Participant Portal
Step-by-Step Guide

First Time: Participant Account Creation

Participant accounts are automatically created when a participant uses an email address to register in a Juniper class. Accounts cannot be created independent of class registration.

If you have ever been registered in a class using an email address you already have an account. Refer to “First Time: Login to Participant Portal” for step-by-step instructions to login to your account.

There are three ways a participant can register in a class:

1. Visit yourjuniper.org, find the class right for you or a loved one, and select the purple “register” button and enter your information.
2. Call Juniper at 1-855-215-2174 and a representative will assist with registration.
3. Contact the Class Leader to register over the phone.

Things to note when registering for a class:

- You must have an email to register online for a class. If you do not have an email address, but would like to register for a class, please call Juniper at 1-855-215-2174 and a representative will assist.
- If you share an email with someone and would both like to register for the same class, you can only register one person with the shared email address. Please register one person online by filling out the information required on the registration form. To register the second person, call Juniper at 1-855-215-2174 and a representative will assist.
- If you enter in your email address incorrectly, it cannot be edited and a new participant profile must be created. Please call Juniper at 1-855-215-2174 and a representative will assist you.

A Class Leader looking to register in a class as a participant:

- A Class Leader cannot register for a class and create a participant account using your leader account and email. You must use a secondary email address to create a participant account. If the Class Leader does not have a second email, then call Juniper at 1-855-215-2174. A representative will register you and add the email to “Special Accommodations” notes so the Class Leader can still send class information. You must call the Juniper Main Line for every class registration.
Common errors when registering:

- If you complete registration and get an error page please call the toll-free number 1-855-215-2174. A representative will confirm if the registration in the class was successful.

  **Sorry About That!**
  The item you requested could not be found or you are not authorized to view it.
  For help, please call our toll-free number 1-855-215-2174 or email info@yourjuniper.org.

- If you see the error “email address already exists” this means you already have a participant account. You have a participant account if you have ever been registered in a class using this email address. Please login to the Juniper website using your email address before attempting to register for a new class. For instructions, see “First Time: Login to Participant Portal.” If this error persists or you have questions about how to login, please call 1-855-215-2174 and a representative will assist.

Who to reach out to if you need help

- If you are a participant and need help registering for a class or accessing your participant portal, please call Juniper at 1-855-215-2174 and a representative will assist. We are open Monday through Friday from 8 AM to 4:30 PM.
  - You can also email us at info@yourjuniper.org for any questions, concerns or issues and we will reach out to you within 24 hours.
- If you are a Provider or Class Leader and have any questions, concerns, or issues with the website please reach out to your Provider Relationship Manager directly via phone or email.
  - If you do not hear back from your PRM within 24 hours, please call Juniper at 1-855-215-2174 and a representative will assist. We are open Monday through Friday from 8 AM to 4:30 PM.
  - You can also email us at info@yourjuniper.org for any questions, concerns or issues and we will reach out to you within 24 hours.
- If you are a Provider Relationship Manager, submit a Spiceworks ticket for questions and concerns regarding Juniper MIS.