How to log in to the Portal for the first time

- When you are set up as a new user, you will be sent an email titled 'New user information' from Xoserve. This contains your temporary password and links to our Portals. Click on the link to the 'Xoserve Services Portal'.

- The URL should begin www.correlab2clogin.xxxxx

- If you haven't received the email, please contact your Master Admin User (MAU, previously LSO).

- Note - the URL is a 'session URL' which means it's valid for one session only. Don't bookmark this URL because it won't be available after the first login.

- Enter your email address and temporary password on the login screen.

- Note – please type out your temporary password, as copy and pasting may include a space at the end as a character. Check by clicking on the 'eye' icon.

- If you enter the incorrect details five times, your account will be temporarily locked for 30 mins. If you get to four incorrect attempts, please use the self-serve password-reset function ('Forgot your password?') to set a new password. Use the 'How to change your Portal password' video and document for more information.

- After you successfully log in, you will be prompted to create a new password. The top password box will be your temporary password provided in the email.

- The new password must be at least eight characters and contain at least three of the following: symbol, uppercase, lowercase and number. Click 'Continue'.

- After entering your new password, you will be prompted for Multi-Factor Authentication (MFA). Enter your email address and press 'Send verification code'.
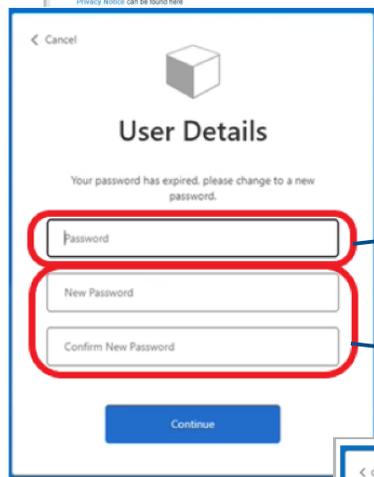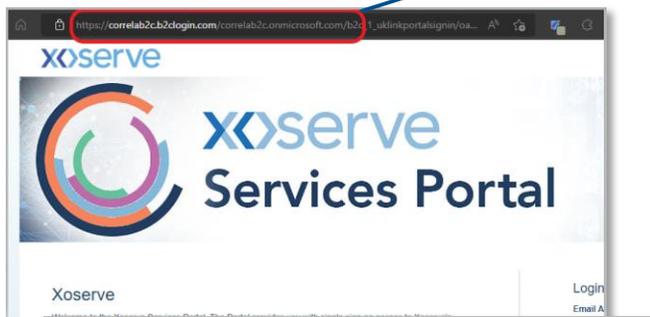
Resources:
Browser compatibility test - Link
Raise a ticket via our Service Desk - servicedesk@xoserve.com
Full training course for the new GES service - Link
Frequently Asked Questions - Link

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- Note - if you don't receive the verification code email straight away, please wait before pressing 'Send new code'. It can take up to 10 minutes for the email to be delivered and can be delayed by your system's email scan and filter settings. Once you press 'Send new code', the first code email becomes invalid, and you will have to wait for the second email to get a valid code.

- The email code expires after 10 minutes. If you still haven't received the email by this time, click 'Send new code'.

- Enter the verification code from the email and click 'Verify code' then 'Continue'.

- An 'Email address verified' message should appear in the next pop-up box. You can then click 'Continue'.

- Note - if you see the message 'Completing login' for more than a few minutes, the login session has not completed. Close your browser and begin the process again.

- Once you have successfully set your new password, you will be logged in to the GES Portal. You can now bookmark www.xoserveservices.com to access later.

- Note - each time you log in, you need to tick (or untick and tick again) the Terms of Use policy before you can use the Portal tabs.

- If you still need help:
  - Check your browser compatibility using the link below.
  - Contact your MAU to check that your account has been set up.
  - Contact your IT support to verify the new GES Portal URL is on your company's whitelist and not blocked.
  - Raise a ticket with our Service Desk on the link below, providing information on the steps that you have completed so we can triage the issue as accurately as possible.

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