

Set up your support portal password

Your STEP Customer Portal is where you track open cases and submit new support requests. Follow the steps below to set up or reset your password and get signed in.

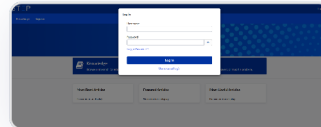
1 Go to the customer portal

Navigate to <https://stepcg.service-now.com/csm> and click **Log in** in the top-right corner.



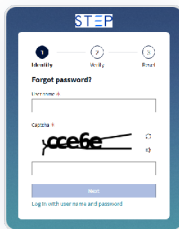
2 Start a password reset

In the login window, click **Forgot Password?**



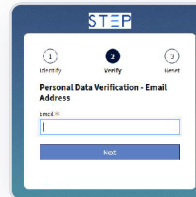
3 Enter your username

Enter your username and complete the Captcha. Your username is **firstname.lastname**



4 Verify your email

Enter your email address and click **Next**.



5 Set your new password

You should receive an email with instructions to reset your password. Click the link in the email and set your password.

6 Finish signing in

Once you have set your password, click **Done**. If you are redirected and receive an error message, navigate to <https://stepcg.service-now.com/csm> to access the customer portal.

7 You're all set

Once you are successfully logged in, you will be able to view any open cases and submit a new case.

Need a hand?

If you don't receive the reset email or run into any issues, contact the **Customer Care Center** and we'll help you get logged in.

PHONE **1-844-4-STEPCG**

EMAIL customersupport@stepcg.com