Participant Portal
Step-by-Step Guide

Existing Profile: Login to Participant Portal

Once your email and password are set, you can login to view the participant portal.

Step 1: Select “Login”
- Click on “login” in the top right corner of the yourjuniper.org website.

Step 2: Enter email address and password
- Enter or click on your email address.
- After clicking on your email address, a new field will pop-up for you to enter in your password.
- Enter your password.
Step 3: Confirm successful login

- To confirm a successful login, you will want to navigate back to the yourjuniper.org home page. Look in the top right corner. Login was successful if the participant’s name is in the corner. If it still says “login”, additional steps are needed.
  - Successful:
    
    ![Contact Us | Grace Mortenson](image)

  - Unsuccessful:
    
    ![Contact Us | Login](image)

- If an error page appears after re-setting the password, refresh the page.
  - The refresh button is a circle arrow to the right if the “back” arrow on the top left of the internet browser. Or you can click on the Juniper logo to refresh the page.
  - After refreshing, check the top right corner of the website to see if login was successful or unsuccessful. Try refreshing a few times if needed.
  - Common error page:
    
    ![Sorry About That!](image)

  - Refresh button example:
    
    ![Refresh Button Example](image)

  - Clicking on the Juniper logo at the top left of the website will also refresh the page:
    
    ![Juniper Logo](image)

  - Check the top right corner again if login was successful or unsuccessful.

Step 4: 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
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.