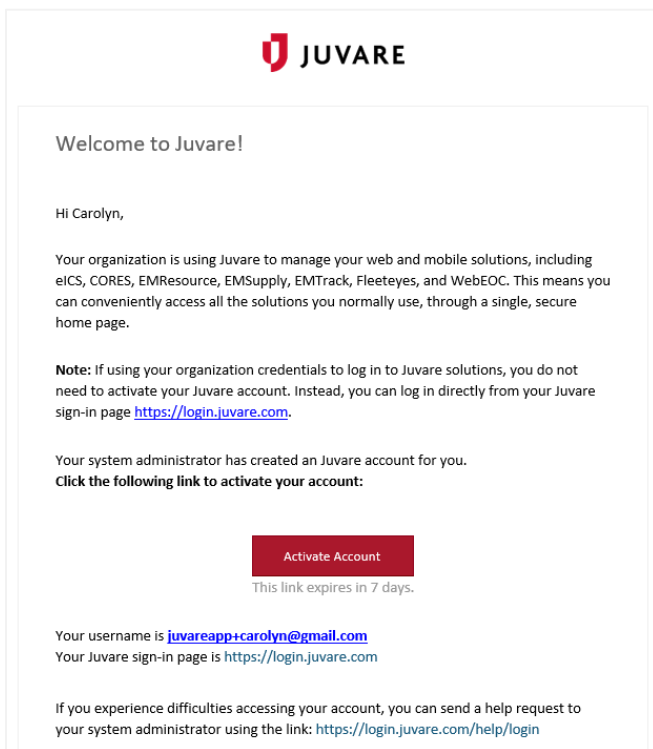


Frequently Asked Questions

In our ongoing efforts to improve our solutions and stay aligned with industry best practices, we are upgrading our user account and identity management features to a best-in-class solution called Juware Login Services. The new features will provide superior security, reliability, and ease of use across your Juware solutions.

1. As a user, what do I need to do?
 - A. If you have not already done so, update the login email on your account.
 - B. Use your login email to log in to your account.
 - C. Expect an activation email, and
 - i. Use the Activate Account button in the email to open your account.
 - ii. If you use your organization credentials to log in to your Juware solutions, ignore the activation email and log in directly from the Juware sign-in page <https://login.juware.com>.
2. What should I do if I do not know which email is provided on my account?
 - A. Log in, check your profile, and update your login email to make sure it is one to which you will have ongoing access.
 - B. If you do not have access to your login email, change it to an email address to which you have access.
3. What does the activation email look like?



4. What should I do if I have not received the account activation email?



- A. Try logging into the solution using your email address and last known password.
 - B. If you are unable to log in, try to reset your password using the Forgot Password link on the login page.
 - C. If you are still unable to log in, contact Juvare Support (877-771-0911 or support@juvare.com) and ask them to resend your account activation email.
5. What if my login email is a Gmail account?
- A. It is fine to use a Gmail account for login. Using a Gmail address as your login email simply means you are logging in with your Gmail credentials. In this case, you are authenticated directly by Google and your Gmail credentials are not shared with Juvare.
6. Does it matter if I share my account with other people in my facility?
- A. We do not recommend sharing accounts. There is no limit on the number of users for these solutions, so every person who needs an account can have one.
7. How can I reset access to my account if I forgot my password?
- A. On the Juvare sign-in page, <https://login.juvare.com>, you can reset your password in the Need help signing in? area using the Forgot Password link.
8. As an existing user, can I still log in with my username during the transition period?
- A. Yes, but we strongly encourage the use of login emails. After existing users are migrated, you will need to log in using your login email.
9. During the transition period, can I use the app switcher to navigate between EMResource and other Juvare solutions?
- A. Yes, you can use the app switcher to access solutions.