Participant Portal
Step-by-Step Guide

First Time: Login to Participant Portal

First Time Login Process Overview:

1. The first time you login to your MyJuniper account, it must be with the temporary password sent to your email by Juniper.
   a. The temporary password is only necessary the first time you attempt to login to MyJuniper.
2. After using the temporary password to login, you will be guided through an account verification process.
3. After verifying your account, you will reset your password to a new password of your choice.
4. Confirm that your login was successful and enter MyJuniper!

Helpful tip: If you have already attempted to login using a temporary password, then continue to “Existing Profile: Login to Participant Profile” step by step. If you do not know your password, go to “Existing Profile: Reset Password” step by step.

To set-up your account:

Step 1: Check your email

- The first time your email is used to register in a class, you are sent an email titled “Welcome to Juniper”. This email contains a temporary password. Every user must login to yourjuniper for the first time using a temporary password.
  - Temporary passwords from this email are valid for 6 months. If your temporary password in invalid, or you cannot find your “Welcome to Juniper” email in your inbox, call Juniper at 1-855-215-2174. A representative will send a new temporary password to your email.
  - If you are having trouble receiving the email, check spam or junk folders.
- Write down the temporary password.

*Helpful tip:* Keep your email open, you will need to come back to your inbox in future next steps.
The “Welcome to Juniper” email contents, temporary password is circled in red:

Step 2: In a separate tab, navigate back to the yourjuniper.org website and login

- Keep your email open and open a new tab to navigate to the yourjuniper.org website.
- Opening a separate tab can look different depending on your internet browser. Generally, this will be a “+” in the top of your internet browser page. Make sure you are not clicking “x”, as that will exit your open tab.

- Click on “login” in the top right corner of the yourjuniper.org website.

- Then you will be on our login page. Enter your email and temporary password in the fields provided and click “Sign in”
Step 3: Verify your participant account

- Enter the email address in the field provided
- Click “send verification code”

- Navigate back to the email inbox to retrieve the verification code without exiting out of yourjuniper.org. If you exit out of the website, the process will re-start and you will need to re-send a new code. **Separate tabs must be used.**
- Enter the verification code into yourjuniper.org, select “verify code”. If you do not receiving the email, try “send new code”.

- After selecting “verify code”, your email address will be verified. Select “continue”
- If any error persists in receiving the verification code, confirm the email address is entered accurately, and call Juniper at 1-855-215-2174 and a representative will assist.

Step 4: Enter your new password
- Enter the new password of choice. Ensure the password fits the requirements.
  - 8 to 24 characters
  - Combination of lowercase letters, uppercase letters, numbers, symbols
    - Valid symbols include:
      ~!@#$%^&*_‐ +=\[\]{}():;"'<>?,./,.?/
  - Cannot contain your username (email)
- Enter your password twice to confirm it is correct.
Step 5: Confirm successful login

- After a successful password reset, the page will automatically load to the participant portal home page.
- If the site did not automatically load to the participant portal page, to confirm a successful password reset, you will want to navigate back to the yourjuniper.org home page. Look in the top right corner, login was successful if the participant name is in the corner. If it still says “login”, additional steps are needed.
  - Successful:
    - [Contact Us | Grace Mortenson]
  - Unsuccessful:
    - [Contact Us | Login]

- If an error page appears after resetting the password, refresh the page.
  - The refresh button can be described as a circle arrow to the right if the “back” arrow on the top left of the internet browser. Or clicking the Juniper logo will refresh the page.
  - Common error page:
    - [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.
  - Refresh button example:
    - ![Refresh Button](image)
  - Clicking on the Juniper logo at the top left of the website will also refresh the page:
    - [Juniper]
      - Your Health. Your Community.
  - Check the top right corner again if login was successful or unsuccessful.
Step 6: Access Participant Portal

- Click on the arrow to the right of the username. Then, in the dropdown, select “MyJuniper”
- The page will then load to the participant portal

Common issues when setting up your account

- If after refreshing the page, the user is not logged in, attempt to login using the new password.
  - If login is unsuccessful, select “can’t access my account” and reset the password again. (No temporary password needed). This process can sometimes take multiple attempts to be successful. If login is still unsuccessful, call Juniper at 1-855-215-2174 and a representative will assist.
  - If login is routed to “change password” page without giving you the option to enter the password, call Juniper at 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.