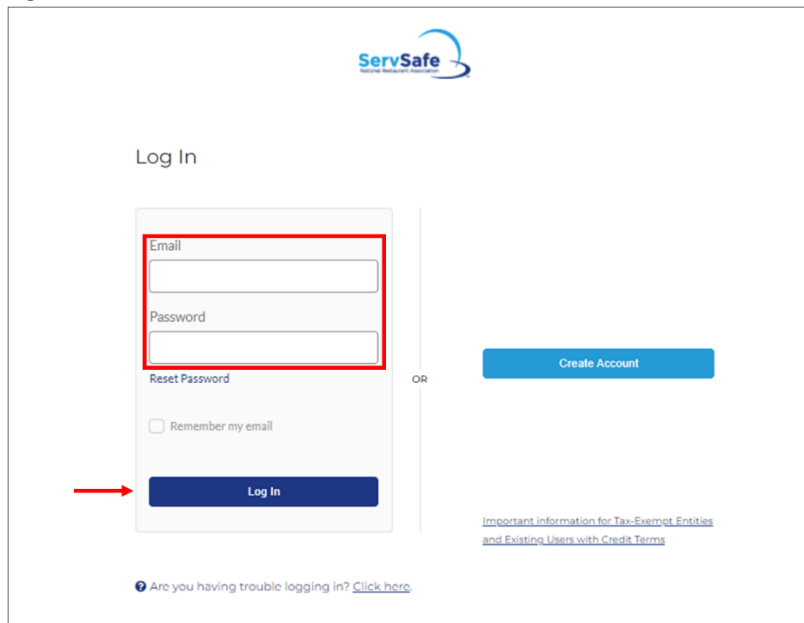


Account Login Guidance

On March 12, 2022, we updated the ServSafe.com login experience to provide more secure and enhanced account access. During the login process, we may ask you to verify the email address associated with your account. This guide outlines what you can expect for the full login process.

