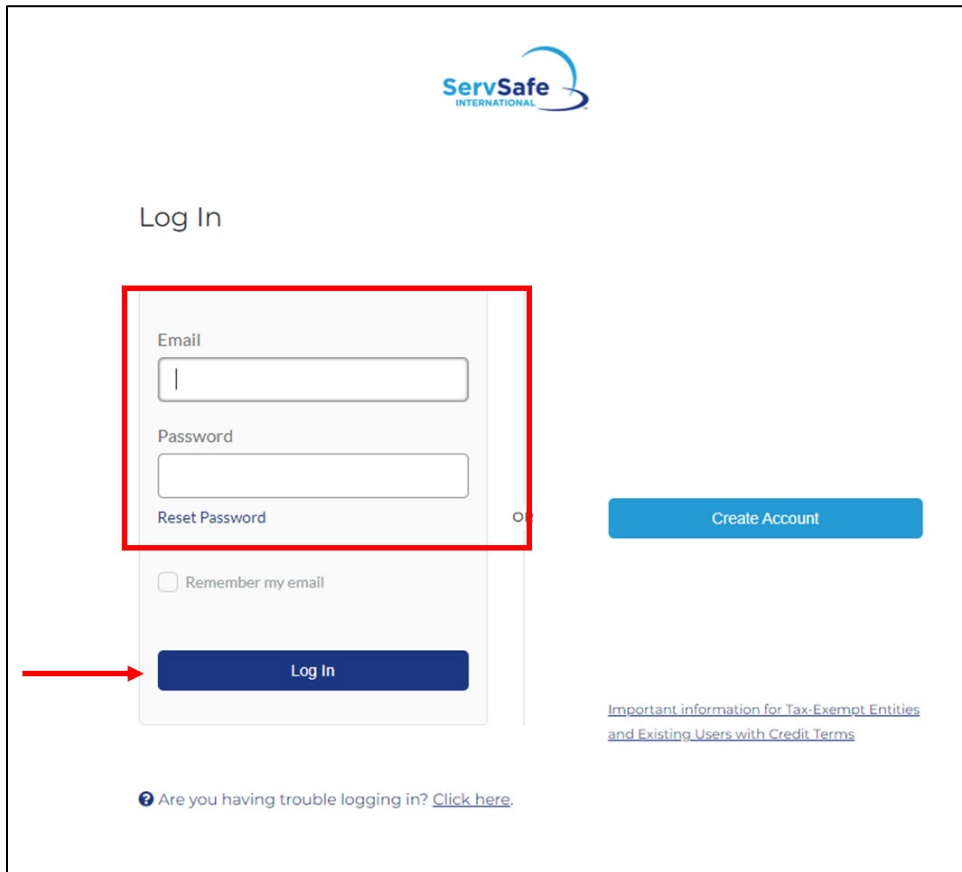


Account Login Guidance

On March 12, 2022, we updated our 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 a new user, select **Create Account**, but if you are an existing user, enter your email address and password and click **Log In**.



