JUNIPER
Your Health. Your Community.

Innovations for Aging, LLC

Yourjuniper.org User Manual

For participants, leaders, providers, and provider relationship manager

Contents

About

Juniper® is improving health and wellness in communities across Minnesota through a network of community-based organizations and health systems. Juniper delivers programs to help adults manage chronic health conditions, prevent falls, and foster well-being.

Yourjuniper.org is a web platform that supports community-based organizations in delivering health promotion programs in a group or classroom setting, both in person and online.

The platform includes a relational database that allows the community-based organization and its partners to collect information related to class activities. The platform includes custom reports and is ideal for community-based collaborations with healthcare sector organizations. Supported programs include:

Living Well
• Diabetes Prevention Program (DPP)
• Living Well with Chronic Pain (Chronic Pain Self-Management Program)
• Living Well with Chronic Conditions (English and Spanish version) (Chronic
• Disease Self-Management Program)
• Living Well with Diabetes (English and Spanish version) (Diabetes Self-Management Program)
• Aging Mastery Program* (AMP)
• Social Connect*
• Powerful Tools for Caregivers
• Savvy Caregiver**

Get Fit
• Arthritis Foundation Exercise Program (AFEP)
• Stay Active and Independent for Life (SAIL)

Prevent Falls
• A Matter of Balance (MOB)
• Stepping On
• Tai Ji Quan: Moving for Better Balance
• A Walk with Ease
• Enhance® Fitness**
• Tai Chi for Health and Balance**

* Indicates the program is not evidence-based but research-informed.

 ** Indicates supported evidence-based program on the platform, but not active on the Minnesota instance of yourjuniper.org currently

Functionalities

On yourjuniper.org, providers can manage their classes and capture information about organizational leaders. The website also has a referral process for family, friends, and healthcare providers to refer a person to a class. It includes documents for healthcare providers to learn more about Juniper's programs. Yourjuniper.org can run customized reports that include participant demographics and self-reported health outcomes. See below for a functionality checklist of yourjuniper.org:

Yourjuniper.org Functionality
Ability to search for classes by location and/or program
Ability to register for classes online at any time
HIPAA-compliant and secure system
Healthcare provider referral system
Features compatible with mobile devices*
Built to ADA 2.0 accessibility standards
Robust data capture and reporting
Graphically pleasing website and photos
Local look and feel of regional pages
Video(s) that offer authentic and credentialed testimonials

*Survey feature not available via mobile devices

Partner Roles
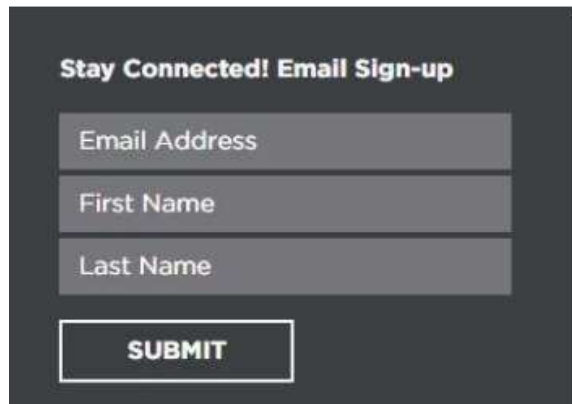
At Juniper, we value partnerships with our communities. A collaboration with a community-based organization or health care provider may include hosting evidence-based classes, referring patients, and providing financial support for the evidence-based classes. If you want to be a partner, please call 1-855-215-2174 or email info@yourjuniper.org.

Getting Started

Join the mailing list.

Yourjuniper.org has a mailing list that will send out updates on the project and other announcements and events. To sign up for our mailing list, scroll to the bottom of any page on yourjuniper.org, and you will find a mailing list subscription form – see below. Please fill in your email address and your first and

last name. You will receive an email to verify that you would like to subscribe. You are on our mailing list once you click the verify button in your email. Note that once you fill in your information, there will not be a notification on the screen that you have successfully subscribed other than the email you will receive.

Ask us a question/Contact Us.

If you have a question or would like to contact us, please go to yourjuniper.org. At the top of the page, there is a "Contact" link. Here, you can fill out your information and type your message. If you are experiencing technical difficulties, you can also email info@yourjuniper.org for assistance or call our toll-free number, 1-855-215-2174.

Refer someone to a class.

