Participant Portal
Step-by-Step Guide

Existing Profile: Register for a Class

Step 1: Login to Juniper Portal

- Refer to “How to Login to Participant Portal” step by step to access your profile.
Step 2: Locate Find Classes Button

- Button is located below “Current Classes”
- Click on the button and this should direct you to the home page of the yourjuniper.org website
Step 3: Find a class online or one that is near you

- Look for the search tool bar located on the top of the home page (highlighted in red)
- The search tool bar will give you three options: select a class, enter zip code and, or online.
  - Select a class: This first grey section is a drop-down menu which lists all Juniper programs
    - You have the option to narrow your search results by a specific class, but you do not need to.
  - Enter zip code: Is an option for searching classes in your area. You can type your 5-digit zip code here.
    - If no zip code is entered the classes will be listed by the start date.
    - If you do enter your zip code, results will be listed by nearest to furthest away in distance.
    - Once you search for an in-person class, you will be directed to a listing of classes. If you searched by zip code and there are no upcoming classes within 30 miles of that zip code, there will be a pink text that shows up with a number to call. Call this number to be placed on a waitlist.
    - To find online classes, check the “online” box. Please note, not all classes can be offered online.
  - Online: Checking this box will only pull up online classes

*Note: You do not have to choose any of the three options and can just click the purple “SEARCH” button to search for classes. The three options are intended to help you if you are looking for a specific class.*

- For example, you are looking for an online Living Well with Chronic Pain class. In this scenario, you can click on the search down menu for the “Living Well with Chronic Conditions Class” and check the online box and then click search. Doing so will pull up a list of upcoming “Living Well with Chronic Conditions” class offered via online in the order from earliest to latest start date.
Step 4: Register for a Class

- Once you have found the class that fits you, click on the purple “Register” button

Step 5: Review your information and Release of Liability

- After clicking on the register button, the website will direct you to verify your information is updated, and if needed you can edit your name, address, phone number, insurance provider and emergency contact by click “edit” near the bottom next to the “continue registration” button.
- If your information is update to date, you can proceed to registering for the class but will need to read the “RELEASE FROM LIABILITY AGREEMENT” and check the box “I agree to the terms and conditions in the release from Liability Agreement” box before continuing with registering for the class.
Review Your Information

Please review your information below and if any information is in need of updating please click on the "Edit" button. If all information looks correct click on the "Continue Registration" button to finish registering for the Living Well With Chronic Pain.

- First Name: Gina
- Last Name: Lanetti
- Email Address: wopevo8439@brbqx.com
- Phone Number: 
- Address: 4526 Sunview Dr
  Duluth, MN 55813
- Emergency Contact Name: 
- Emergency Contact Phone: 
- Insurance Provider: Aetna
- Insurance Group Number: 
- Insurance Member ID: 
- Needs Special Accommodations: No
- Special Accommodations:

Release from Liability Agreement

As a participant in this class, the undersigned agrees to indemnify and release and hold harmless Innovations for Aging, LLC, its directors, officers, employees, and agents from any loss, liability, injury, cost, or damage they may incur resulting from such class participation.

In addition, by selecting the "I agree to the terms in the Release from Liability Agreement" box below, the undersigned agrees:

- Information provided in the class does not replace the advice of medical professionals;
- To address concerns with the undersigned's medical provider if the undersigned believes the information in the class conflicts with the advice of the undersigned's medical provider;
- The undersigned has been informed that the sessions may include light to moderate exercise including stretching, balance, and range of motion exercises;
- The undersigned assumes full responsibility for and risk of bodily injury, death, or property damage due to negligence or releases or otherwise while participating in any class affiliated with Innovations for Aging, LLC; and
- To work within their own comfort zone and agrees to stop participating if they feel any pain or discomfort and will let one of the class instructors know about their condition or concerns.

I agree to the terms and conditions in the Release from Liability Agreement *

Click on button to register after reading the liability agreement and checking the required box.
Step 5: View your class in your MyJuniper portal

- After successfully registering for your class, you will receive an email confirming your dates and times for the class you just registered for.
- In addition, you can also view any current and upcoming classes you have signed up for.
- To review your current and upcoming classes, go back to your participant portal by locating your name on the top right corner of the page.
- Click on your name and that will give you two options: MyJuniper or logout.
- Clicking MyJuniper will allow you to go back into your participant portal to view your current and upcoming classes.
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.