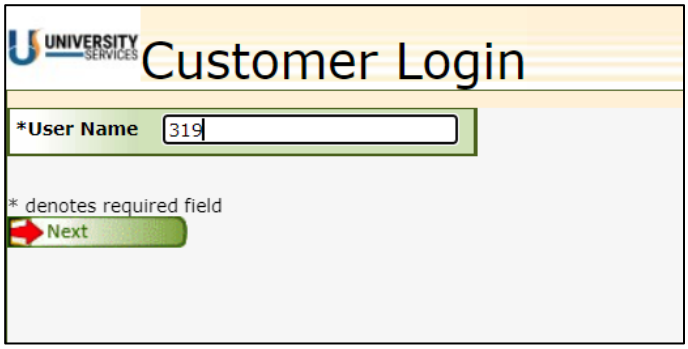
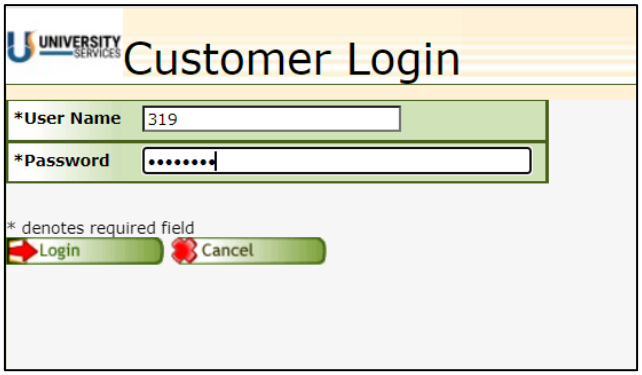
University Services Auth0 First-Time User Registration Instructions

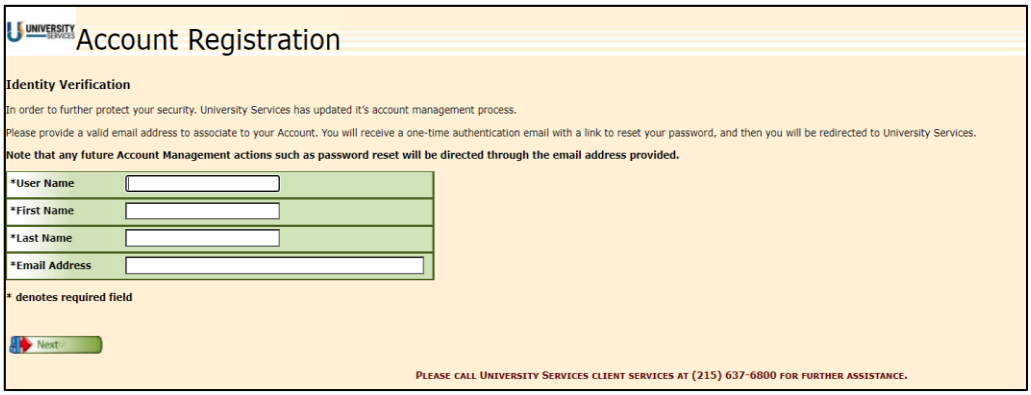
Below are instructions for logging into the University Services web portal for the first time after being migrated to Auth0. Please contact the University Services Client Relations team with any questions, comments, or concerns with this process.

