

How to Change a Technician's Password in ServusConnect

This guide provides step-by-step instructions on how to change a Technician's (Service Professional's) password in ServusConnect. This procedure is ONLY APPLICABLE to users in the "Service Professional" role and must be completed by a user in the Property Managers role. By following these steps, Managers can easily navigate to the password change option and update the technician's password.

1

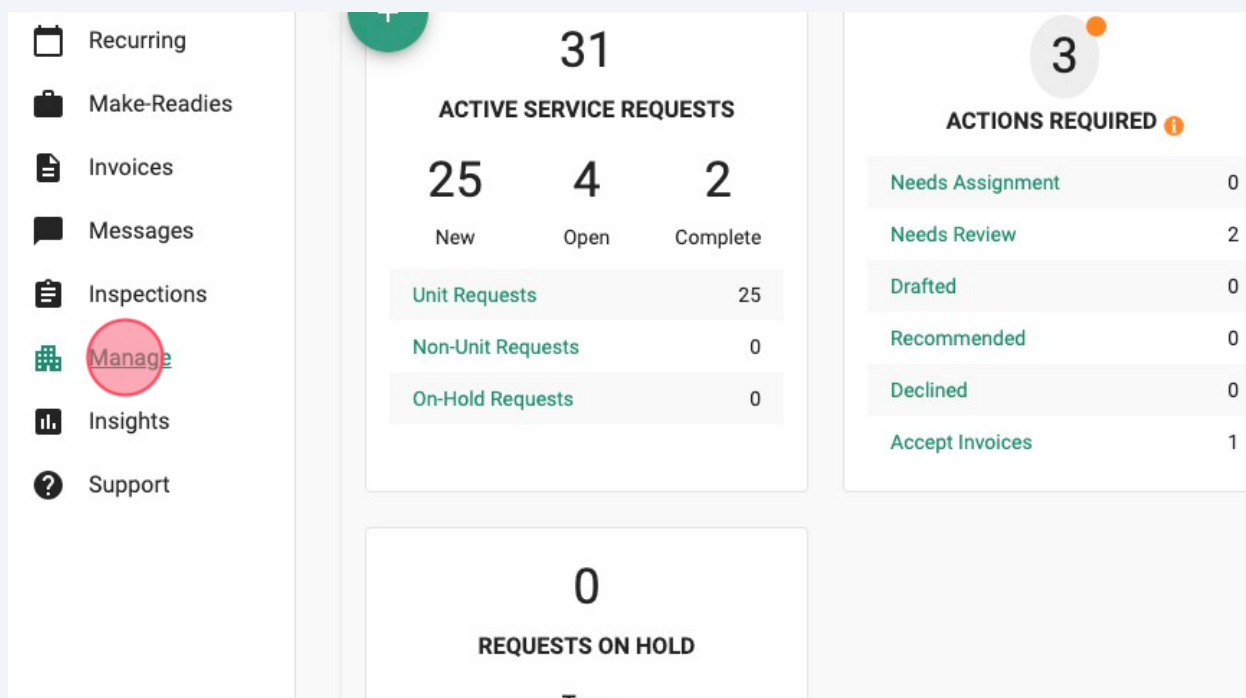
***Please Note: In order to change a password for a Technician, you must have Manager access and the Technician can ONLY be in the Service Professional section on the Manage tab

2

Navigate to <https://app.servusconnect.com/> and log in

3

Once you are logged into your dashboard. Click on the "Manage" tab on the left side of the screen.



ACTIVE SERVICE REQUESTS	
25	4
New	Open
2	Complete
Unit Requests	25
Non-Unit Requests	0
On-Hold Requests	0

ACTIONS REQUIRED	
Needs Assignment	0
Needs Review	2
Drafted	0
Recommended	0
Declined	0
Accept Invoices	1

REQUESTS ON HOLD	
0	

4 Use the dropdown arrow to show all of your Service Professionals.

Property Detail

Yardi Place Apartments
Demo property for Yardi integration

Address: 8051 Arco Corporate Dr Raleigh, NC 27617

Phone: +1 844 473 7887

Time Zone: Eastern Time (US & Canada)

SMS Opt-In: <https://td.frosserv.us/join-sms/main>

Visit Opt-In Form: [Download Opt-In Flyer](#)

Default Property Manager: Jeff Wohlschlegel

Default Service Professional: Garrett Masters

Default Project Property Manager: Jeff Wohlschlegel

Default Project Service Professional: Grace Masters

Service Professionals					
Name	Organization	Last Sign In	New	Open	
ABC Carpentry	ABC Carpentry, LLC	Tue, Jun 25, 2019 at 12:43 PM	0	0	
Ajax Cleaning Services	Ajax Cleaning Services	Thu, May 27, 2021 at 7:17 PM	0	0	
Ted Ajax	Ajax Plumbing	Tue, Aug 27, 2019 at 11:26 AM	0	0	
Brown Tree Service	Brown Tree Service	Mon, Feb 26, 2018 at 2:44 PM	0	0	
Elizabeth March	March Paints, LLC	Tue, Aug 27, 2019 at 10:17 AM	0	0	

Make-Ready

Type	Vacant Leased Not Ready	Vacant Not Ready	Vacant Leased Ready	Vacant Ready	On Notice Leased	On Hold
There are no items to display.						

