

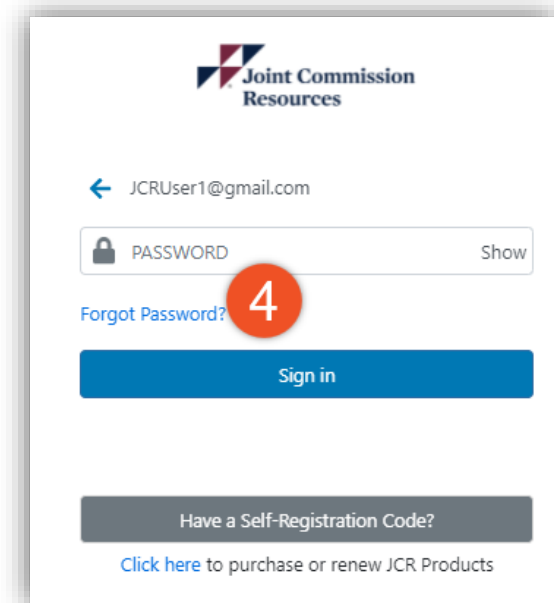
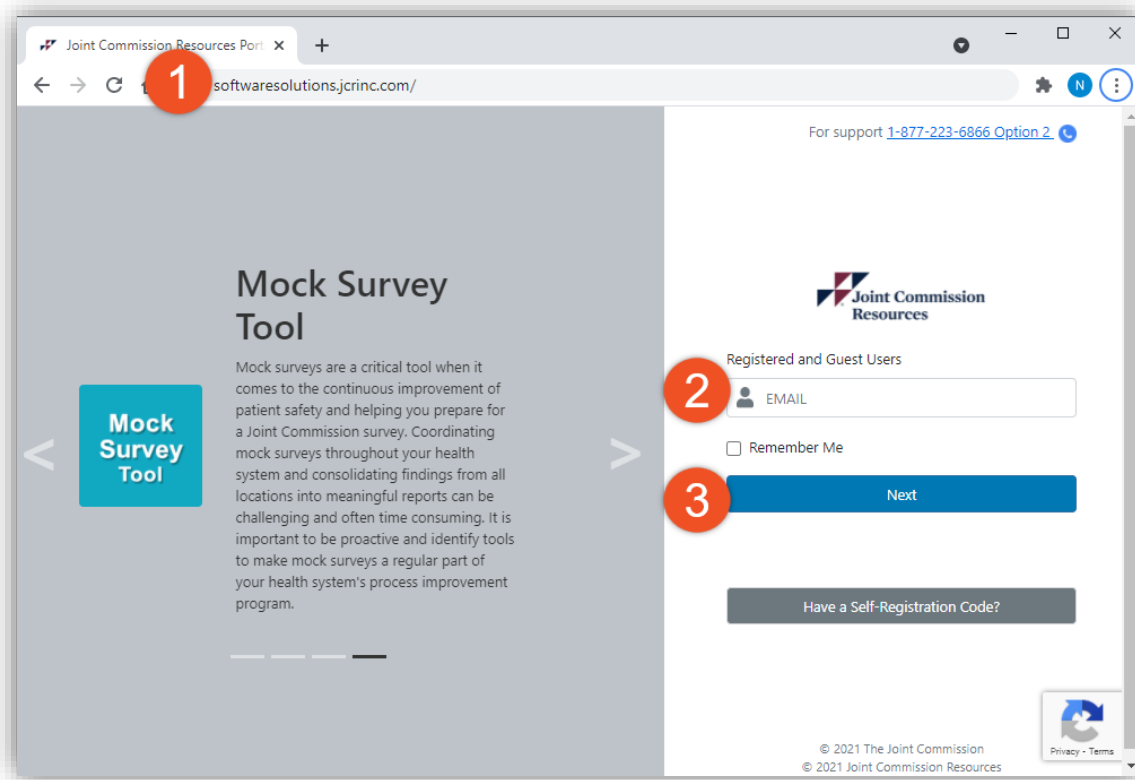
Tracers with AMP®

# Reset Password Instructions

## Reset Password Instructions

Via Email

1. Visit <https://softwaresolutions.jcrinc.com>
2. Enter the email address used to access **JCR eProducts**
3. Click **Next**
4. Click **Forgot Password**



**NOTE:** If your organization uses SSO for Tracers with AMP®, you will not be able to reset your password using this User Guide. Please contact your IT Administrator to complete this process.

