Juvare Login Services

![Juvare logo]

# Activate a New Account and Log In

After your eICS or EMResource account has been migrated to Juvare Login Services, the login workflow will change slightly. This guide provides step-by-step instructions to help get you acquainted with the new login process and alternative access points.

## Activate Your Account

1. Your administrator creates an account for you. An invitation email is sent to the email address on your account.
2. Check your inbox for an email from no-reply@juvare.com or no-reply@login.juvare.com.
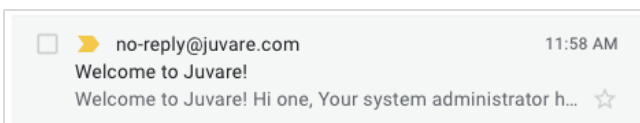


3. Open the email and click **Activate Account**. You are redirected to the account activation page.
4. For **Enter new password**, type your password.
5. For **Repeat new password**, type your password again.
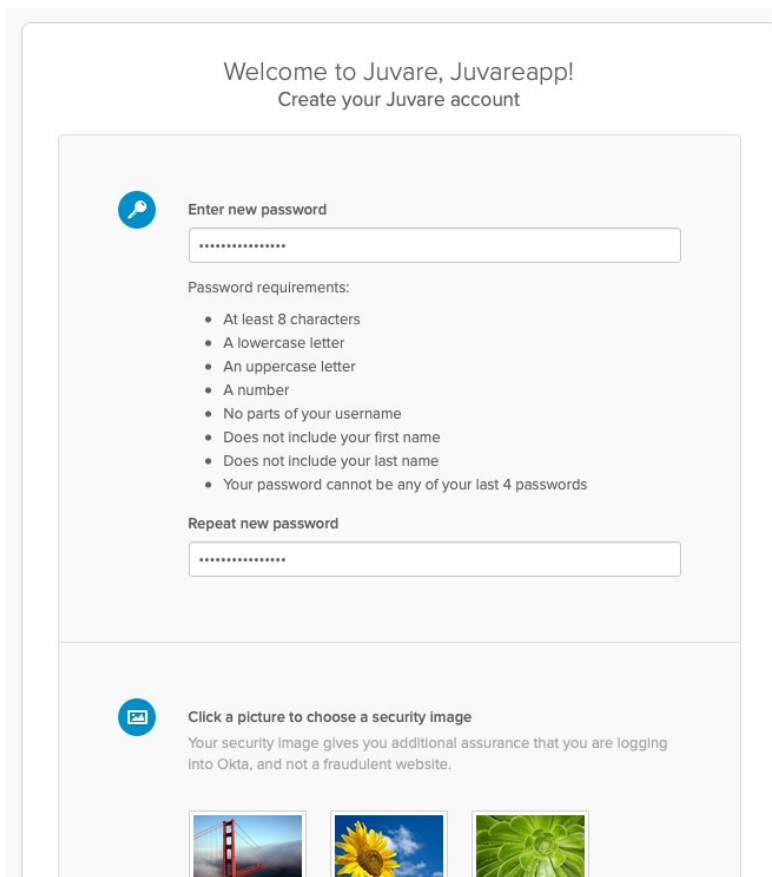


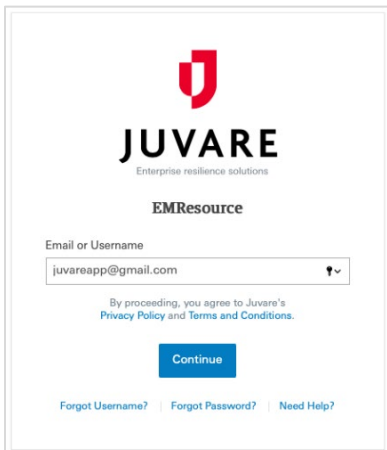6. For **Click a picture to choose a security image**, click an image.