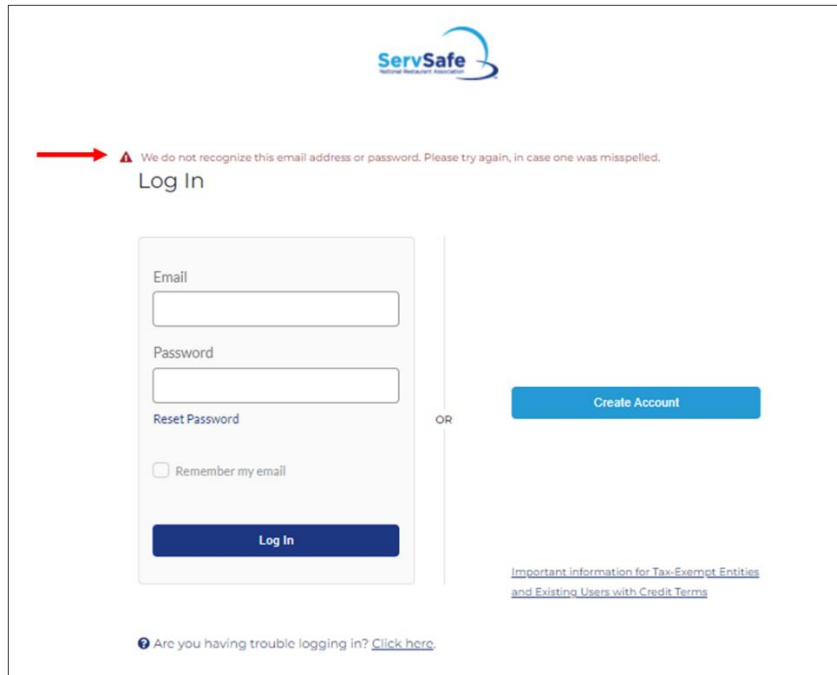
STEP 1: Log in to Your Account

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

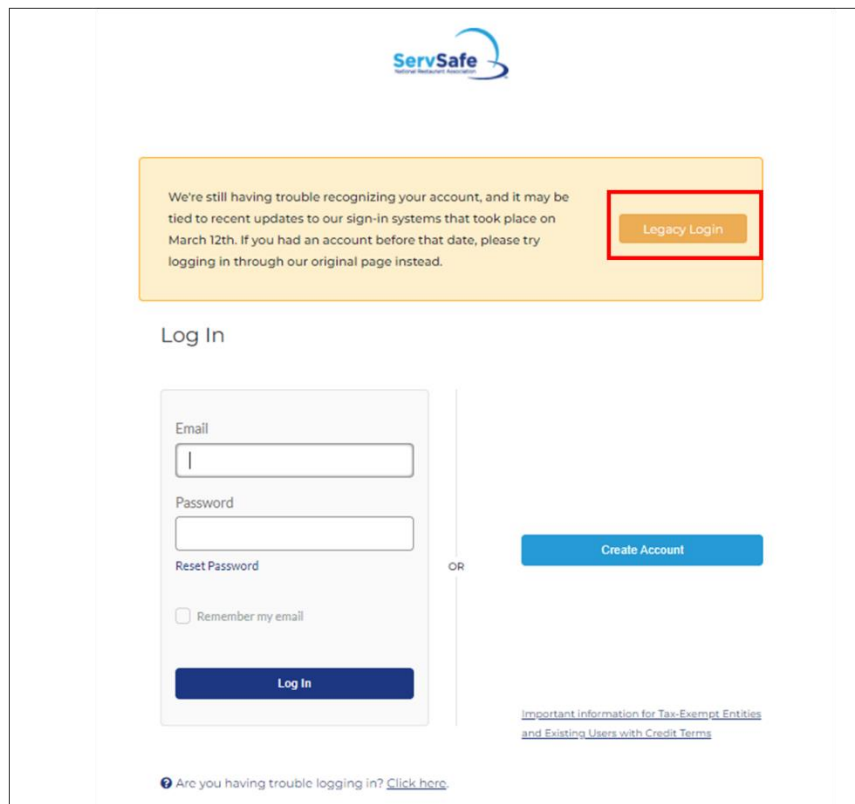


The screenshot shows the ServSafe.com login interface. At the top center is the ServSafe logo. Below it, the text "Log In" is displayed. The main login form is a light gray box containing an "Email" input field (highlighted with a red border), a "Password" input field, a "Reset Password" link, and a "Remember my email" checkbox. To the right of the form is a vertical line with "OR" in the center, followed by a blue "Create Account" button. Below the form is a dark blue "Log In" button, with a red arrow pointing to it from the left. At the bottom of the form area, there is a link: "Are you having trouble logging in? [Click here.](#)". To the right of the "Log In" button, there is a link: "[Important Information for Tax-Exempt Entities and Existing Users with Credit Terms](#)".

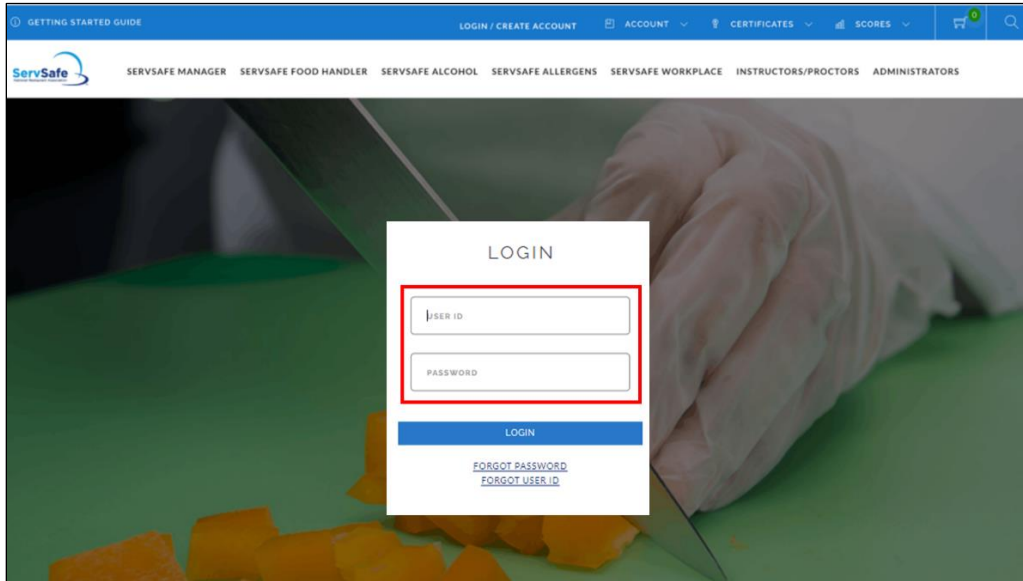
- If we do not recognize your account, you will see a message asking you to try again in case your login credentials were misspelled.



