

Q: *"I can't login to my account, I had an account, now I can't log in."*

A: In order to access your [Juniper Learning Portal](#) account you must have a [Juniper.net account](#) (username and password). If you do not have a Juniper.net you can [create one here](#). Please be sure to use the same email address that is associated with your Juniper Learning Portal account. If you already have a Juniper.net account and are unable to login you must contact [Juniper Customer Care](#) by phone.

Q: *"I am able to log into the Juniper Learning Portal; however, I do not see my transcript history and/or I cannot see my All-Access Training Pass subscription."*

A: In this case the email address of your Juniper.net account and your Learning Portal Account is not the same. You must submit a [support ticket](#) including your First and Last Name, as well as, the email address of your Juniper.net account and the email address of your Juniper Learning Portal account. We will update your Learning Portal account with the same email address of your Juniper.net account, after which, you will be able to login and access your training records.

Q: *"I don't have a Juniper.net account. When I click on the "[Create your Juniper.net account](#)" I don't see the option for "Guest User Access" what should I do?"*

A: Once you type in your "Email Address" (e.g. johndoe@gmail.com), you will see the option to select "Guest User Access".

Q: *"I don't want to use my corporate/company email address what should I do?"*

A: [Create your Juniper.net account](#) using your personal email address and Select "Guest User Access". Once you type in your "Email Address" (e.g. johndoe@gmail.com), you will see the option to select "Guest User Access".

Q: *"I would like to update the email address of my Juniper Learning Portal account to match the email address that I'm currently using with my Juniper.net account, how can I update it?"*

A: You must submit a [support ticket](#) including your First and Last Name, as well as, the email address of your Juniper.net account and the email address of your Juniper Learning Portal account. We will

update your Learning Portal account with the same email address of your Juniper.net account, after which, you will be able to login and access your training records.

Q: *“What happens if I don’t create a Juniper.net account?”*

A: If you do not create a Juniper.net account with an email address that matches your Juniper Learning Portal Account then you will not be able to log into the Juniper Learning Portal; however, your account will not be deleted. You must submit a [support ticket](#) including your First and Last Name, as well as, the email address of your Juniper.net account and the email address of your Juniper Learning Portal account. We will update your Learning Portal account with the same email address of your Juniper.net account, after which, you will be able to login and access your training records.

Q: *“I need help with creating or managing my Juniper.net account.”*

A: Please review the [Juniper.net Login Assistance page](#).

Q: *“I need to reset the password for my Juniper.net account.”*

A: Please use this [link to reset your password](#).

Q: *“I want to change the email address associated with my Juniper.net account.”*

A: In some cases you can [Edit Your Account Information](#) to make this change; however, if this option isn’t available for you, then you must contact [Juniper Customer Care](#) to request a change of your email address. Options include, submitting a case, using live chat, or by phone.

Q: *“I’ve tried to login to my Juniper.net account, but I’m having issues. I tried to create a new Juniper.net account, but it tells me that my email address has already been registered. What should I do?”*

A: You must contact [Juniper Customer Care](#) by phone to have your account unlocked or to request a change of your email address.

Q: *"I have multiple Juniper Learning Portal user accounts all under different email addresses, how can I consolidate my accounts under a single email address?"*

A: Please submit a [support ticket](#) including all of the email addresses under which you have accounts, and specify which email address you would like to have as the primary account. We will consolidate your training records under that account and remove the others.

Q: *"How can I delete my Juniper Learning Portal account?"*

A: Please submit a [support ticket](#) including your First and Last Name, as well as, your email address and a note requesting that your Juniper Learning Portal user account be deleted. Please note that you will lose the entirety of your training history and completion certificates upon account deletion.