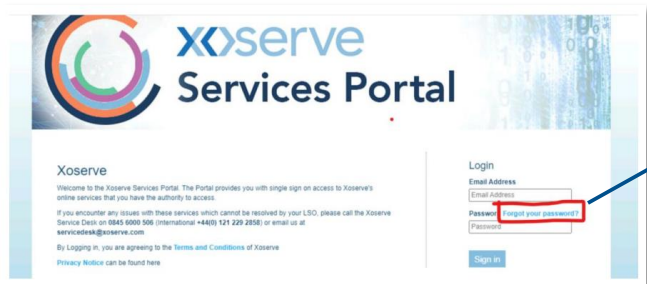
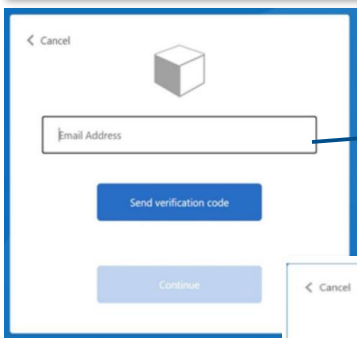


How to change your Portal password

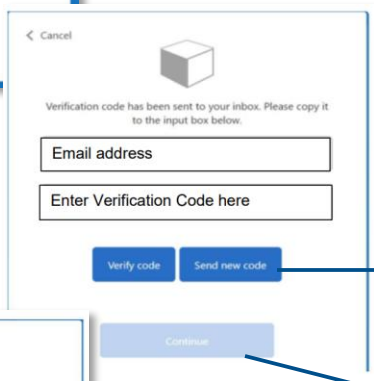


- If you have forgotten, lost or need to reset your password, please follow these steps.
- Go to www.xoserveservices.com and click 'Forgot your password?'.



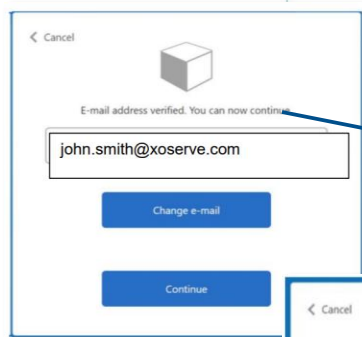
- If you enter the incorrect details five times, your account will be temporarily locked for 30 mins. If you get to four incorrect attempts, please use the self-serve password-reset function.

Enter your email address in the box that appears and click 'Send verification code'.



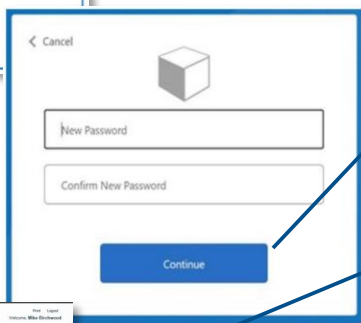
- Note - if you don't receive the verification code email straight away, please wait before pressing 'Send new code'. It can take up to 10 minutes for the email to be delivered and can be delayed by your system's email scan and filter settings. Once you press 'Send new code', the first code email becomes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



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

Once you have successfully set your new password, you will be logged in to the GES Portal. Refresh your browser if you aren't redirected within a couple of minutes.



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.

Resources:

Portal URL – www.xoserveservices.com

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](#)