ServSafe
INTERNATIONAL

Log In

Email

Password

Reset Password

☐ Remember my email

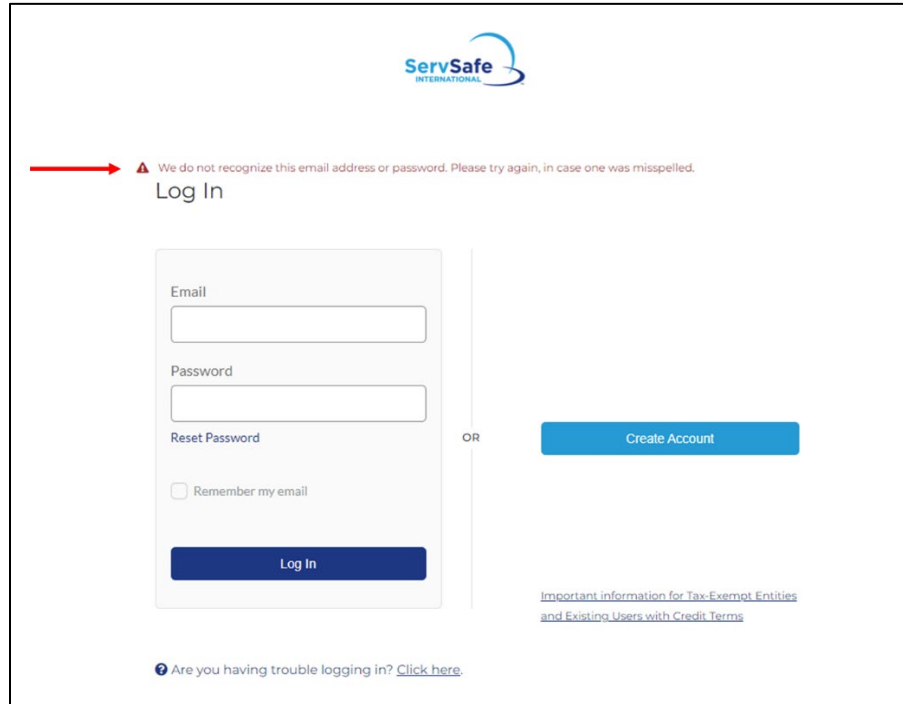
Log In

Create Account

[Important information for Tax-Exempt Entities
and Existing Users with Credit Terms](#)

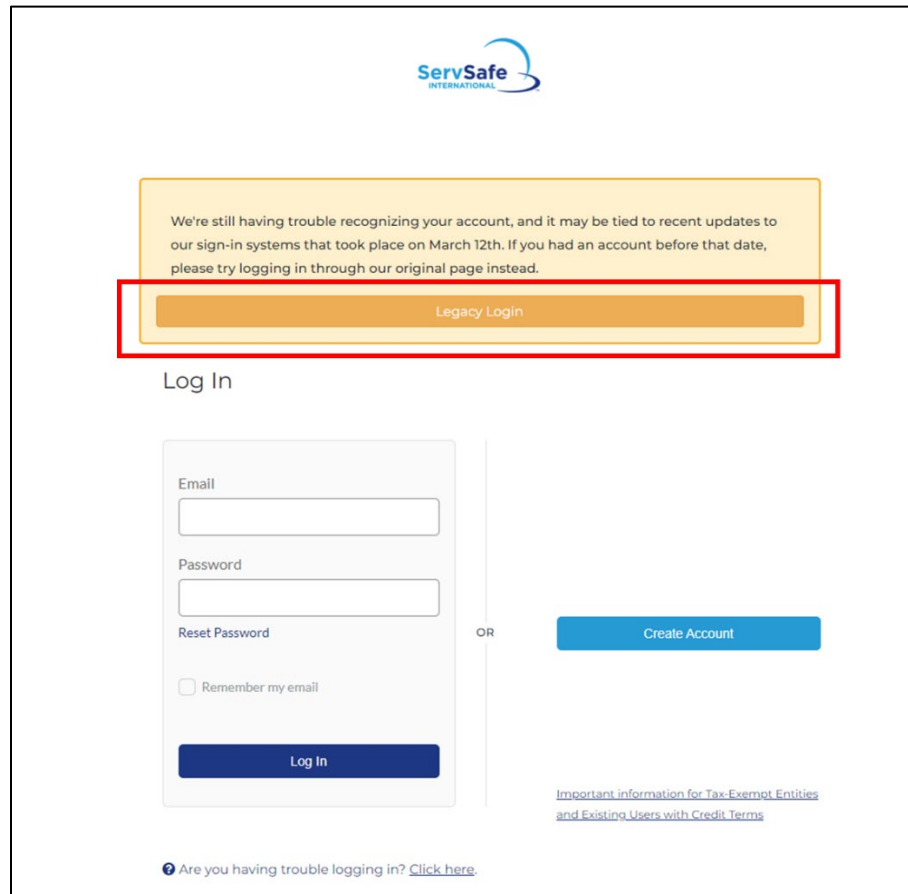
[Are you having trouble logging in? Click here.](#)

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



The screenshot shows the ServSafe International login page. At the top center is the ServSafe International logo. Below it, a red arrow points to a red error message: "We do not recognize this email address or password. Please try again, in case one was misspelled." Below the message is the "Log In" heading. The login form consists of two input fields: "Email" and "Password". Below the "Password" field is a "Reset Password" link. To the right of the form is a vertical line with the word "OR" in the center, followed by a blue "Create Account" button. Below the form is a checkbox labeled "Remember my email" and a blue "Log In" button. At the bottom of the form area is a link: "Are you having trouble logging in? [Click here.](#)". To the right of the "OR" separator is a link: "[Important information for Tax-Exempt Entities and Existing Users with Credit Terms](#)".

- 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.



