JC Login Help

JC cannot grant eProducts access to users and sites. If you need access to a site, please contact your Program Administrator or the License Owner within your organization for further assistance. If you can not sign in, select the issue that most closely applies to you and follow the instructions.

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Login Issues

First-time Login Help

If no Login information is available or if this is your first time logging in:

1. If your Program Administrator provided access to JC eProducts, look for an email from Joint Commission Resources with the subject line "Tracers with AMP Access." The email will provide a temporary password along with a link to Tracers with AMP (https://softwaresolutions.jcrinc.com/)
2. After finding the email with the temporary password and following the link, complete the registration steps:
   - Enter your first and last name.
   - Set up Security Questions and create a password.
   - Verify your email address by entering the Verification Code received via email. Confirm the email is correctly entered, misspelled emails will display an error message.
   - Accept the Terms.
   - After accepting the Terms, you will be able to access the JC eProducts Portal home page successfully.

NOTE: If you are a first-time user and did not receive an email regarding Tracers with AMP access, please contact your Program Administrator or the License Owner within your organization for further assistance.

NOTE: The temporary password expires within 15 minutes after generating. Click on the “Forgot Password” link on the login page to complete the registration.

Did Not Receive Email with the Verification Code

1. Click the “Send Verification Code” button on the “Verify Your Email Address” page.
2. Check your email for the Verification Code.
   - If you receive the code, follow the instructions to verify your email.
3. If you did not receive the Verification Code:
   - Click on the “Resend Now” link.
   - Allow a few minutes for the email to arrive.
   - Check your Spam and Junk email folders.
   - If your company uses a mail filter to restrict access, please contact your IT department to whitelist the following JC domain names:
     - *.jcrinc.com
     - *.jcrinc-eproducts.net
4. Still not receiving the Verification Code?
   - Use the “Contact Form” to submit your question or request a call back.

Forgot your password

1. Enter a valid email address associated with your JC eProducts account.
2. Click on the “Forgot Password?” link located below the password text box on the login page.
3. Choose a password reset method from the two available options and click on the “Continue” button:

- Option 1: Answer Security Questions (default option)
  - Answer all the security questions correctly and follow the instructions to set up a new password.
  - If you cannot answer the security questions, select the “Cancel” button to return to the login page. Then click on the “Forgot Password” link to attempt the second option to reset your password via email.
- Option 2: Send Email Instructions to Reset Password
  - Look for the password reset email in your inbox and follow the instructions in the email to reset your password.
  - If you did not receive the password reset email, attempt the following:
    - Allow a few minutes for the email to arrive
    - Check your Spam/Junk email folder.
    - If your company uses a mail filter to restrict access, please contact your IT department to whitelist the following JC domain names:
      - *.jcrinc.com
      - *.jcrinc-eproducts.net

Did Not Receive Password Reset Email

If you did not receive the email to reset your password, follow these steps

1. Click on the “Forgot Password?” link located below the password text box on the login page.
2. Select the second reset option “Send Email Instructions to Reset Password”
3. Look for the password reset email in your inbox and follow the instructions in the email to reset your password.
   - If you did not receive the password reset email, attempt the following:
     - Allow a few minutes for the email to arrive
     - Check your Spam/Junk email folder.
     - If your company uses a mail filter to restrict access, please contact your IT department to whitelist the following JC domain names:
       - *.jcrinc.com
       - *.jcrinc-eproducts.net
   - Still not receiving the password reset email?
     - Try to reset your password using the first option “Answer Security Question” in the “Forgot Password” page.
   - Unable to reset your password either via email or answering security questions?
     - Use the Contact Form to request technical support.

Invalid Email or Password

If you received the "Invalid email and/or password" message, follow these steps:

1. Enter your email address on the login page and click “Next”:
   - Ensure you enter the email address associated with your JC eProducts account.
2. Enter your password and click “Sign In”.
3. Received the “Invalid email and/or password” message again?
   - Follow the “Forgot Password” instructions to reset it.
   - If you are unable to reset your password, please contact your Program Administrator or the License Owner within your organization for further assistance.

No Sites Associated to Your Account

You received the message "There are no sites associated to your account. Please contact your Program Administrator or the License Owner within your organization for further assistance."

1. Please contact your Program Administrator or the License Owner within your organization for further assistance.

Account is Temporarily Locked

1. After three (3) login attempts in which the email address or password are incorrect, the following message will display: “The username or password is incorrect. Your account has been temporarily locked due to repeated failed login attempts. Use the Forgot Password link to reset your password and unlock your account.”
2. Try logging in again after 30 minutes.