

How Do I Reset My Password?

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If you forget your password, you can reset it, provided your WebEOC Administrator has enabled this feature.

Note: Juvare Support cannot reset your password or unlock your account for you. This is a matter of security, as your identity cannot be verified. Although our Support team has intimate knowledge of the software, your organization's instance of WebEOC, personnel and policies are unique. Therefore, if you need an alternate method to unlock your account, reach out to your local WebEOC Administrator for further assistance.

Helpful Links

[Juvare.com](#)

[Juvare Training Center](#)

[Announcements](#)

[Community Resources](#)

To reset your password

1. On the login page, click the **Forgot Password** link.

JUVARE
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WebEOC

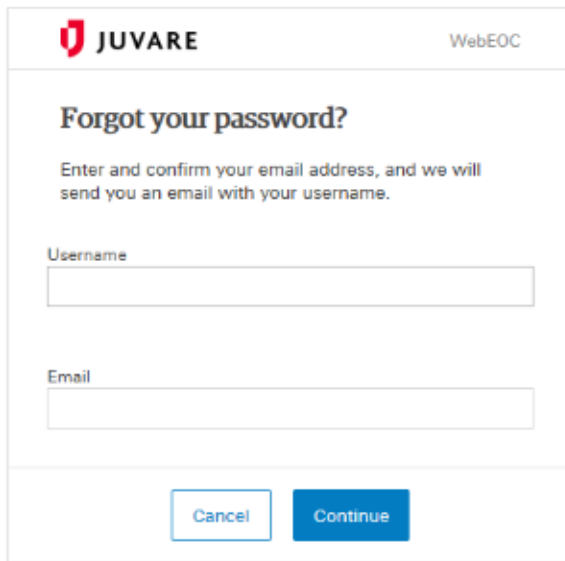
Username *

Password *

Log In

[Forgot Username?](#) | [Forgot Password?](#) | [New User?](#)
[Click here to create an account.](#) | [Need Help?](#)

2. Enter the **Username** and **Email** address associated with your WebEOC account.



The image shows a web form titled "Forgot your password?" from JUVARE WebEOC. The form is white with a light gray border. At the top left is the JUVARE logo (a red square with a white 'J' inside) and the text "JUVARE". At the top right is the text "WebEOC". Below the title, there is a sub-header "Forgot your password?" in a bold, dark font. Underneath is a paragraph: "Enter and confirm your email address, and we will send you an email with your username." Below this paragraph are two input fields. The first is labeled "Username" and the second is labeled "Email". Both labels are in a small, gray font. At the bottom of the form are two buttons: a light blue "Cancel" button and a dark blue "Continue" button.

JUVARE WebEOC

Forgot your password?

Enter and confirm your email address, and we will send you an email with your username.

Username

Email

Cancel Continue

3. Click **Continue**. An email is sent to the email address associated with your WebEOC account.
4. Log in to your email and copy the temporary password listed in the email.
5. On the *WebEOC Login* page, enter or paste the temporary password.
6. For **Username**, enter the username associated with your WebEOC account.
7. For **New Password**, enter a new password to associate with your account. Re-enter this password.
8. Click **Update Password**. You are re-directed to the login page.