The screenshot shows the ServSafe International login page with a yellow warning box at the top. The box contains the text: "We're still having trouble recognizing your account, and it may be tied to recent updates to our sign-in systems that took place on March 12th. If you had an account before that date, please try logging in through our original page instead." Below this text is a red-bordered box containing a yellow button labeled "Legacy Login". Below the warning box is the "Log In" heading. The login form consists of two input fields: "Email" and "Password". Below the "Password" field is a "Reset Password" link. To the right of the form is a vertical line with the word "OR" in the center, followed by a blue "Create Account" button. Below the form is a checkbox labeled "Remember my email" and a blue "Log In" button. At the bottom of the form area is a link: "Are you having trouble logging in? [Click here.](#)". To the right of the "OR" separator is a link: "[Important information for Tax-Exempt Entities and Existing Users with Credit Terms](#)".

- 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.

ServSafe International™

Home Contact Help Login

Login

Existing User

User ID

Password

[Login](#)

[FORGOT PASSWORD](#)
[FORGOT USER ID](#)

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

ServSafe International™

Home Contact Help Login

Login

Existing User

User ID

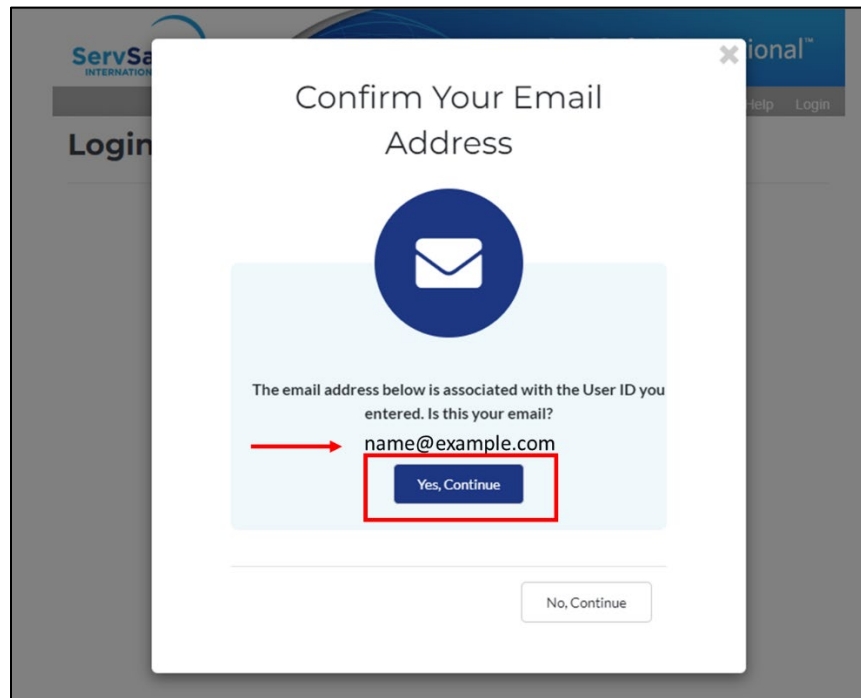
Password

[Login](#)

[FORGOT PASSWORD](#)
[FORGOT USER ID](#)

