

# Account Activation

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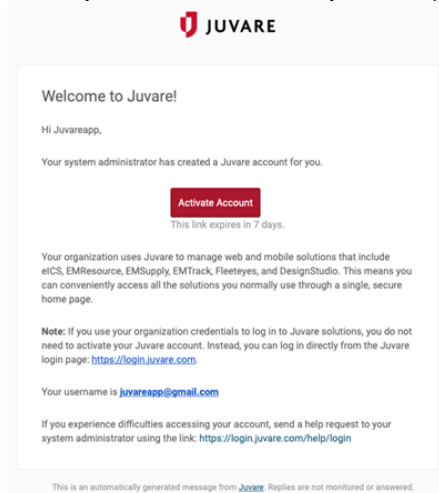
When your organization obtains a Juvare solution and creates an account for you, a welcome email is sent to the email address on your account. Through this email, you must activate your account in order to log in.

**Important:** If your organization uses Juvare's Single Sign On (SSO), which allows you to access multiple solutions with a single password, you do not need to activate your account.

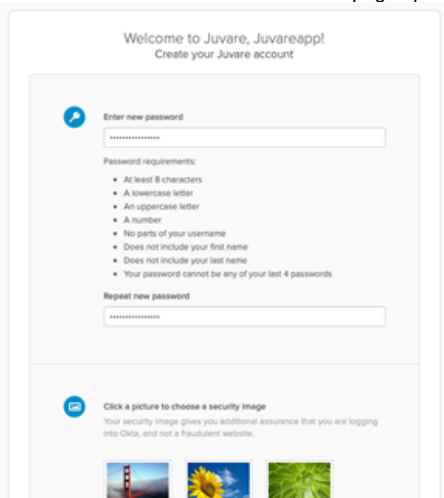
## To activate your account

1. Locate and open the welcome email from [no-reply@juvare.com](mailto:no-reply@juvare.com) or [no-reply@login.juvare.com](mailto:no-reply@login.juvare.com).

**Note:** Because these are automatic emails generated by the solution, sometimes email services inadvertently file them in your Spam or Junk folder. If you do not see the email in your inbox, please check these folders too.

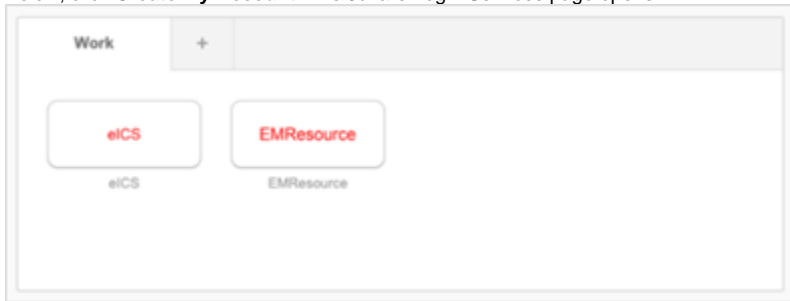


2. Click **Activate Account**. The activation page opens.



3. For **Enter new password**, enter a password that meets the requirements.
4. For **Repeat new password**, enter the password again.
5. In the Click a picture to choose a security image section, click an image.

6. Below, click **Create My Account**. The Juvare Login Services page opens.



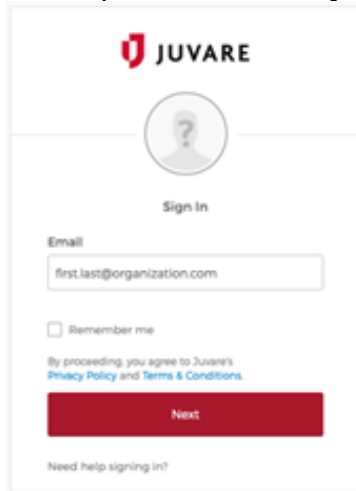
7. Click the name of the solution you want to use. The solution opens to the home page.

## Troubleshooting

If you are unable to access the activation page, it is likely that the activation link expired. In this case, your account was automatically activated, but you must reset the password to access it. To do this, please use the **Need help signing in?** and **Forgot Password?** links on the login page. After that, if you are still unable to log in, please contact the Juvare Support Center at 877-771-0911.

### To reset your password

1. To access your Juvare solution, navigate to <https://login.juvare.com>.



2. On the login page, click **Need help signing in?**, and/or **Forgot Password?**. The *Reset Password* page opens.
3. Enter the primary email address associated with your account.
4. Click **Reset via Email**.
5. Check your inbox for an email from [no-reply@juvare.com](mailto:no-reply@juvare.com) or [no-reply@login.juvare.com](mailto:no-reply@login.juvare.com).
6. Open the email and click **Reset Password**. You are redirected.
7. Follow the instructions to complete resetting your password.