## Reset Password Instructions

### Via Email

1. Enter the email address used to access **JCR eProducts**
2. Select the option to receive an automated email
3. Click **Continue**

### Forgot Password

Please enter the email address used to sign in to JCR E-Products.

1

2  Send me an email with instructions to reset the password.  
 I want to answer the security questions.

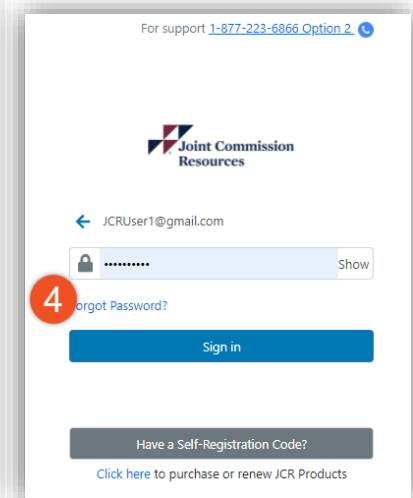
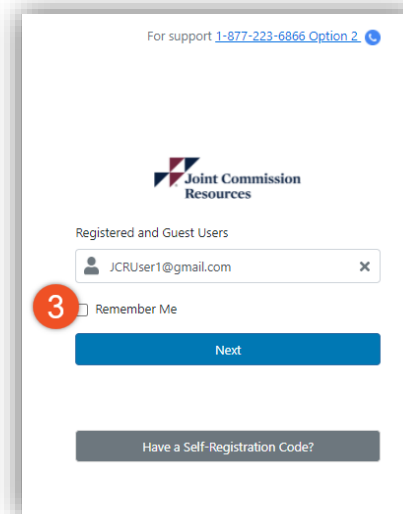
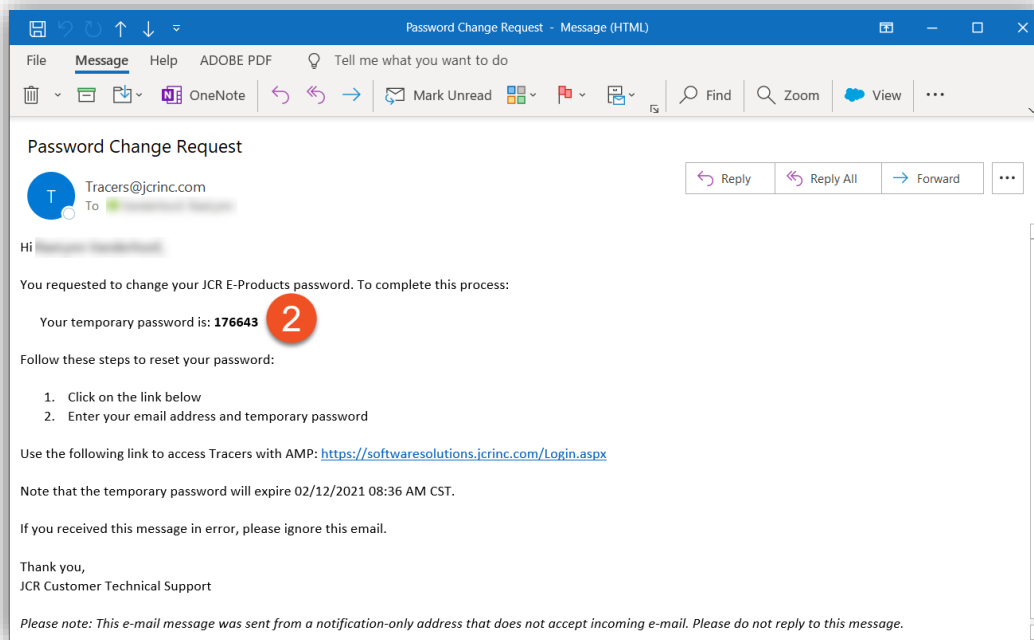
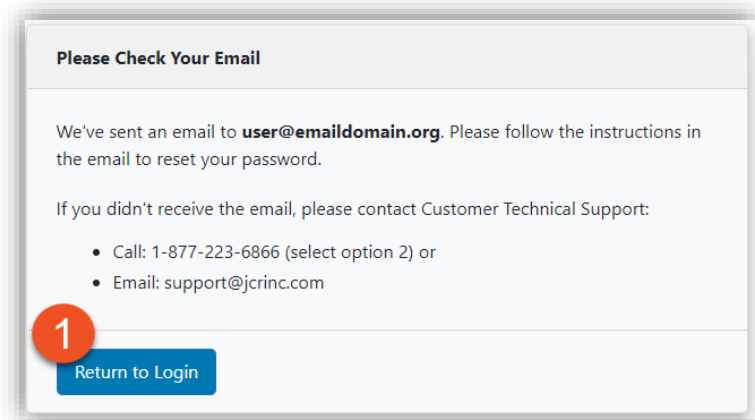
3   [Video: Need Help Logging In?](#)