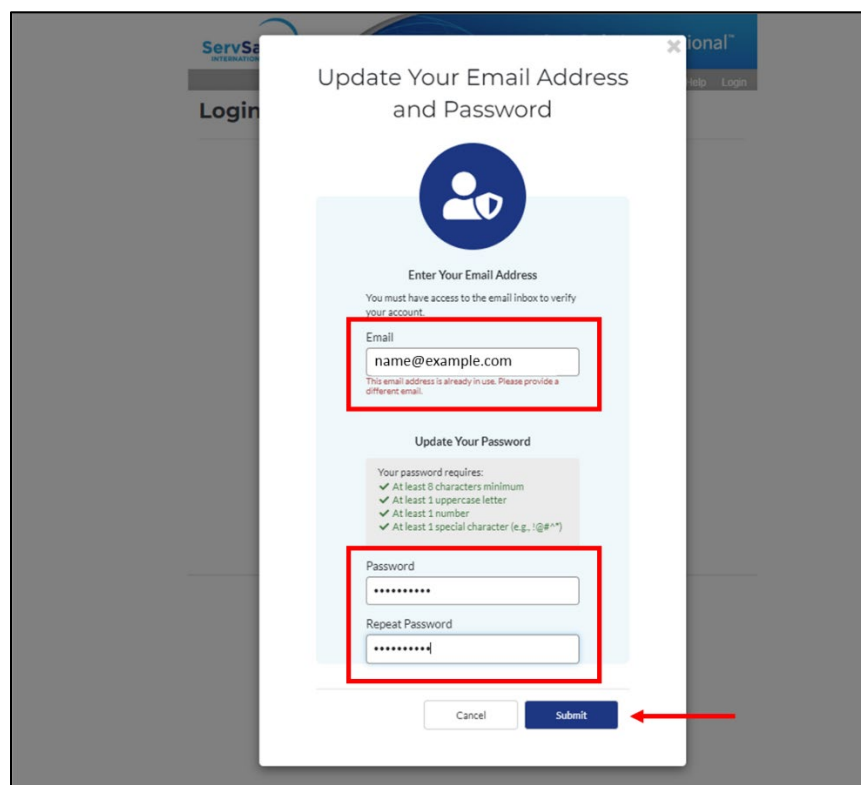
STEP 2: Confirm Your Email Address

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



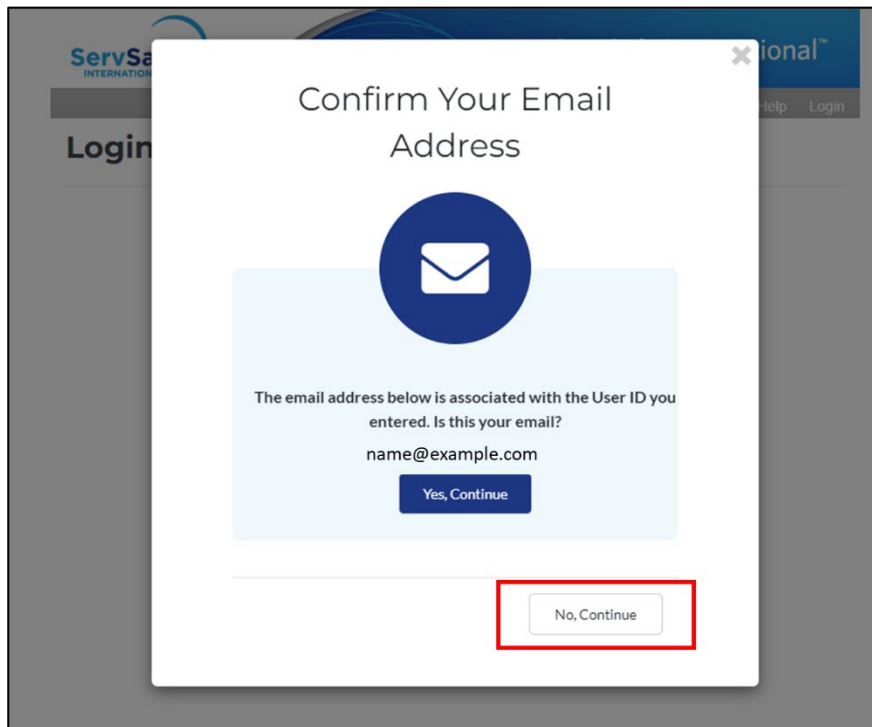
The screenshot shows a modal dialog box titled "Confirm Your Email Address". At the top is a blue circular icon with a white envelope. Below the icon, the text reads: "The email address below is associated with the User ID you entered. Is this your email?". A red arrow points to the email address "name@example.com" displayed in the dialog. Below the email address is a blue button labeled "Yes, Continue", which is highlighted with a red rectangular box. At the bottom right of the dialog is a smaller, lighter blue button labeled "No, Continue". The background of the dialog is white, and it is set against a blurred background of the application's login page.

- 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.