Units

ID	Name	Building	Status	Map	History	Action
218201	Property General					
209363	Grounds					
101196	79%	N/A	Vacant Unleased Ready			

5 Select the Technician whose password needs to be changed and click on their name.

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Brown Tree Service	Brown Tree Service	Mon, Feb 26, 2018 at 2:44 PM	0	0	
Elizabeth March	March Paints, LLC	Tue, Aug 27, 2019 at 10:17 AM	0	0	
Myken Glanders	Glander's Painting	Mon, Apr 3, 2023 at 12:41 PM	1	0	
Cordova Contractor	Sample SP Organization	Fri, Mar 18, 2022 at 10:11 AM	0	0	
Craig Tech	Sample SP Organization	Mon, Jul 31, 2023 at 9:43 AM	4	0	
Adam Smith	Sewyer Appliance Solutions	Mon, Oct 10, 2022 at 8:48 AM	2	0	
Garrett Masters	Service Masters, Inc.	Wed, Aug 2, 2023 at 9:07 AM	12	0	
Grace Masters	Service Masters, Inc.	Fri, Jul 21, 2023 at 12:15 PM	4	0	
Josue Martinez	Service Masters, Inc.	Thu, Jun 29, 2023 at 1:11 PM	1	1	
Andy Technician	ServusConnect General Contractor	Fri, Dec 16, 2022 at 10:21 AM	0	0	
Frank Tech	ServusConnect General Contractor	Tue, Feb 14, 2023 at 9:21 AM	0	0	
Not Assigned	ServusConnect General Contractor	Wed, Jul 21, 2021 at 10:36 AM	2	0	
Jamie Wohlschlegel	ServusConnect, Inc.	Wed, Aug 9, 2023 at 3:51 PM	0	0	
Jeff Wohlschlegel	ServusConnect, Inc.	Tue, Aug 15, 2023 at 4:12 PM	1	0	
Jose Munoz	ServusConnect, Inc.	Tue, May 30, 2023 at 3:29 PM	0	0	
Michael Manager	ServusConnect, Inc.	Tue, Aug 15, 2023 at 6:19 PM	0	0	


Property Managers		
Name	Title	Last Sign In
Mike Katsoufrakis		Thu, Aug 3, 2023 at 2:16 PM
Sara Moulton		Tue, Aug 15, 2023 at 9:03 AM
Andy Manager		Tue, Aug 8, 2023 at 10:22 AM
Craig B		Tue, Aug 8, 2023 at 1:25 PM
Craig Regional		Tue, Aug 15, 2023 at 7:39 PM

6

This will take you to their page. Click on the ellipsis (three dots) at the top right of the page.

Yard Place Apartments (servus02)

User Detail



Craig Tech
Technician
Organization
Sample SP Organization
Account Type
Individual
External ID
craig+sp@servusconnect.com

Email
craig+sp@servusconnect.com
Last Sign In
Mon, Jul 31, 2023 at 9:43 AM

Servus Requests

Search

ALL	ON-HOLD	ACTIVE	NEW	OPEN	COMPLETE	ARCHIVE	
ID	Title	Severity	SP	State	Age	Scheduled	Action
<input type="checkbox"/> SR2586991	Unit 110, Sink is running	Next Service	Craig Tech	requested	21d 8h		⋮
<input type="checkbox"/> SR2320049	Unit 101, Premier Leak	Emergency	Craig Tech	archived	25d 19h		⋮
<input type="checkbox"/> SR2320047	Unit 101, Premier Test	ASAP	Craig Tech	archived	89d 14h		⋮
<input type="checkbox"/> SR1688850	Make-Ready Unit 225, Final Inspection	Next Service	Craig Tech	pending	-		⋮
<input type="checkbox"/> SR1688848	Make-Ready Unit 225, Clean	Next Service	Craig Tech	pending	-		⋮
<input type="checkbox"/> SR1688847	Make-Ready Unit 225, Floor Coverings	Next Service	Craig Tech	pending	-		⋮

Rows per page: 10 1-6 of 6

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7

Click on the "Change User Password" link.

Email
craig+sp@servusconnect.com
Last Sign In
Mon, Jul 31, 2023 at 9:43 AM

Edit

Change Organization

Recent Activity

Change User Password

Remove

Servus Requests

Search

NEW	OPEN	COMPLETE	ARCHIVE	
Severity	SP	State	Age	Scheduled
Next Service	Craig Tech	requested	21d 8h	
Emergency	Craig Tech	archived	25d 19h	
ASAP	Craig Tech	archived	89d 14h	
Final Inspection	Next Service	Craig Tech	pending	-
Clean	Next Service	Craig Tech	pending	-
Floor Coverings	Next Service	Craig Tech	pending	-

Rows per page: 10 1-6 of 6

8 Enter a new password(1)and then click save(2).

Change User Password

Changing a user password will end all existing web sessions. Phones will not be affected.

1 Password *

2 SAVE

State	Age	Scheduled	Action
requested	21d 8h		
archived	25d 19h		
archived	89d 14h		
pending	-		
pending	-		
pending	-		

Rows per page: 10 1-6 of 6

9 You have now changed the password for your Technician.