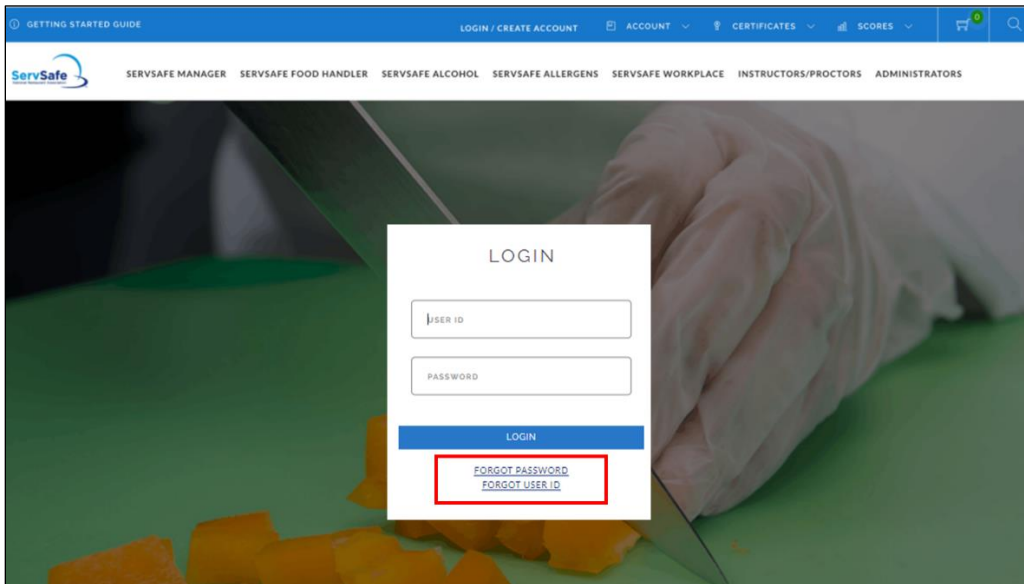
- If we still do not recognize your account, this may be tied to the recent changes to our sign-in process. You will be prompted to go to our original login page instead of the screen you are on. Click **Legacy Login** to be taken there.



- If you are taken to the Legacy Login page, enter your **User ID** and **Password** and click **LOGIN**.
- **Note:**
 - Your User ID may or may not be your email address.
 - 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.

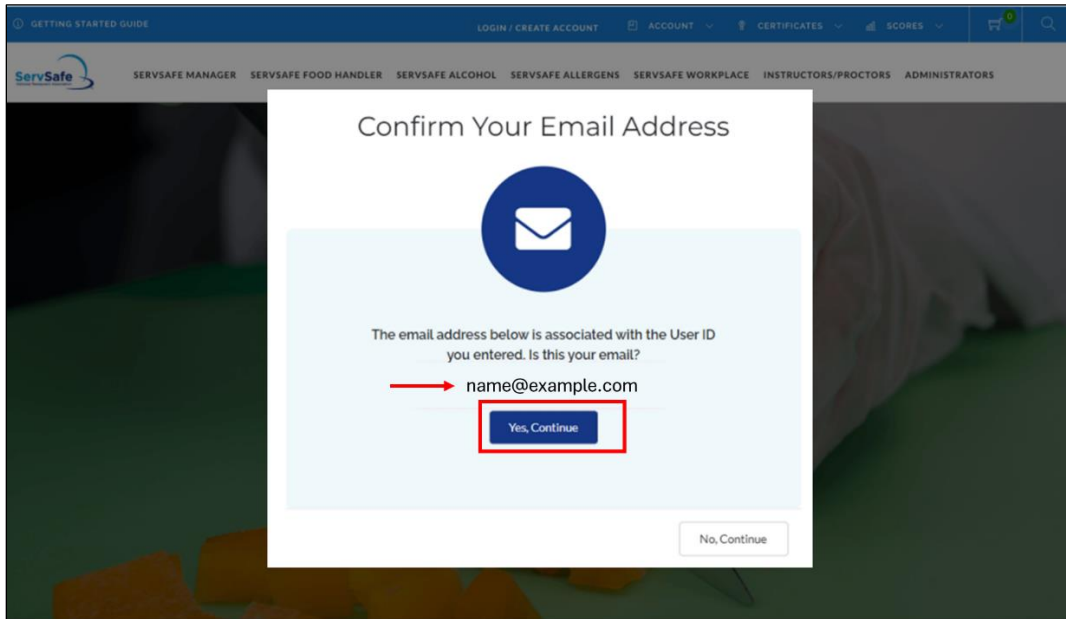


- Use the **FORGOT PASSWORD** or **FORGOT USER ID** links to recover your login information for your existing account if you can't remember them.