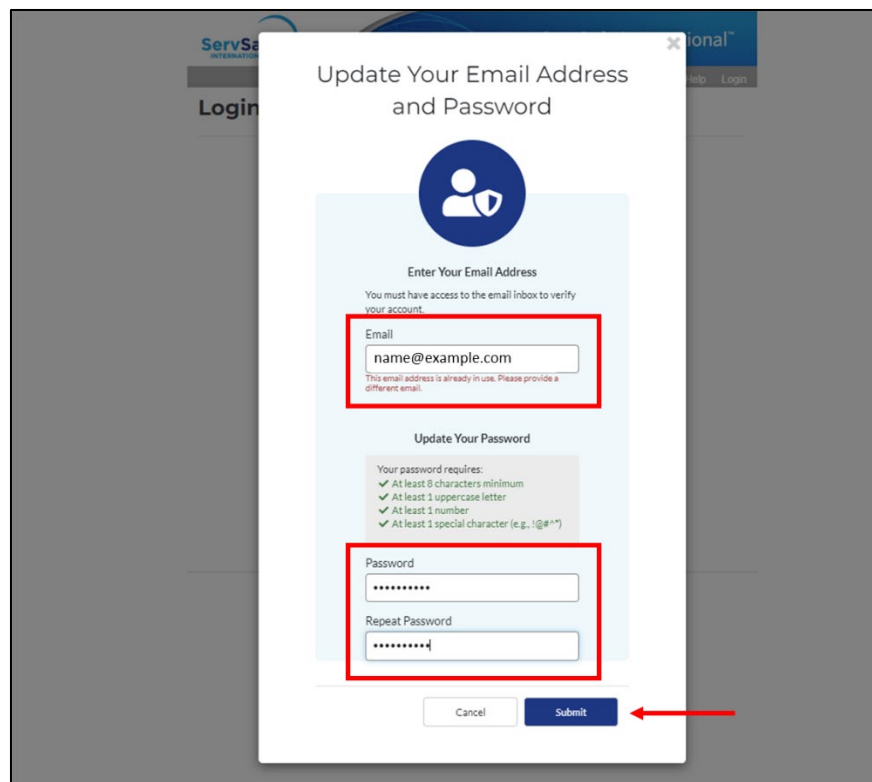
The screenshot shows a modal dialog box titled "Update Your Email Address and Password". At the top is a blue circular icon with a white person silhouette. Below the icon, the text reads: "Enter Your Email Address" and "You must have access to the email inbox to verify your account." Below this is a text input field for the email address, containing "name@example.com". A red rectangular box highlights the email input field and the error message below it: "This email address is already in use. Please provide a different email." Below the email section is the "Update Your Password" section. It lists password requirements: "At least 8 characters minimum", "At least 1 uppercase letter", "At least 1 number", and "At least 1 special character (e.g., !@#*)". Below these requirements are two text input fields for the password and repeat password, both containing "*****". A red rectangular box highlights the password and repeat password input fields. At the bottom of the dialog are two buttons: "Cancel" and "Submit". A red arrow points to the "Submit" button. The background of the dialog is white, and it is set against a blurred background of the application's login page.

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



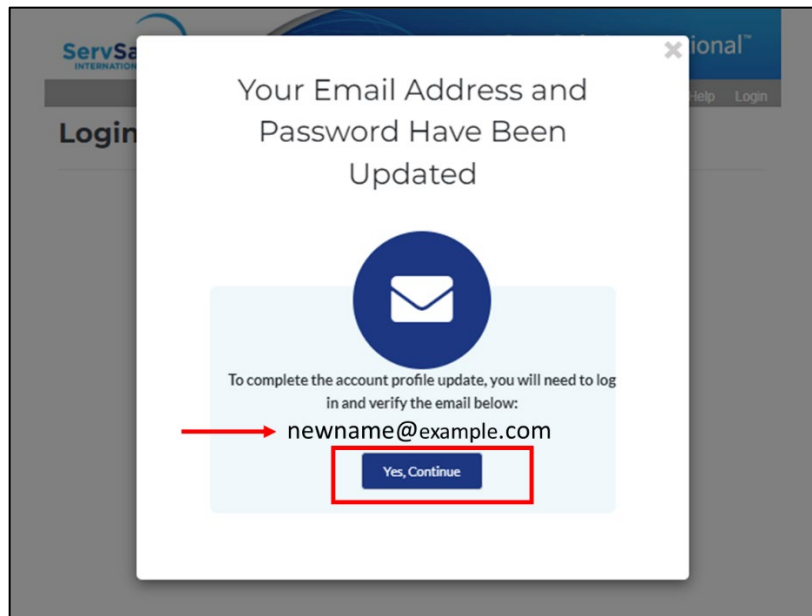
A dialog box titled "Confirm Your Email Address" with a blue envelope icon. The text inside asks if the email address "name@example.com" is the user's. There are two buttons: "Yes, Continue" and "No, Continue". The "No, Continue" button is highlighted with a red rectangle.

- 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.



A dialog box titled "Update Your Email Address and Password" with a blue user icon. It has two sections: "Enter Your Email Address" and "Update Your Password". The email field contains "name@example.com" and has a red rectangle around it with an error message: "This email address is already in use. Please provide a different email." The password section has a list of requirements and two input fields for "Password" and "Repeat Password", both with red rectangles around them. At the bottom are "Cancel" and "Submit" buttons, with a red arrow pointing to the "Submit" button.

- 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 account.

