

# Forgot Password?

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To log in to EMTrack you need two things: your **username** and **password**.

If you forgot your password, use the **forgot password?** link to enter your username and receive an email with the requested information. When you click the link in the email, the solution displays your security 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 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 EMTrack administrator to reset your password.
- Keep in mind, using this procedure will change your password for associated Juvare solutions to which you have access: eICS, EMResource, and EMSupply.

## To reset your password

1. Click the **forgot password?** link on the *Log In* page. The *Reset Your Password* page opens.
2. In **Username**, enter your username.
3. Click **Submit**. An information page opens indicating an email message is being sent to you.
4. Go to your email to view the new message.
5. Click the application link in the email. The *Password Challenge* page opens.
6. In **Answer**, enter your answer to the security question.
7. Click **Submit**. The *Set Up Password* page opens.
8. In **New Password**, enter your new password, and enter it again in **Verify Password**.
9. Click **Submit**. An information page opens indicating your password was successfully reset.
10. Open the login page again.
11. In **Username**, enter your username.
12. In **Password**, enter your password.
13. Click **Log In**.