1. Login in with your current credentials.

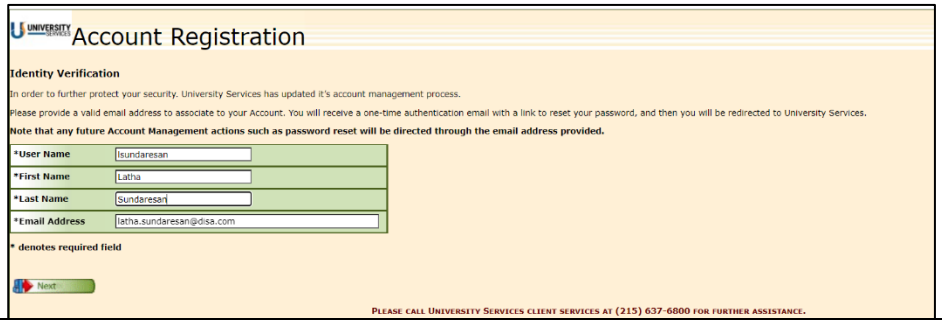




2. You will be redirected to the account registration page.



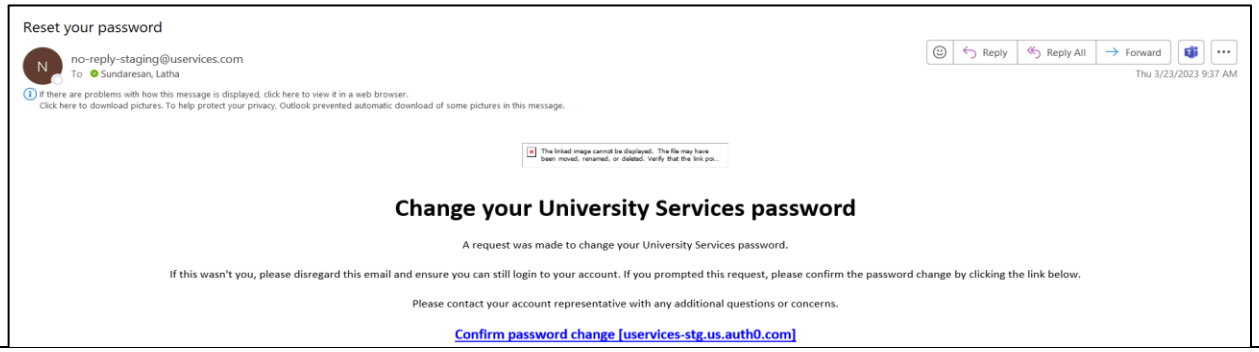
3. You will be prompted to create a new, unique username. We recommend using a combination of your first and last name (e.g., JSmith, JohnSmith, SmithJohn); however, any unique username will work.



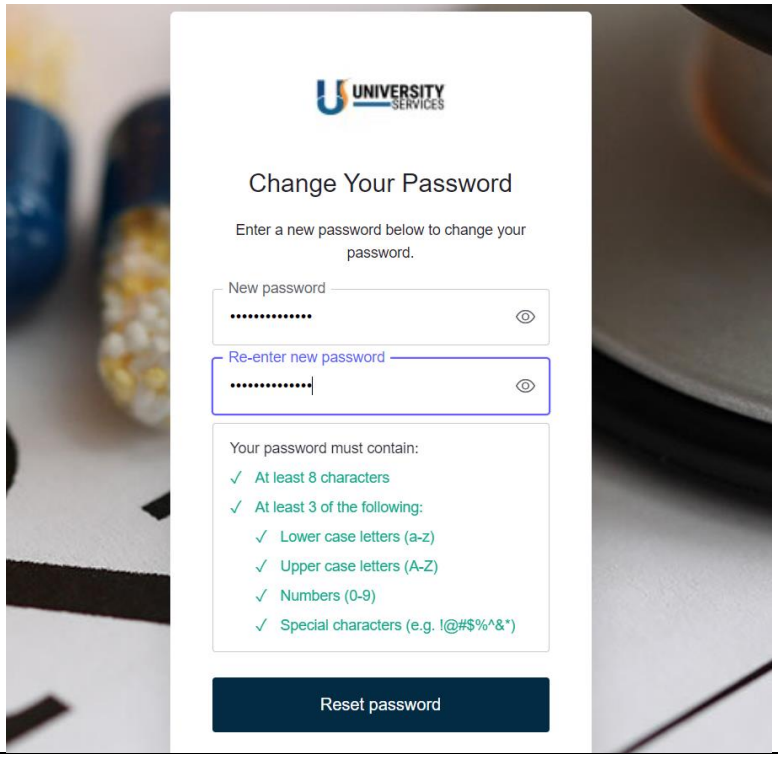
4. You will be prompted to provide an email. Please provide an active email address that is maintained. The password reset email link will be sent to this email address.

5. After creating a new username and providing an email address, you will see a “Thank You” page notifying you that you will receive an email from no-reply@uservices.com containing your password reset link. The password reset link expires after five days. If you do not see a “Thank You” page and instead you see an “Error” page, please contact University Services Client Relations.
    a. To avoid any delays in processing we kindly request that you whitelist the following email addresses associated with our company: *no-reply@uservices.com*
    By adding this email address to your whitelist, you can help ensure that essential communications from our company reach your inboxes and do not end up in the spam or junk folder.

