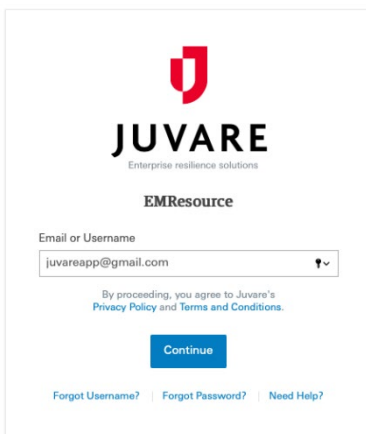


## How to log in after my account is migrated?

After your EMResource account has been migrated to Juvare Login Services, the login workflow will change slightly. This guide provides step-by-step instructions to help get you acquainted with the new log in process and alternative access points.

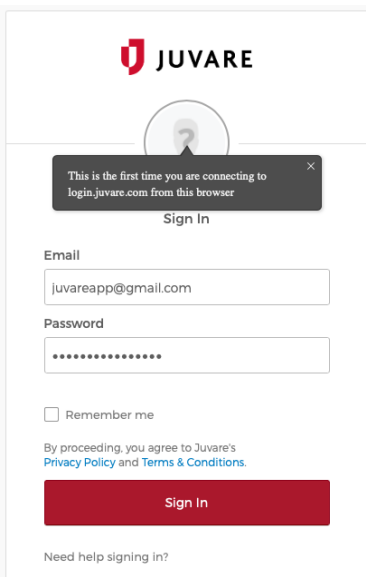
### Logging In

1. Go to your EMResource login page.



The screenshot shows the JUVARE EMResource login page. At the top is the JUVARE logo with the tagline "Enterprise resilience solutions". Below that is the "EMResource" heading. There is a text input field labeled "Email or Username" containing the email address "juvareapp@gmail.com". Below the input field is a blue "Continue" button. At the bottom, there are links for "Forgot Username?", "Forgot Password?", and "Need Help?".

2. Enter your email or username and click **Continue**. The Juvare Login Services page opens, with your email already filled in.



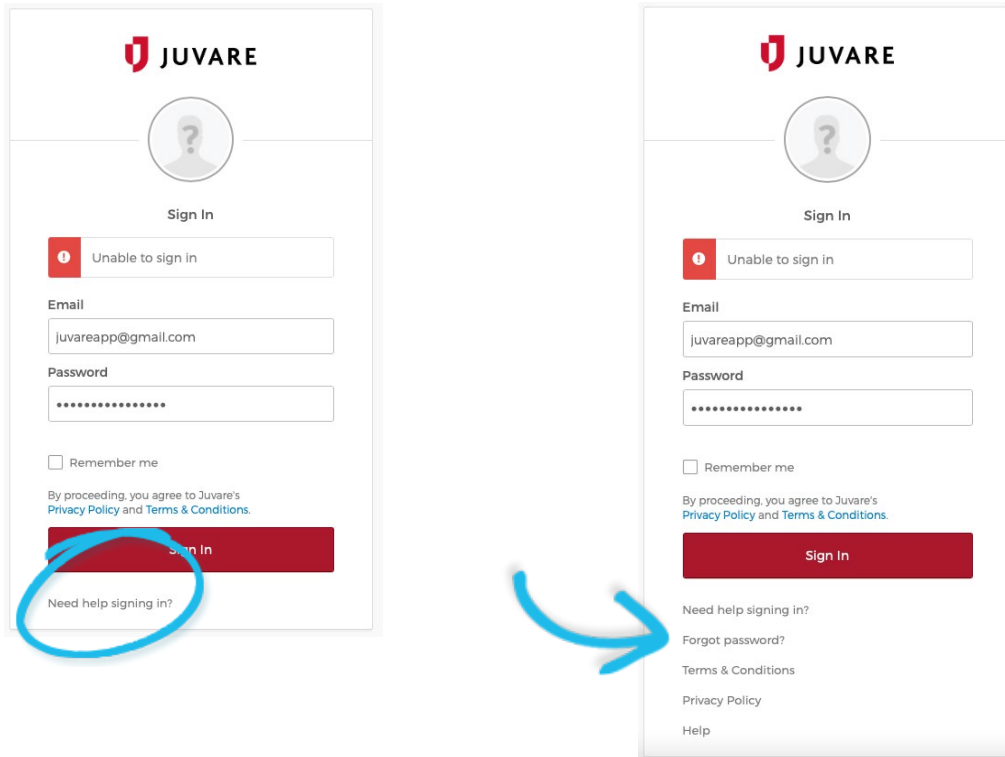
The screenshot shows the JUVARE Sign In page. At the top is the JUVARE logo. Below it is a dark grey notification box with a question mark icon and the text: "This is the first time you are connecting to login.juvare.com from this browser". Below the notification box is a "Sign In" heading. There are two text input fields: "Email" containing "juvareapp@gmail.com" and "Password" with masked characters. Below the password field is a "Remember me" checkbox. At the bottom, there is a red "Sign In" button and a link for "Need help signing in?".

3. On this page, you must use your email address.
4. Enter your password and click **Sign In**. The EMResource home page opens.

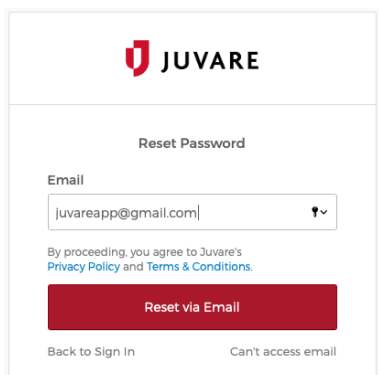
## Forgotten Password

If you see the message **Unable to sign**, your password is incorrect.

1. To reset it, at the bottom, click **Need help signing in?** A list of options appears.



2. Click **Forgot Password?** The *Reset Password* page opens.
3. Enter your email address and click **Reset via Email**.



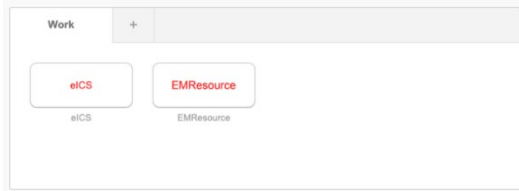
4. Check your inbox for an email from [no-reply@juvare.com](mailto:no-reply@juvare.com) or [no-reply@login.juvare.com](mailto:no-reply@login.juvare.com).

5. Click **Reset Password** and follow the instructions to reset your password.



## Alternative Access Points

You can also log in from <https://login.juvare.com>. You will see one or more Juvare solutions to which you have access. Click the name of the solution. The solution opens to the home page.



If applicable, you can also switch to other Juvare solutions using the app switcher located inside the solution.

