

# JJWBGSP

## Accessing the Online Application

*DO NOT USE A CELL PHONE TO APPLY, AS THE SOFTWARE IS DESIGNED ONLY TO BE ACCESSED BY A COMPUTER.*

### Link to the Online Application

From a computer, click on the following link to access the online application. This link will take you to the Login page.

<https://app.wizehive.com/apps/JJWBGPreferred2020>

See “Troubleshooting” at the end of this document if you have trouble accessing this link. Your computer’s browser or its settings may be the problem.

### Creating a Login: SIGNUP

The very first time you visit the form, you’ll need to create a username and password. You can do that by entering them on the ‘Signup’ section of the Login page, as shown below.

This email must be a valid email address, as it is the email address the JJ/WBGSP will use to contact you.


**SIGNUP**

Email

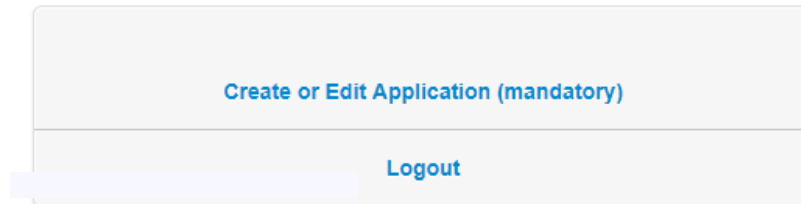
Password

Confirm Password

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**Attention!** Make sure you use a valid email address that you can easily access as this is the email address that JJ/WBGSP will use for all future communications with you. Once you've done this, click Signup, and you'll be taken to the Main Menu of the application (screenshot below).



Note that if you ever access the application using a shared computer, you might find that someone else was on the site before you and did not log himself out. If you load the application and don't see the Login/Signup box displayed above, immediately scroll down, click "Return to Menu", and then click "Logout". After that, you can log in with your own credentials.

## Drafting your Application

The 'Navigating the Online Application' document provides detailed technical instruction on how to complete an online application.

## LOGGING OUT

After saving the draft of your application, click on "Return to Main Menu" and then click on "LOG OUT." This will prevent someone else with access to your computer from altering your application.

## Returning to Complete an Application in Progress

Most people will need to come back to the application at some point. If you have started an application and saved it as a draft, it is now associated with the email address and password you entered the very first time.

To log back in, enter in the LOGIN box the email and password you created when you signed up and click the Login button (see illustration below). You will be automatically taken to the full main menu, and you can choose to edit your saved-in-draft Application Form.

**LOGIN**

Email

Password

[Forgot Password?](#)

**SIGNUP**

Email

Password

Confirm Password

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## Recovering a Forgotten Password

If you've forgotten your password, you'll need to click the 'Forgot Password' link to recover it. That will take you to a screen where we'll ask you for the email address you used when you first created an account. Enter that email address as shown below and click Reset Password.

If you have forgotten your password please enter the email address you signed up with in the box below and hit the "Reset Password" button. Your new password will be emailed to you shortly. Please only reset your password once and wait to receive the email, it may take a little bit of time. If it is not in your inbox, make sure to check your Spam folder. If you have not received the password reset email within 24 hours, please email [support@wizehive.com](mailto:support@wizehive.com)

Email:

After clicking on “reset password,” you will see the message: “Password reset has been requested.” **Do not close this window on your computer.**

Next, access your email account and find the email message from support@wizehive.com. The message will read:

“Sorry that you were having trouble logging in, we’ve reset your password as requested.  
Your Log In Email remains the same: *[your email is inserted here]*  
Your new (temporary) password is: *[your temporary password]*”

Please make sure to use the LOGIN (vs. SIGNUP) portion of the page to enter your credentials and access your account. “

Make note of your new password and then navigate back on your computer to the window containing the message “Password reset has been requested,” which should still be opened on your computer, and click the “Back to Login” link, which is shown in the lower left corner of your screen.

This will return you to the main login screen. On this screen, type in your email address and the temporary password given to you by support@wizehive.com, and click the button “Login”:

The image shows a web form with two sections: LOGIN and SIGNUP. The LOGIN section contains an Email input field, a Password input field, a Login button, and a link for Forgot Password?. A red arrow points to the Login button. The SIGNUP section contains an Email input field, a Password input field, a Confirm Password input field, and a Signup button. At the bottom, it says POWERED BY wizehive.

This will take you to a screen where you'll be asked to supply a new, personalized password to replace the temporary one. Enter a new password that you can easily remember in the boxes shown below, then click "Change Password and Login"

Your password was reset, please choose a new password for your account:

Password:

Confirm Password:

Now that you have logged in with your new password, you will be directed back to your draft application. The next time you return to the login screen, you'll use your email address and the new password that you created.

## Troubleshooting

### Compatible Browsers

We recommend using the current and previous version of any browser for optimal performance of our software. More specifically, here are the following browsers our software supports:

- Safari
- Firefox
- Chrome

**Note:** *We do not recommend the use of Internet Explorer in order to access the application due to variances in display and capabilities that may be experienced. The software can still be accessed from the Internet Explorer application, but experiences may vary.*

### Browser Settings

Make sure that JavaScript and Flash are both enabled on your browser and that you do not have a Firewall or pop-up blocker that is interfering with the software.

To enable JavaScript, see, the appropriate help file for your browser. For example:

- [Chrome](#)
- [Mozilla Firefox](#)

To install flash, go to: <http://get.adobe.com/flashplayer/>