How to log in to the Xoserve Services Portal

- Use the URL xoserveservices.com to get started.

> Note: Please do not bookmark the autogenerated URL as it is valid for one session only. You won't be able to return to that session. Bookmark xoserveservices.com.

- If you are a new user, you've forgotten your password or your temporary password has expired, click on 'Forgot your password' and enter your email address. Click 'Send verification code'.

- After five failed attempts, your account will be locked for 30 minutes. After four failed attempts, we advise that you use this process to reset your password.

- Note: Please don't click 'Send new code' if you don't receive your email immediately. It may be delayed by your company's email scan and filter. Pressing 'Send new code' makes the first code invalid. The email code will automatically expire after five minutes. Please wait five minutes before clicking 'Send new code'.

- Enter your code, click 'Verify code' and then 'Continue'.

- You will be prompted to create a new password. The new password must contain be a minimum of 8 characters, and at least two of the following: symbol, upper case, number. Click 'Continue.

- Once the new password is successfully set, you will be logged in to the Xoserve Services Portal. If you aren't redirected within a couple of minutes please refresh your browser or try using Incognito (Chrome) or InPrivate browsing (Edge) modes.

- Each time you log in, you need to tick (or untick and tick again) to accept the Terms of Use before you can use the portal tabs. The tabs you see are dependent on the services you are signed up for and may change as we add more.

- You can safely save the bookmark www.xoserveservices.com.
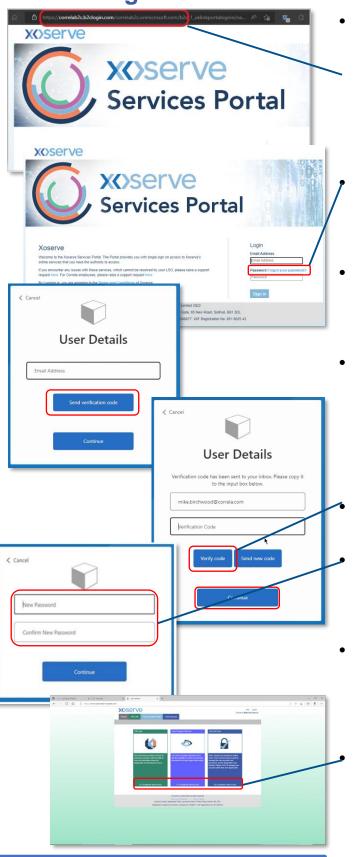
Resources:
Bookmark to save - www.xoserveservices.com
Browser compatibility test – Link
Latest news and technical guidance - Link
Raise a ticket - servicedesk@xoserve.com
Full training course for the new service - Link
Frequently Asked Questions - Link

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