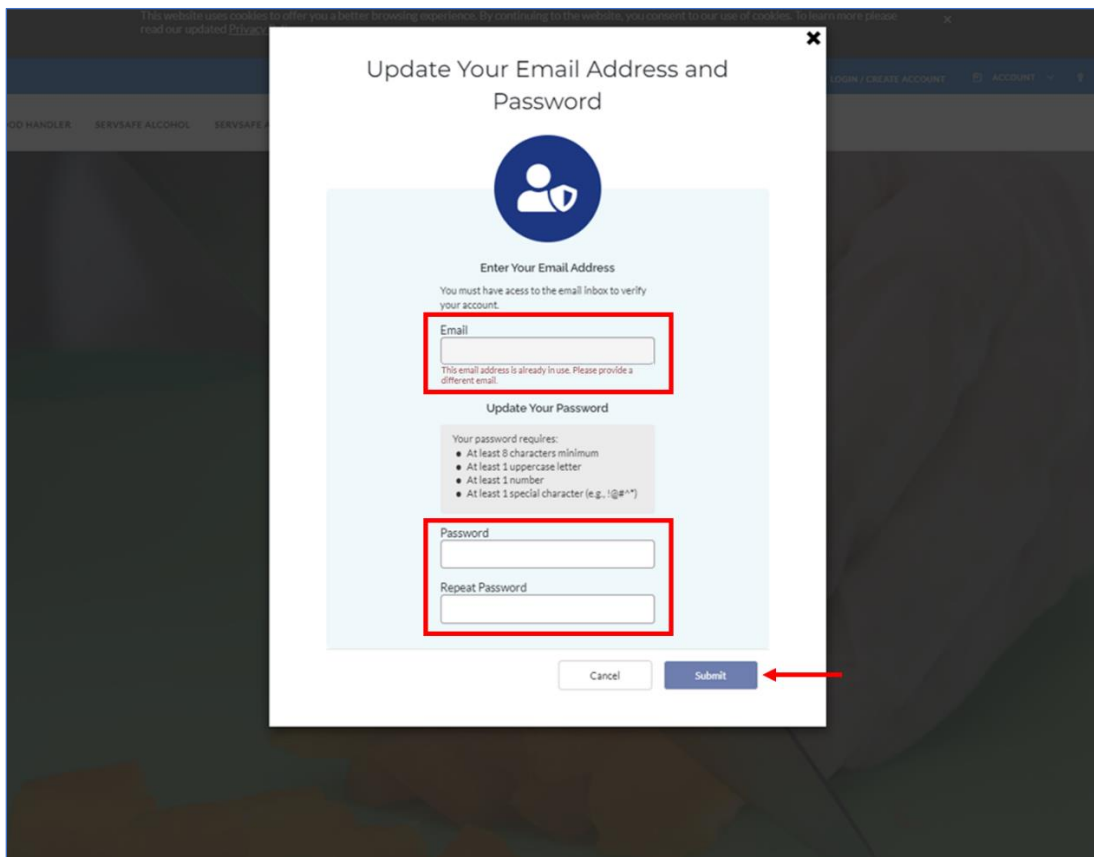


STEP 2: Confirm Your Email Address

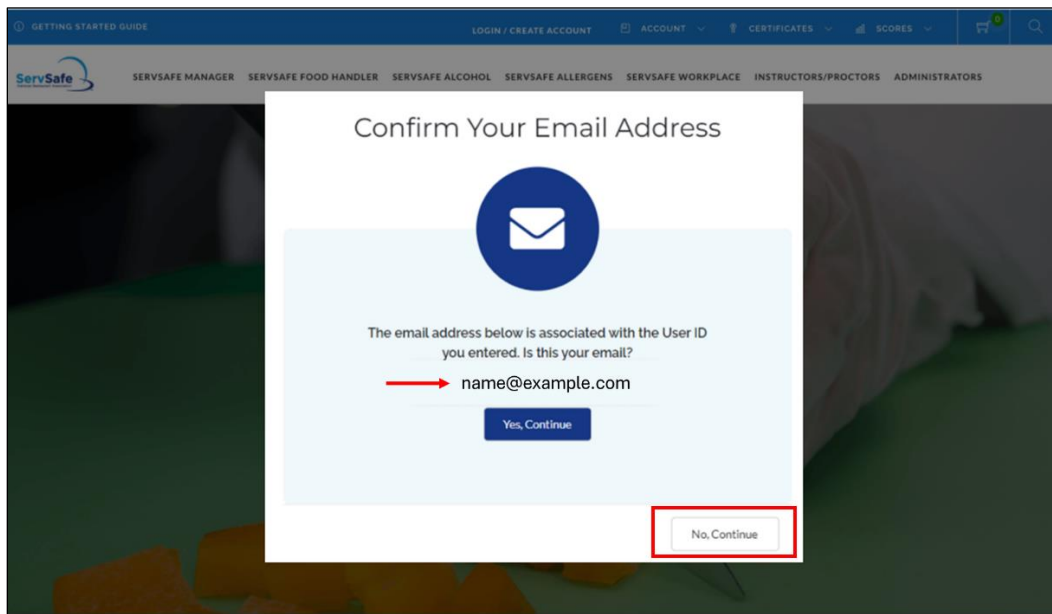
- You may be prompted to confirm that the email address associated with your account is correct.
- If email address is correct, select **Yes, Continue**.



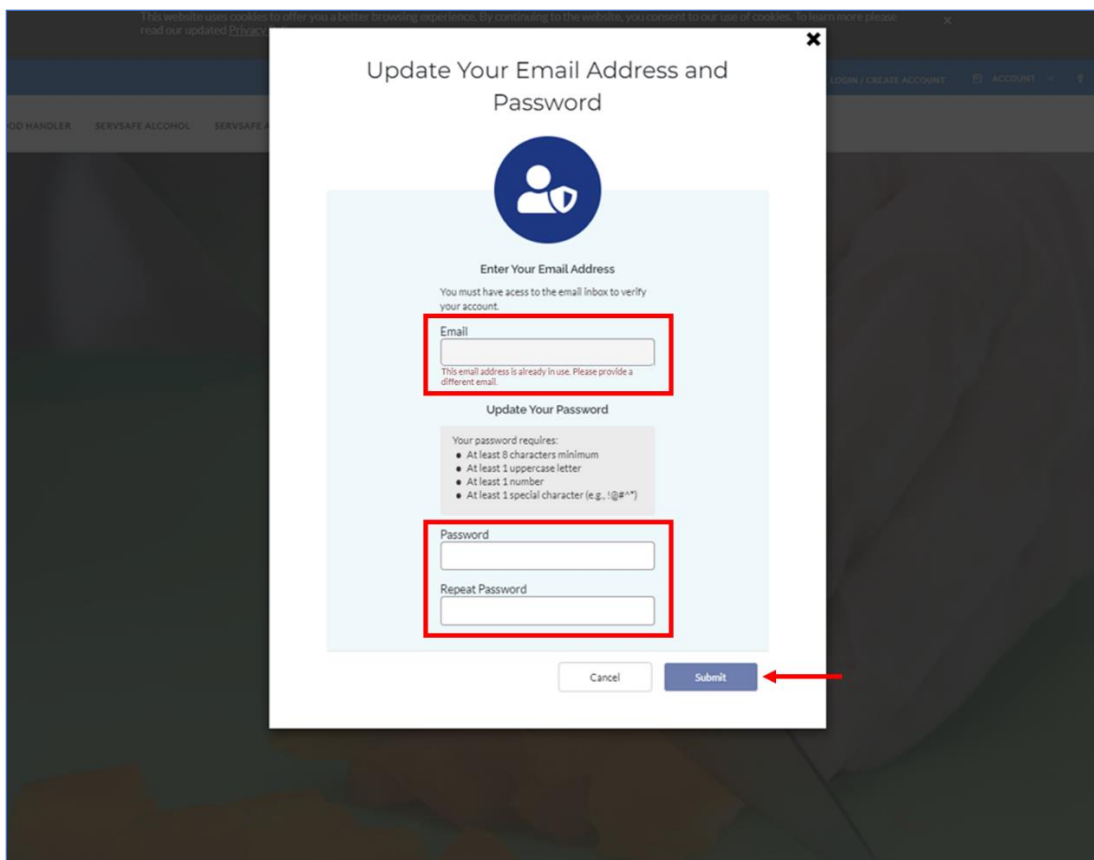
- Note: If the email address you enter is also associated with the account of another user, you may be asked to enter a new email address and password that you would like to use for the account and to click **Submit**.
- **Note:** You must have access to the email account for the email address you provide in order to verify the account.



