

Accessing Juvare Solutions

Overview

Your organization uses one or more of Juvare's emergency management and/or healthcare solutions. Juvare Login Services is our gatekeeper, helping to protect your account while also allowing you to securely manage your account details and password.

Access

After an account has been created for you on one or more Juvare solutions, you will receive an email:

From: support@login.juvare.com

Subject: Activate Your Juvare Account!

This is a valid, legitimate email. Please do not mark it as spam. This email will provide you with instructions on setting up an account password and accessing your account.

Option 1:

Follow the instructions in the email to reset your password.

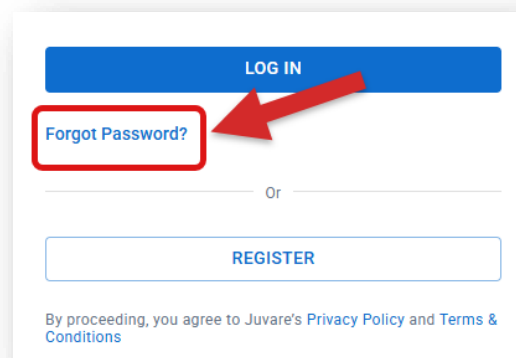
Option 1: Screenshot of activation email



Option 2: Screenshot of "Forgot Password?" button

Option 2:

1. Go directly to your CORES RMS site URL.
2. Click "Forgot Password?" and follow the steps to receive a link to reset your password.



Text Messaging Consent

If you have texting as a contact method in your CORES RMS volunteer profile, you will receive an opt-in text message from short code: 85079.

This message will ask you to reply **START** to consent to receiving text messages from the designated CORES RMS application.

Future notifications will come from:

- Text notifications: 85079
- Voice notifications: 1-877-649-8901

Consider saving these numbers to your phone's Contacts to avoid missing important notifications.

FAQs

Q1: Why didn't I receive the Activate your Juvare Account! email?

A1: The most common reasons for not receiving this email are:

- a) It was delivered to your spam folder.
- b) Your organization's email system blocked the email. Share the <https://www.juvare.com/hosted-requirements/> After that has been done and updated by IT, follow the same steps as "**Forgot password?**" listed above. Then, check your email for the password reset email and complete the required steps.
- c) You may already have an active Juvare Login Services account because of access to another Juvare product or Knowledge Center, or from training participation. Follow the same steps as "**Forgot password?**" listed above.

Q2: Why am I receiving an "Access Denied" message when I try to log in?

A2: The most common reasons for this message are:

- a) You do not have an active account in that solution. Your Client Administrator can confirm and take action as needed.
- b) Your Juvare account uses a different email address. Your Client Administrator can confirm your account login email.

██████ sends Text alerts through Juvare. Msg&data rates may apply. Appx 5 msgs/month. Reply START to allow Juvare alerts, HELP for help, STOP to cancel.

Support

Your Client Administrator for Juvare solutions is there to help you with permissions and other account management needs. If you have questions, please contact your Juvare Client Administrator.

For additional assistance accessing your account, please contact the Juvare Support Center at support@juvare.com or 877-771-0911.