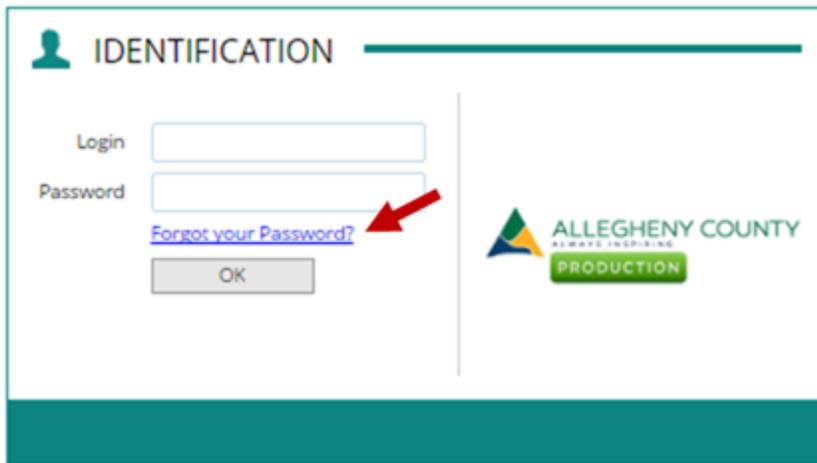# iService Self Service Portal – Provider First Time Log-in Guide

*For first time log-in Navigate to https://servicedesk.alleghenycounty.us and follow the steps below:

1. On the log in screen click on "Forgot your Password"

2. Choose the "Email Address" option. Type in the email address you provided on your ISAR form. This is the email we have on record for you.
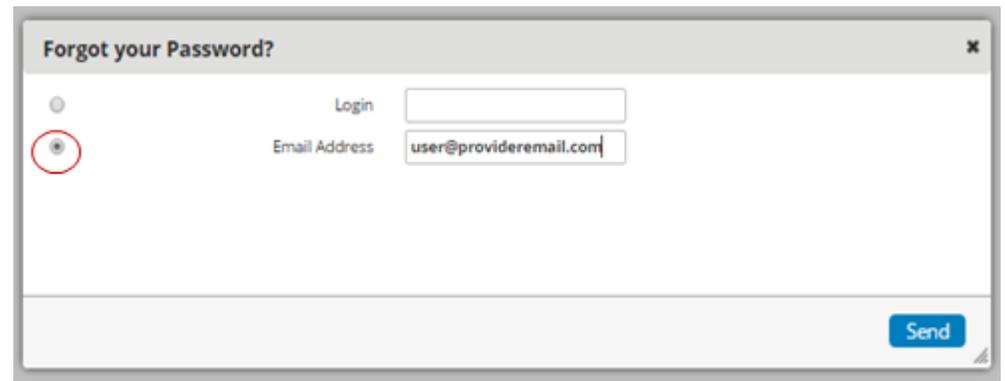
3. A temporary password will be sent to the email we have on record for you.

4. You will receive an email from the system with your login ID and a temporary password in the following format. These are your login credentials.
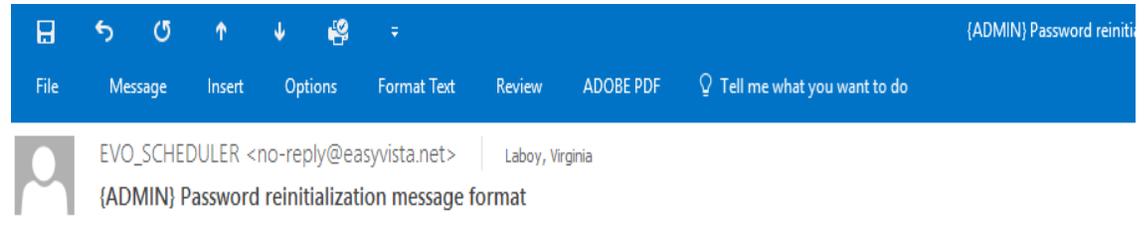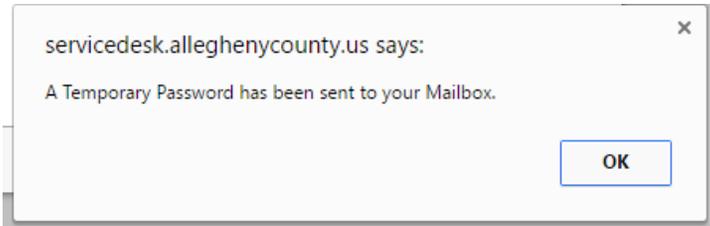
NOTE: If you do not receive an email with your Login ID and Temporary Password, please contact our service desk at 412-350-HELP or via email at ServiceDesk@AlleghenyCounty.US to receive instructions on how to update your user information. If you do not have a current user profile a new ISAR will need to be submitted to create one.