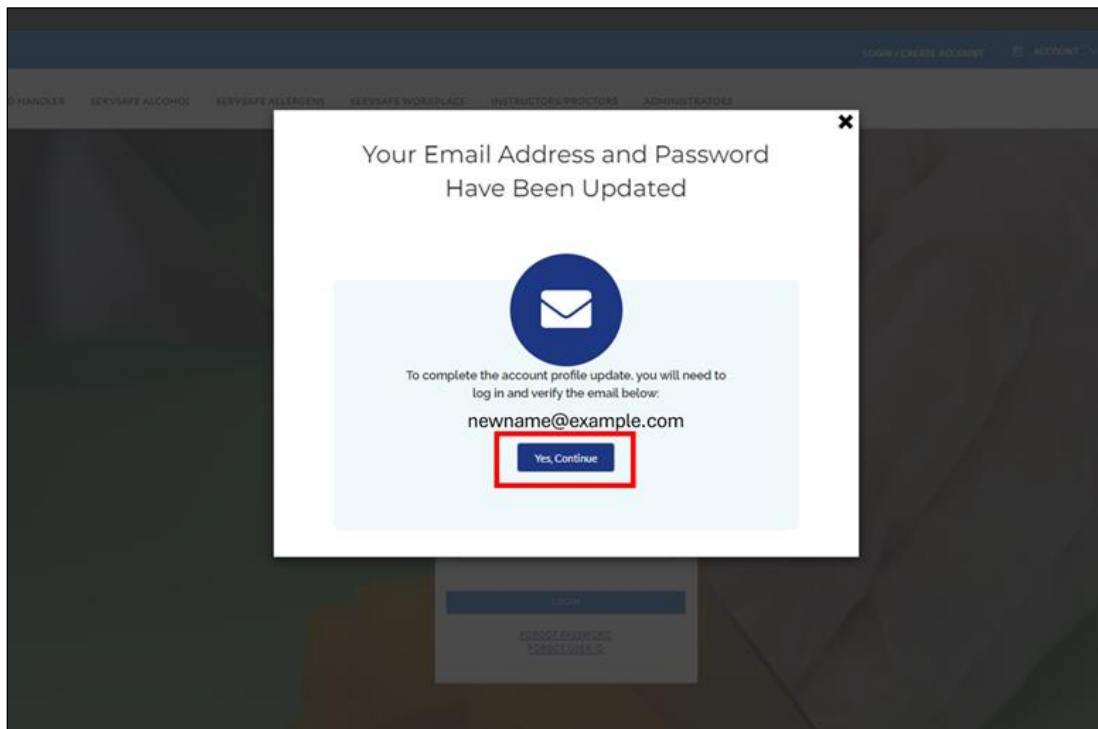
- If email address is incorrect, select **No, Continue**.



- 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**.
- **Note:**
 - You must have access to the email account for the email address you provide in order to verify the account.
 - 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.