7. Click **Create My Account**. You are redirected to the Juvare Login Services home page.
8. If a window appears with a message about Okta, click **Got it**.
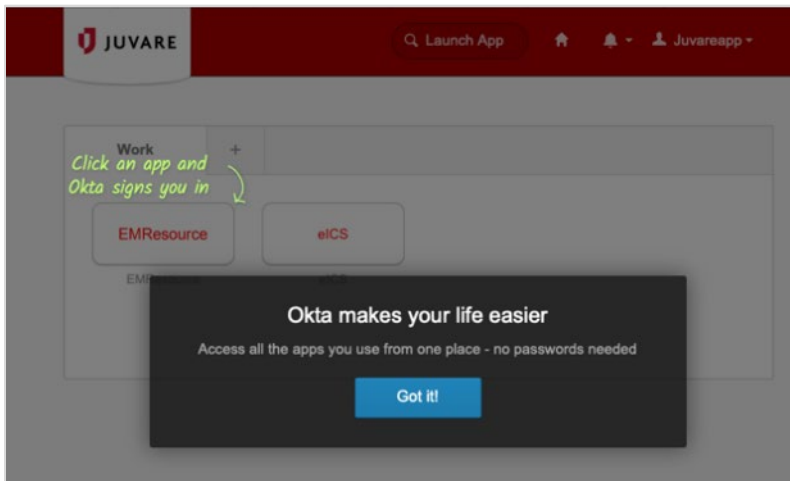


9. Locate the name of the solution you want to open and click it. The solution opens.

# Log In

1. Go to the login page. For example, http://emresource.juvare.com/login.



2. Enter your **Email or Username** and click **Continue**. The Juvare Login Services page opens, with your email already filled in. On this page, you must use your email address.
3. Enter your password and click **Sign In**. The home page opens.

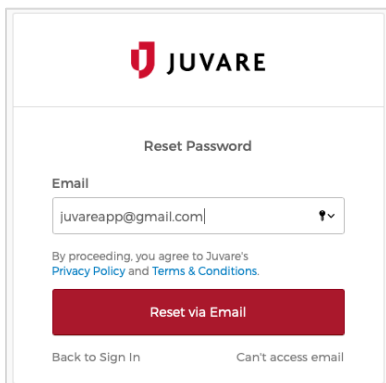# Forgotten Password

If you see the message **Unable to sign**, your password is incorrect.

1.  To reset it, at the bottom, click **Need help signing in?** A list of options appears.
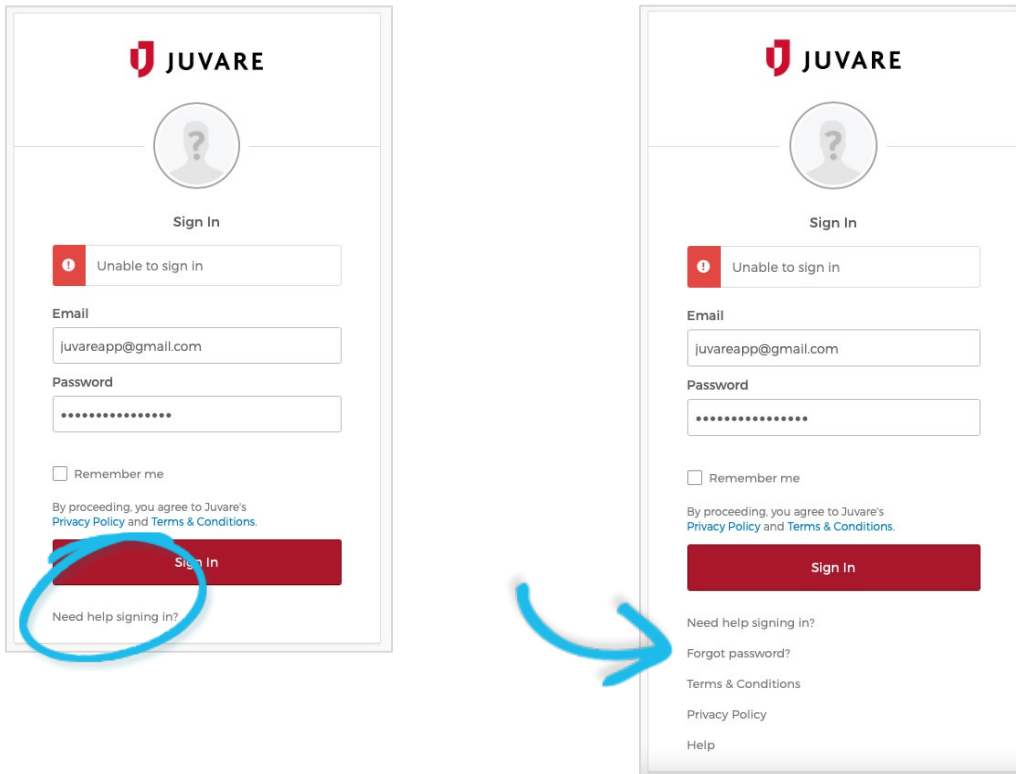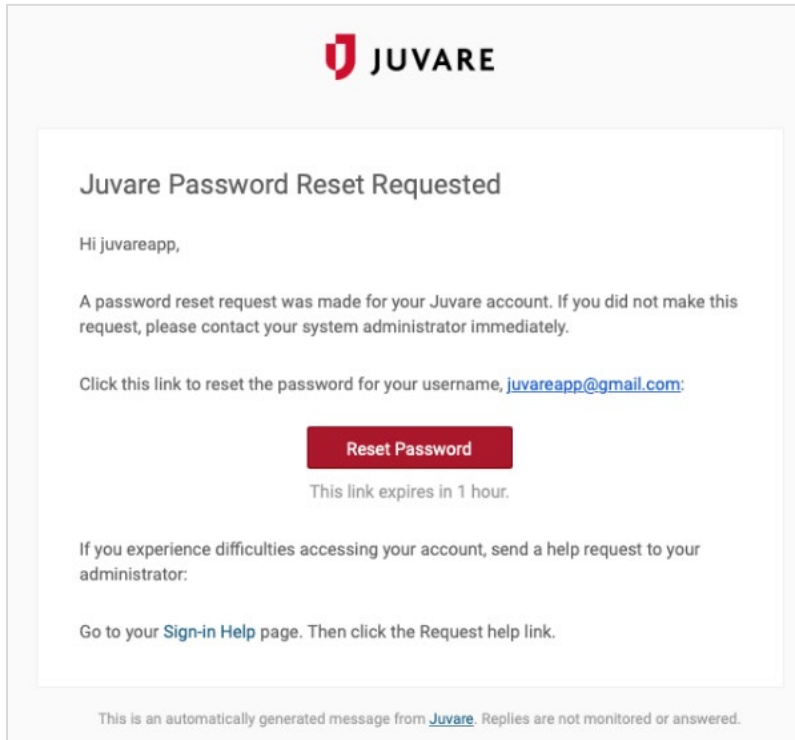


