Reset Forgotten Username or Password

To log in to EMSupply, you need a username and password. If you forget your username or password, you can retrieve this information by answering your security question.

Important: You must set up a security question in EMSupply prior to using the forgotten password option. If you have not set this up and you forget your password, you will need to contact your administrator to reset your password.

To retrieve your username

1. On the log in page, click **Forgot Username?**. The *Forgot your username?* page
2. Enter your **Email**
3. Click **Continue**. A message opens, directing you to check your email.
4. Go to your email service and open the email. Your username is included.
5. Go to the log in page and continue to log in.

To reset your password

Important: Completing this procedure will change your password for connected Juvare solutions, including eICS, EMResource, EMTrack, and EMSupply.

1. On the log in page, click **Forgot Password?**. The *Forgot your password?* page
2. Enter your **Username**.
3. Click **Continue**. A message opens, directing you to check your email.
4. Go to your email service and open the email.
5. Click the link to reset your password. The *Security Question* page opens.
6. Enter the answer to your security question.
7. Click **Continue**. The new password page opens.
8. Enter a new password and enter it again to confirm.
9. Click **Save**.
10. Go to the log in page and continue to log in.