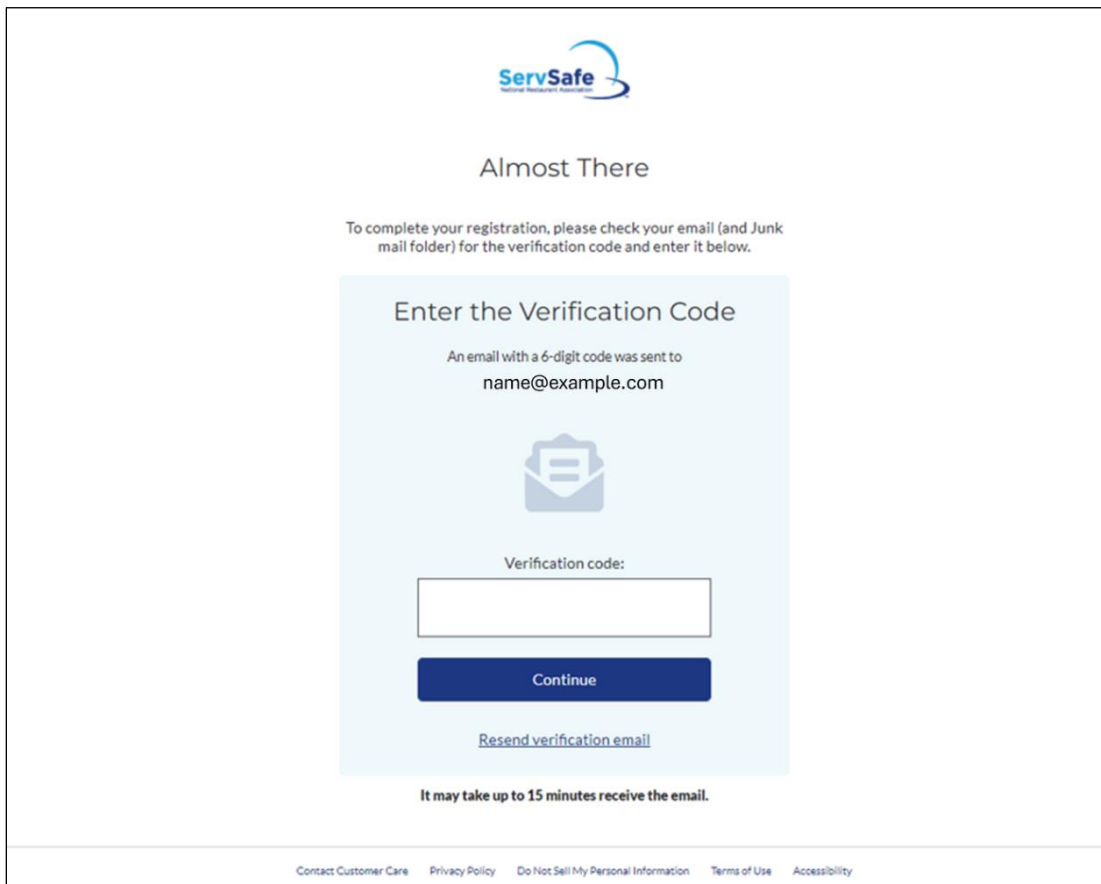


- If you made any email or password updates, you will see on-screen confirmation. Select **Yes, Continue**.