*Note: If you are a guest user, please use the guest access link provided by your organization to reset your passcode.*

# Reset Password Instructions

## Via Email

1. Click **Return to Login**
2. Locate the temporary password from the email
3. From the Sign In Page, enter your email address and click **Next**
4. Enter the temporary password and click **Sign in**



# Reset Password Instructions

## Via Email

1. Enter the new password
2. Re-enter the new password to confirm
3. Click **Save Password**
4. From the Sign In Page, enter your email address and click **Next**
5. Enter your new password and click **Sign In**

**Reset Your Password**

Please enter new password below. \* Required Field

Email Address:  
user@emaildomain.org

New Password \* 1  
..... Show

Passwords must have at least:

- ✓ 8 characters [20 characters max].
- ✓ One uppercase [A-Z].
- ✓ One lowercase [a-z].
- ✓ One number [0-9].
- ✓ One special character [ ~ ` ! @ # \$ % ^ & \* ( ) \_ - ] excluding spaces.

Confirm Password \* 2  
..... Show

3 Save Password Cancel

For support [1-877-223-6866](tel:1-877-223-6866) [Option 2](#)

Joint Commission Resources

Registered and Guest Users

JCRUser1@gmail.com X

4 Remember Me

Next

Have a Self-Registration Code?

For support [1-877-223-6866](tel:1-877-223-6866) [Option 2](#)

Joint Commission Resources

JCRUser1@gmail.com

5 ..... Show

Forgot Password?

