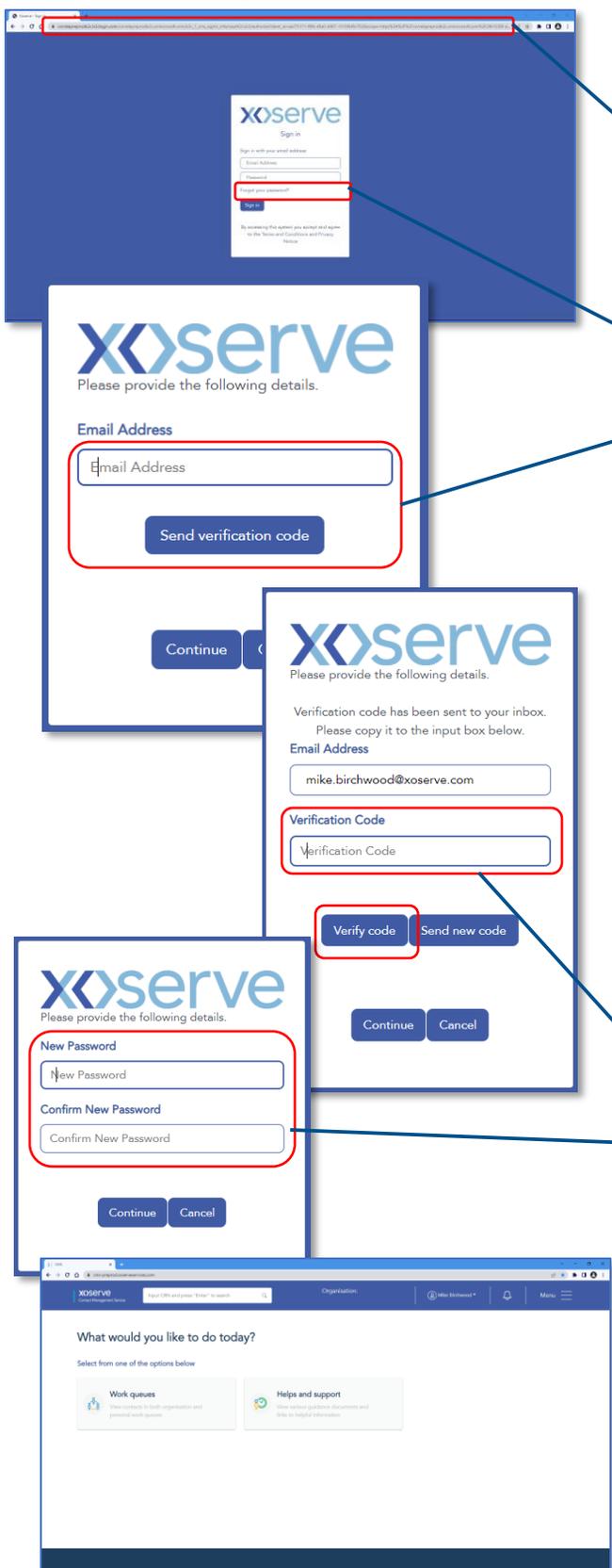


# How to log in to the New CMS Portal



- Use the URL [cms.xoserveservices.com](https://cms.xoserveservices.com) to get started.

Note that the URL created when the page loads is a “session URL” which means that it is valid for one session only – don’t save these as bookmarks because if you return to that session URL, you won’t be able to login.

If you are a new user or have forgotten your password, click on “Forgot your password”.

Enter your email address. Click “Send verification code”.

- Your account locks out after five failed attempts for 30 minutes for security purposes. If you have tried 4 times, we advise that you use this process to reset your password.

- Note that If the verification code email does not arrive straight away, try to resist pressing the “Send new code” button too quickly because it may be delayed by your company’s email scan and filter. Once you press the “Send new code” button, the first code email then becomes invalid. The email code will expire after 5 minutes, if your email hasn’t arrived by then, use the “Send new code” button.

Enter your code, click “Verify code” first and then “Continue”.

You are then prompted to create a new password. The new password must follow the policy; at least 8 characters and contain at least 3 of each symbol, capital, lowercase and number. Click “Continue”.

- Once the new password is successfully set, you will be logged in to the New CMS Portal and use your new credentials when you return.
- Restart your browser if you aren’t redirected within a couple of minutes or try using Incognito (Chrome) or InPrivate browsing (Edge) modes.
- You can now safely save the bookmark [cms.xoserveservices.com](https://cms.xoserveservices.com).

## Resources:

Bookmark to save - [cms.xoserveservices.com](https://cms.xoserveservices.com)  
Browser compatibility test – [Link](#)  
Latest news and technical guidance – [Link](#)  
Raise a ticket - [servicedesk@xoserve.com](mailto:servicedesk@xoserve.com)