

How Do I Retrieve My Username?

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

Note: Juvare Support cannot reset your password or unlock your account. 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, along with your organization's 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.

To retrieve your username

1. On the password login page, click the **Forgot Username** link.


JUVARE
Enterprise resilience solutions
WebEOC

Username *

Password *

Log In

[Forgot Username?](#)

[Forgot Password?](#)

[New User?](#)

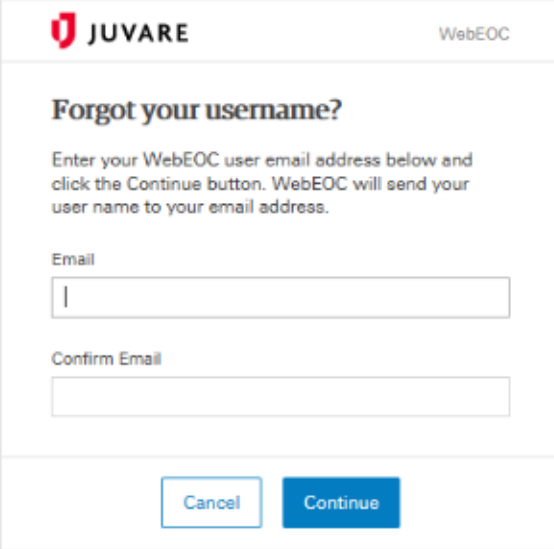
[Click here to create an account.](#)

[Need Help?](#)

Helpful Links

[Juvare.com](#)
[Juvare Training Center](#)
[Announcements](#)
[Community Resources](#)

2. Enter your email, and then re-enter it again for confirmation purposes.



The image shows a web form titled "Forgot your username?" from JUVARE WebEOC. The form is enclosed in a light gray border. At the top left is the JUVARE logo (a red shield with a white 'J') and the text "JUVARE". At the top right is the text "WebEOC". Below the title, there is a paragraph of instructions: "Enter your WebEOC user email address below and click the Continue button. WebEOC will send your user name to your email address." Below this text are two input fields. The first is labeled "Email" and contains a single vertical line cursor. The second is labeled "Confirm Email" and is empty. At the bottom of the form are two buttons: a light blue "Cancel" button and a dark blue "Continue" button.

JUVARE WebEOC

Forgot your username?

Enter your WebEOC user email address below and click the Continue button. WebEOC will send your user name to your email address.

Email

Confirm 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 username listed in the email.
5. Return to the login page and enter your credentials.