

# Reset Forgotten Password?

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To log in to EMResource you need two things: your **email or username** and **password**.

If you forgot your username, use the **forgot username?** link to enter your email address and receive an email with the requested information. Otherwise, contact your administrator for assistance locating your credentials in the EMResource system. For more information, go to the procedure [Retrieve Forgotten Username](#).

If you forgot your password, use the **forgot password?** link to enter your email or username and receive an email with the requested information. The email contains a link to reset the password, click it and follow the instructions.

When you click the link in the email, the system displays your password challenge question. When you provide the correct answer, a page opens allowing you to reset your password. The reset password link in the email is active for a limited time, so it is recommended that you reset your password right away.

#### Notes:

- You must set up a password security question and answer within the application to enable the forgotten password feature. If you have not set this up and you forget your password, you must contact your EMResource administrator to reset your password.
- Some organizations allow multiple individuals to share login credentials. With the forgotten password feature, nothing prevents one such user from changing the password, locking out all who share the username and do not know the new password. To ensure better overall security, Juvare recommends that each user be provided with their own unique EMResource username.
- Keep in mind, using this procedure will change your password for the following Juvare products to which you have access: eICS, EMResource, and EMTrack.

#### Helpful Links

[Juvare.com](#)

[Juvare Training Center](#)

[Announcements](#)

[Community Resources](#)

## To reset your password

1. Click the **forgot password?** link on the *Log In* page. The *Reset Your Password* page opens.
2. In **Email or Username**, enter the requested information.
3. Click **Continue**. An information page opens indicating an email message is being sent to you.
4. Go to your email to view the new message.
5. Take one of these actions.

If...	Then...
The email indicates that you should reset your password in the new Juvare Login Services,	a. Click the link and follow the instructions to reset your password.
The link is included to reset your password,	a. Click the application link in the email. The <i>Password Challenge</i> page opens. b. In <b>Answer</b> , enter your answer to the security question. c. Click <b>Submit</b> . The <i>Set Up Password</i> page opens. d. In <b>New Password</b> , enter your new password, and enter it again in <b>Verify Password</b> . e. Click <b>Submit</b> . An information page opens indicating your password was successfully reset. f. Open the login page again. g. In <b>Username</b> , enter your username. h. In <b>Password</b> , enter your password. i. Click <b>Log In</b> . Your default view opens.