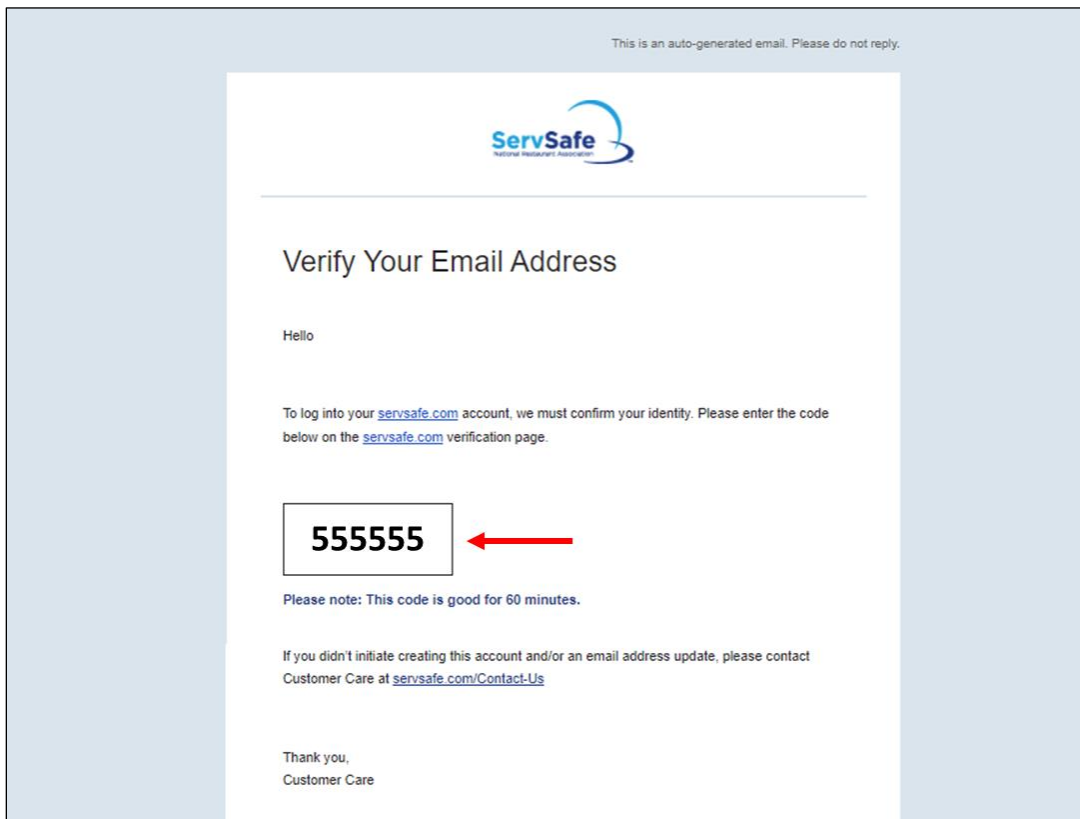


STEP 3: Verify Your Email Address

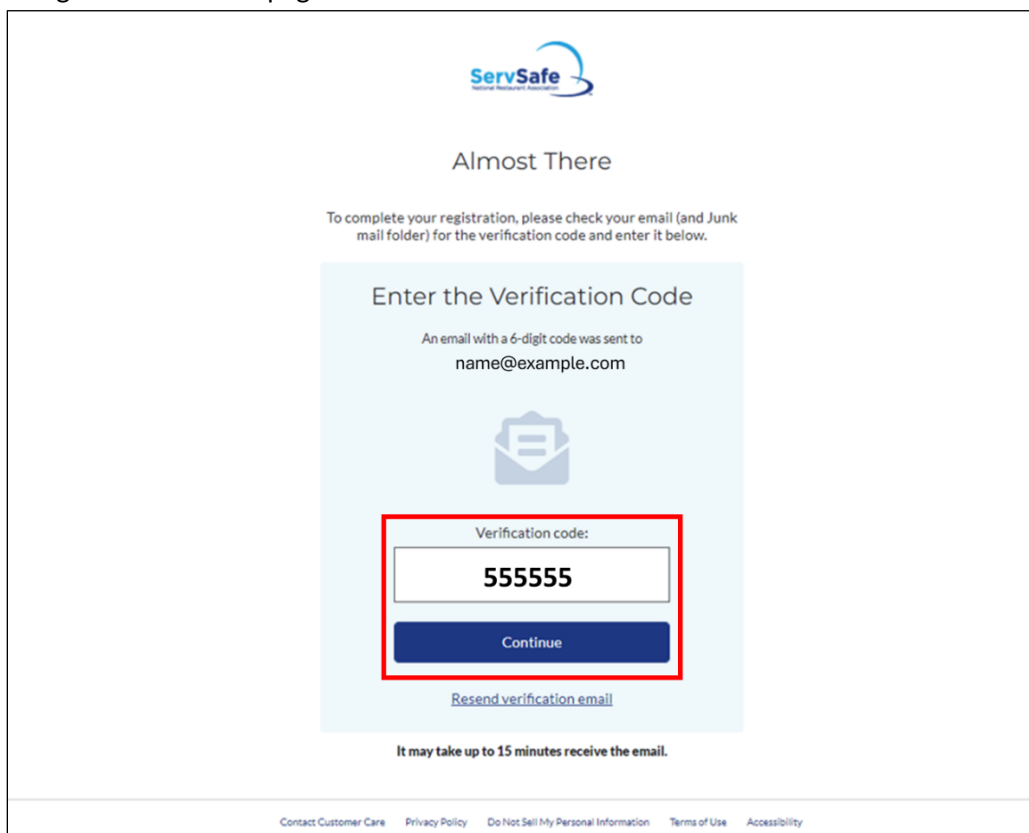
- If you have confirmed or updated your email address, you will be asked to enter a 6-digit code.



- Check your inbox for an email with the subject line of **Email Verification**, as it will contain your 6-digit code.
- **Note:** It may take 5-15 minutes for the email to show up in your inbox.



- Enter your 6-digit code onto the page and click **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.

