

# Pivotree Service Desks Understanding Logging In

On June 4, 2023 Pivotree is introducing an updated service desk to replace PVSD.

These service desks will run simultaneously through August 2023 however once the new service desk system is live the old PVSD system will no longer accept new tickets.

They each handle logging in separately, this page clarifies how to log in and reset your password to each.

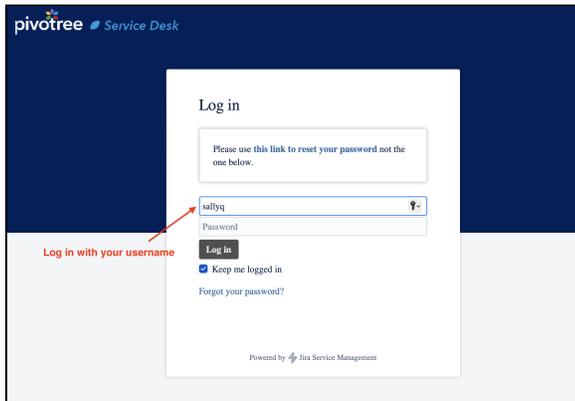
## Logging In

### PVSD

Introduced in 2019, PVSD is based on Jira Service Management.

You register for this system by providing your first name, last name, email, phone number and choosing a **username**. You will [log in to the portal](#) with that **username**.

After you register you need a colleague to open an Add New User ticket to get you access to the service desk.

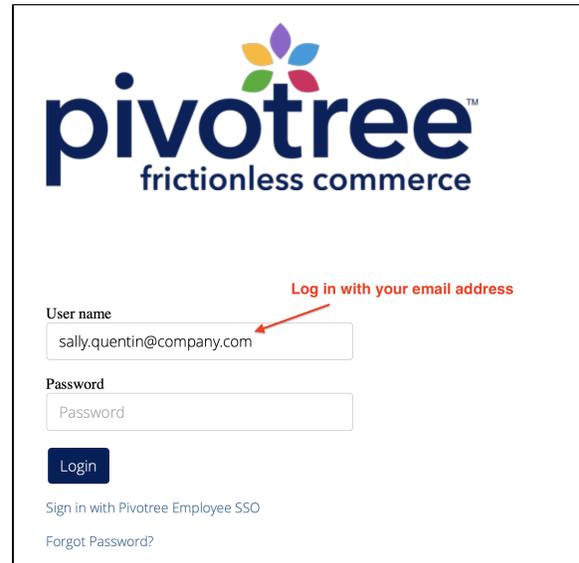


### Pivotree Service Desk 2023

The new Pivotree Service desk does not require registration.

For new users a colleague will open an Add User ticket on your behalf and provide your first name, last name and email address.

Log in with your email address (there is no username).



## Password Reset

### PVSD

Click the top link above that says **use this link to reset your password** or go to <https://www.pivotree.com/forgotpassword>

Do **not** click the *Forgot your password?* link at the bottom of the login screen.

### Pivotree Service Desk 2023

To reset your password, click the **Forgot Password?** link below the **Log in** button (see screenshot above).

On the **Password Recovery** screen enter your **User name** which is your **EMAIL** and click Submit.

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### Forgot Password?

Please enter your user name, and we will call or SMS you a one-time pin to reset your password.

Step 1: Enter your User Name.

**Get Pin**

Your **User Name** in PVSD is NOT your email address, it is a lower-case text username you used when you originally registered for PVSD.

Click **Get Pin** and enter the 5 digit code sent to your phone on the next page.

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### Forgot Password?

Step 2: Enter the Pin and New Password.




**Reset Password**

- minimum length 8 characters
- maximum length 20 characters
- 1 lowercase alpha character required
- 1 uppercase alpha character required
- 1 numeric required
- 1 special character required (e.g., !@#\$%^&\*~+-)
- Cannot be the same as any previous 6 passwords
- Password expires after 90 days

**i Other Uses for the Pivotree LDAP Password**

Note that the PVSD password is stored in LDAP and is used to access the following:

1. Access to tickets in PVSD
2. If applicable, your organization's pages in Confluence
3. If applicable, Bamboo plans and projects
4. If applicable, servers and other systems Pivotree supports for your organization.

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### Password Recovery

User name

Or

E-mail

**Submit**

[Return to login screen](#)

Check your inbox (**or spam folder**) for a link to reset your password. Note that it can take several minutes for the email to arrive.

Use the link in the email to go to the **Reset Password** screen. Enter your **User Id** which is your **EMAIL** and click submit.

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### Reset Password

User Id

New Password

Confirm Password

**Submit**