2.  Click **Forgot Password?** The *Reset Password* page opens.
3.  Enter your email address and click **Reset via Email**.



4.  Check your inbox for an email from no-reply@juvare.com or no-reply@login.juvare.com.

5.  Click **Reset Password** and follow the instructions to reset your password.

**JUVARE**

### Juvare Password Reset Requested

Hi juvareapp,

A password reset request was made for your Juvare account. If you did not make this request, please contact your system administrator immediately.

Click this link to reset the password for your username, juvareapp@gmail.com:

**Reset Password**

This link expires in 1 hour.

If you experience difficulties accessing your account, send a help request to your administrator:

Go to your Sign-in Help page. Then click the Request help link.

This is an automatically generated message from Juvare. Replies are not monitored or answered.

# Alternative Access Points

You can also log in from https://login.juvare.com. You will see one or more Juvare solutions to which you have access. Click the name of the solution. The solution opens to the home page.

| Work | + |
|---|---|
| eICS | EMResource |
| eICS | EMResource |
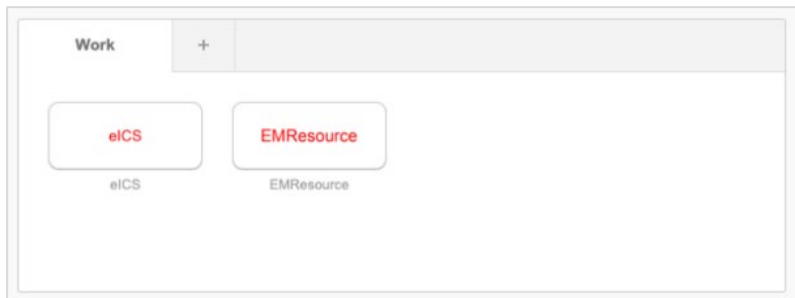
If applicable, you can also switch to other Juvare solutions using the app switcher located inside the solution.

EMResource ▾ | juvareapp g
EMTrack
eICS