

Activate an Account

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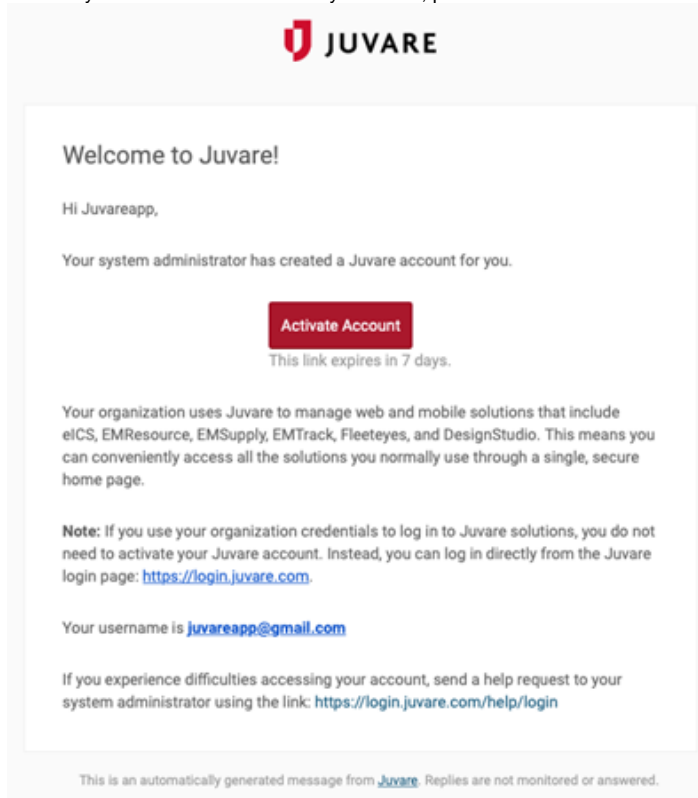
When your organization obtains a Juvare solution and creates an account for you, a welcome email is sent to the email address on your account. Through this email, you must activate your account in order to log in.

Important: If your organization uses Juvare's Single Sign On (SSO), which allows you to access multiple solutions with a single password, you do not need to activate your account.

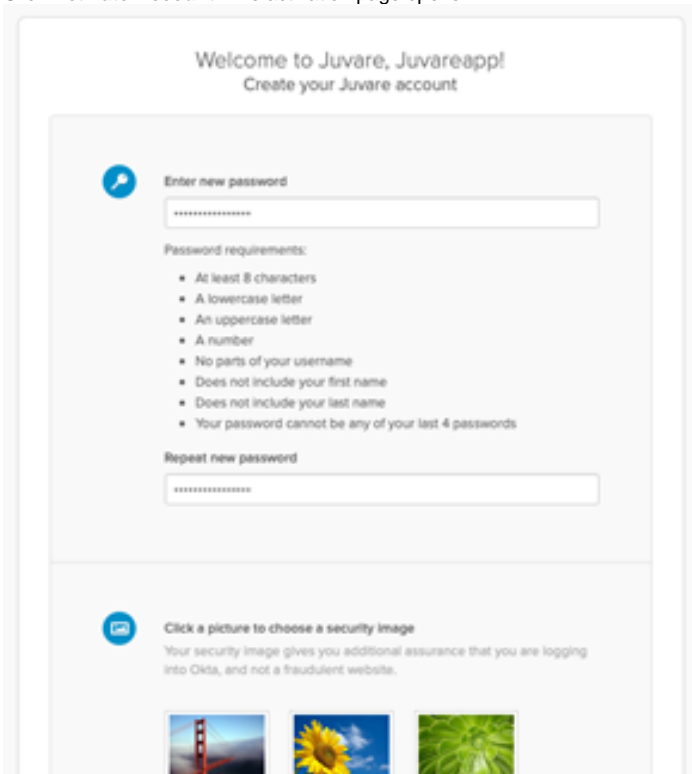
To activate your account

1. Locate and open the welcome email from no-reply@juvare.com or no-reply@login.juvare.com.

Note: Because these are automatic emails generated by the solution, sometimes email services inadvertently file them in your Spam or Junk folder. If you do not see the email in your inbox, please check these folders too.



2. Click **Activate Account**. The activation page opens.



Welcome to Juvare, Juvareapp!
Create your Juvare account

Enter new password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 4 passwords

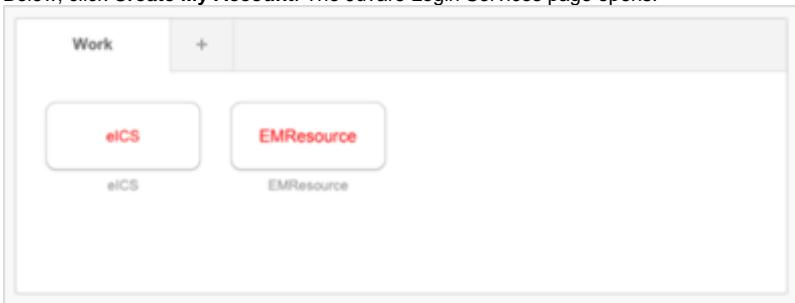
Repeat new password

Click a picture to choose a security image

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

Three security image options are shown: a bridge, a sunflower, and a green plant.

3. For **Enter new password**, enter a password that meets the requirements.
4. For **Repeat new password**, enter the password again.
5. In the Click a picture to choose a security image section, click an image.
6. Below, click **Create My Account**. The Juvare Login Services page opens.



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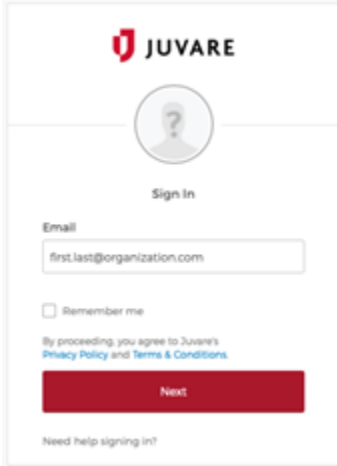
7. Click the name of the solution you want to use. The solution opens to the home page.

Troubleshooting

If you are unable to access the activation page, it is likely that the activation link expired. In this case, your account was automatically activated, but you must reset the password to access it. To do this, please use the **Need help signing in?** and **Forgot Password?** links on the login page. After that, if you are still unable to log in, please contact the Juvare Support Center at 877-771-0911.

To reset your password

1. To access your Juvare solution, navigate to <https://login.juvare.com>.

The image shows the Juvare login page. At the top is the Juvare logo, which consists of a red stylized 'J' followed by the word 'JUVARE' in black. Below the logo is a circular placeholder for a profile picture containing a question mark. Underneath the placeholder is the text 'Sign In'. Below that is an 'Email' label and a text input field containing the placeholder text 'first.last@organization.com'. Below the input field is a checkbox labeled 'Remember me'. Below the checkbox is a line of text: 'By proceeding, you agree to Juvare's' followed by two blue links: 'Privacy Policy' and 'Terms & Conditions'. Below this text is a large red button with the word 'Next' in white. At the bottom left of the form is a link that says 'Need help signing in?'.

2. On the login page, click **Need help signing in?**, and/or **Forgot Password?**. The *Reset Password* page opens.
3. Enter the primary email address associated with your account.
4. Click **Reset via Email**.
5. Check your inbox for an email from no-reply@juvare.com or no-reply@login.juvare.com.
6. Open the email and click **Reset Password**. You are redirected.
7. Follow the instructions to complete resetting your password.