5. Once you have received your credentials, navigate to the log-in page at https://servicedesk.alleghenycounty.us/. Type in the login information that was provided to you in the system generated email and your temporary password and click on "OK"

6. On the next screen, you will be prompted to change your password. In the "Previous Password" field Type in the temporary password that was sent to you from the system. Create and confirm your new password (Your Password must be at least 8 characters long, contain 1 uppercase. 1 lower case letter, 1 special character and 1 number).

7. Once you have successfully logged in you will be taken to our landing page.
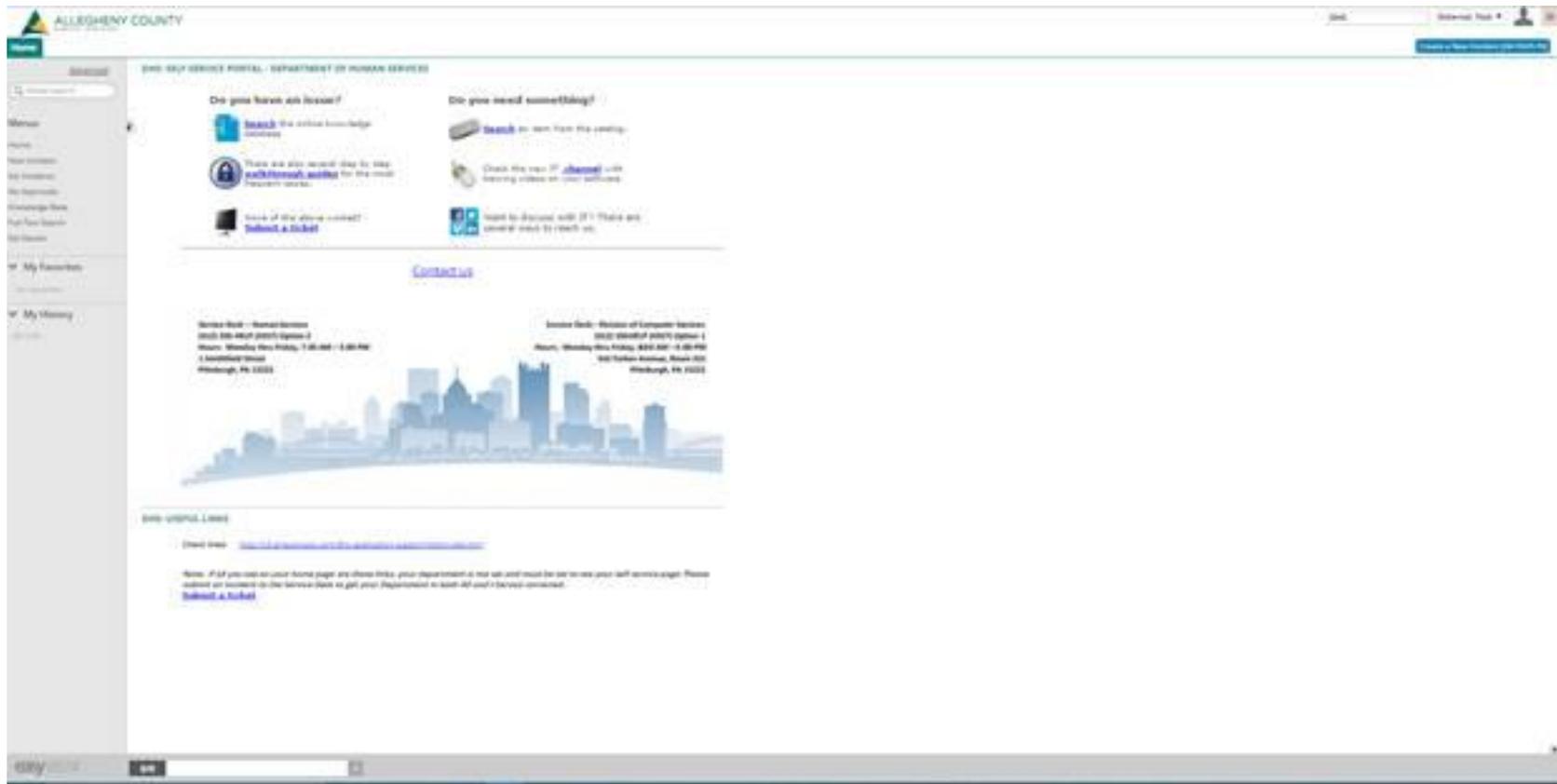
Please refer to the Quick Start User Guide for application navigation Instructions.

If you cannot access the above link, copy and paste the following URL into your browser:
http://alleghenycounty.us/WorkArea/linkit.aspx?LinkIdentifier=id&ItemID=6442457509

You can access all iService training documents and videos at the following link:

http://alleghenycounty.us/Human-Services/Resources/Doing-Business/Current-Providers.aspx