Sign in

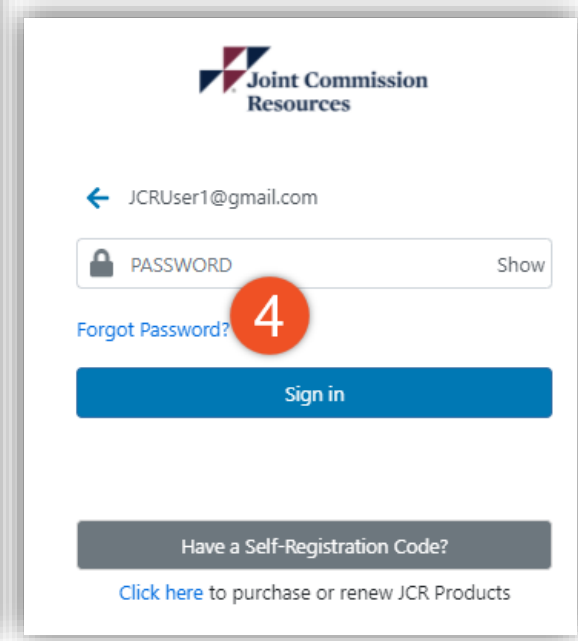
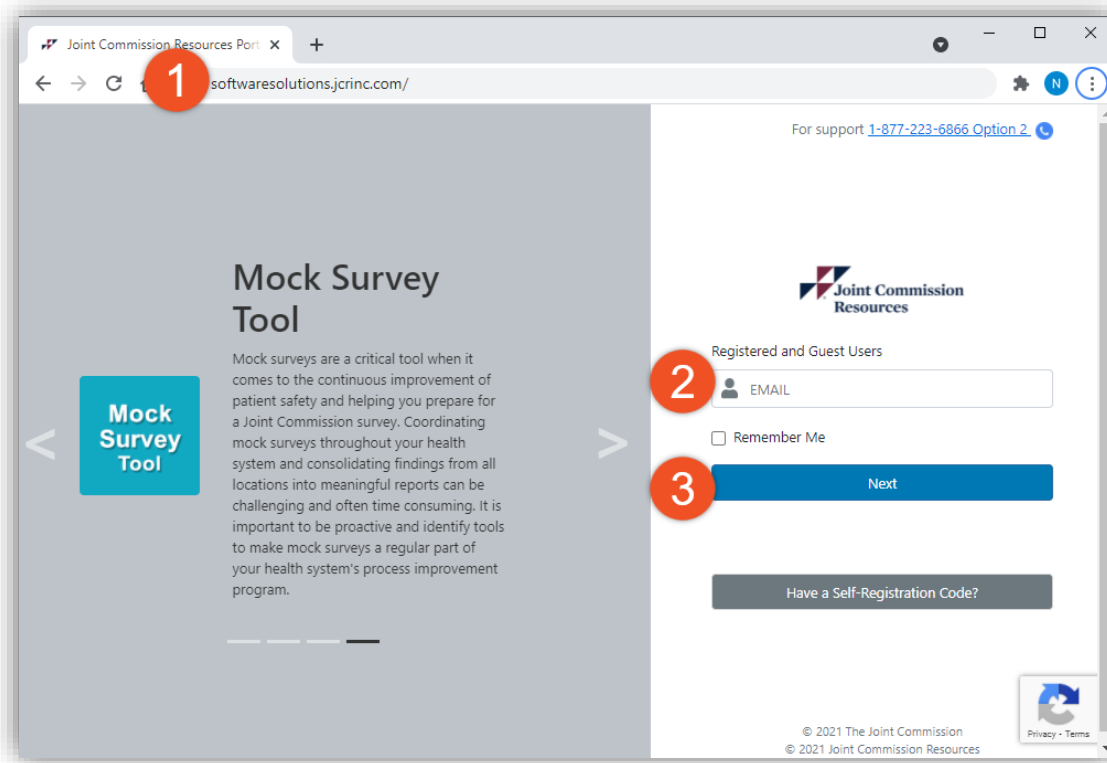
Have a Self-Registration Code?

[Click here to purchase or renew JCR Products](#)

## Reset Password Instructions

### Answer Security Questions

1. Visit <https://softwaresolutions.jcrinc.com>
2. Enter the email address used to access **JCR eProducts**
3. Click **Next**
4. Click **Forgot Password**



## Reset Password Instructions

### Answer Security Questions

1. Enter the email address used to access **JCR eProducts**
2. Select the option to answer your security questions
3. Click **Continue**

#### Forgot Password

1 Please enter the email address used to sign in to JCR E-Products.

2  Send me an email with instructions to reset the password.  
 I want to answer the security questions.

3   [Video: Need Help Logging In?](#)

*Note: If you are a guest user, please use the guest access link provided by your organization to reset your passcode.*

# Reset Password Instructions

## Answer Security Questions

1. Enter **Answer 1**
2. Enter **Answer 2**
3. Click **Submit**
4. Enter the new password
5. Re-enter the new password to confirm
6. Click **Save Password**
7. From the Sign In Page, enter your email address and click **Next**
8. Enter your new password and click **Sign In**

**Answers Security Questions**

Please answer your security questions below and then click the submit button. \* Required Field

Security Question 1 \*

What is the name of the town where you were born?

Answer 1 \*

1

Security Question 2 \*

What is the name of your first pet?

Answer 2 \*

2

3 Submit Cancel

**Reset Your Password**

Please enter new password below. \* Required Field

Email Address:

user@emaildomain.org

New Password \*

4

Show

Passwords must have at least:

- ✓ 8 characters [20 characters max].
- ✓ One uppercase [A-Z].
- ✓ One lowercase [a-z].
- ✓ One number [0-9].
- ✓ One special character [ ~ ` ! @ # \$ % ^ & \* ( ) \_ - ] excluding spaces.

Confirm Password \*

5

Show

6 Save Password Cancel

For support [1-877-223-6866 Option 2](#)

Joint Commission Resources

Registered and Guest Users

JCRUser1@gmail.com

7 Remember Me

Next

Have a Self-Registration Code?

For support [1-877-223-6866 Option 2](#)

Joint Commission Resources

JCRUser1@gmail.com

8

Show

Forgot Password?

Sign in

Have a Self-Registration Code?

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