

Cannot Log In to EMTrack?

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Why am I unable to access the login page?

Verify that you are using the correct website link: <https://emtrack.juware.com/login>.

Why do I keep returning to the login page?

If you enter a username and password combination that the system does not recognize, the system automatically returns you to the *Log In* page. Double check the information you entered, and keep the following considerations in mind:

- Your username and password are case sensitive. They must be entered exactly as they exist in the system. Example: *Lincoln* is a different username than *lincoln*.
- Make sure **Caps Lock** is not turned on.
- Your browser must be configured to allow cookies from *.juware.com.
- Your browser must be enabled to receive TLS and SSL.

If you are still unable to connect, contact Juvare Support at 877-771-0911.

After I log in, why is the screen blank?

In order for EMTrack to work properly, pop-up blockers must be disabled in your browser or they must be configured with exceptions for *.juware.com. Check your browser's help system for instructions.