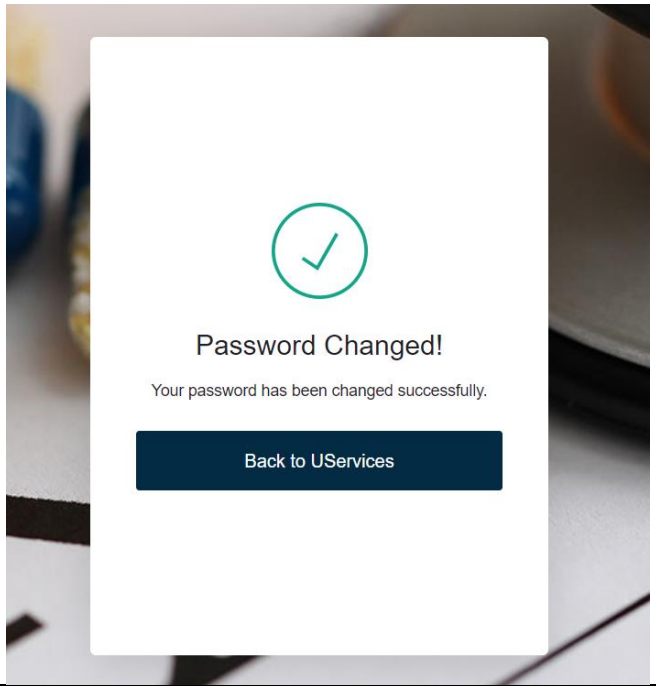
6. Click on the password reset link sent from no-reply@uservices.com



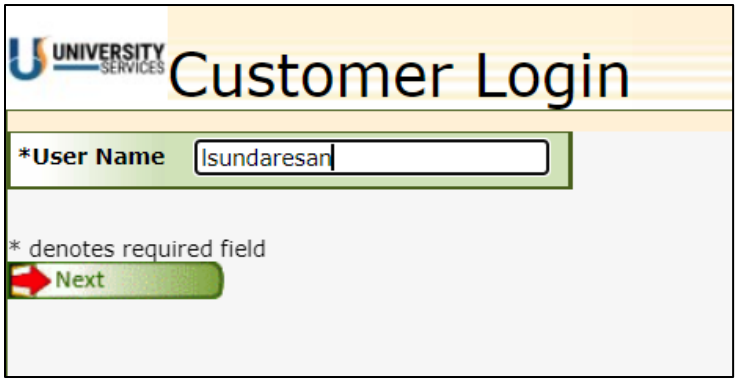
7. Follow the instructions to reset your password in Auth0.

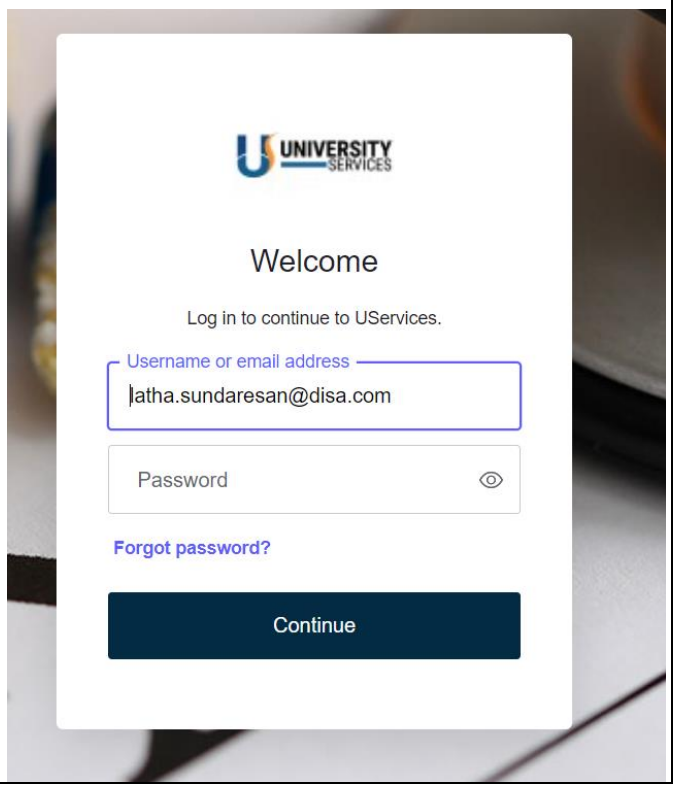


8. Return to the University Services web portal and enter the username you just created.



9. You will be transferred to Auth0 to enter your new password.





10. You will be redirected to the University Services portal after successfully authenticating.