You may want to refer someone to a class for various reasons. As a friend, family member, or healthcare provider, you can refer someone you know to a Juniper class. To do this, go to the "Make a Referral" tab at the top of yourjuniper.org. See below.

Click this tab to fill out information on the referred person and the referrer. Once complete, press "Submit," and an email will be sent to a Juniper representative. The representative will contact the person who was referred via phone or email to see if they are interested in attending a class.

For Participants

Learn more about our programs.
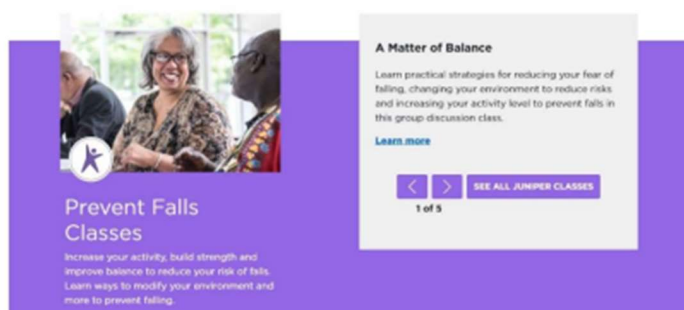
Discover our programs with a simple click. To explore the programs offered on yourjuniper.org, just click the tab at the top of the page labeled Programs and Classes. Here, you will find a comprehensive listing of programs that are currently available, along with a brief description of each.

The programs are broken down into three categories:

Prevent Falls Classes

Get Fit Classes

Live Well Classes
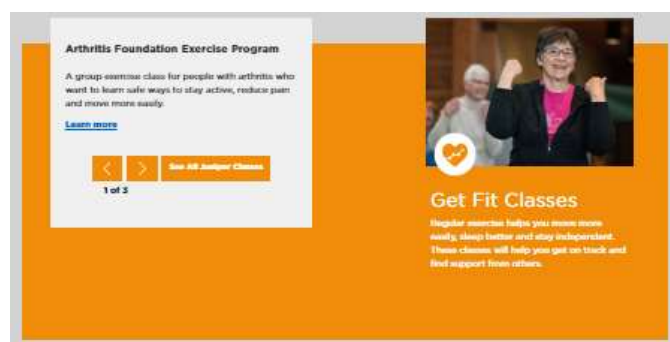
If you would like to learn more about one of these categories, click the colored box with the white triangle to view the description of these programs.

You can also email info@yourjuniper.org or call our toll-free number 1-855-215-2174 for more information.

Find a class

To find an upcoming class, go to the top of any page and click "Find Classes." The following dialogue box will open:

- The first bolded section that says "Class Type" is a check box menu that lists all types of programs offered. You can narrow your search results to a specific class type, but you do not need to make a selection.
- The second bolded section, "Program," allows for searching for categories of classes under Get Fit, Live Well, and Prevent Falls.
- The third bolded section, "Class," lists the names of all the classes offered by Juniper.
- The fourth bolded section, "Location," lists a check box menu for searching for classes within a specific mileage from your preferred zip code. You can also search by zip code.
- Click the green "SEARCH" button to search for classes.

Once you search for a class, you will be directed to a listing of classes. If you searched by zip code and there are no upcoming classes in that zip code, there will be a text with the 1-855-215-2174 toll-free phone number to call or email info@yourjuniper.org to contact. Call this number or email us to be placed on a waitlist.

To find online or phone classes, check the corresponding box for a list of available classes. Please note that not all classes can be offered by each class type.

Register for a class.

If you have not previously registered for a Juniper class, you can do so from the home page of yourjuniper.org. Click the "Find Classes" link in the upper right corner.

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Programs & Classes   Why Juniper?   Flourish   News   About   **Find Classes**

This will open a search engine where you can locate classes by Type, Program, Class, or Location.

Class Search   ✕

1. Class Type   **2. Program**   **3. Class**   **4. Location**
☐ In Person   ☐ Get Fit   ☐ A Matter of Balance   ☐ Within 10 Miles
☐ Online   ☐ Live Well   ☐ Aging Mastery Program   ☐ Within 30 Miles
☐ Phone   ☐ Prevent Falls   ☐ Arthritis Foundation Exercise Program   [Zip Code]
                                          ☐ Diabetes Prevention Program
                                          ☐ Living Well With Chronic Conditions   **SEARCH**
                                          ☐ Living Well With Chronic Pain
                                          ☐ Living Well With Diabetes
                                          ☐ Powerful Tools for Caregivers - Adults
                                          ☐ Programa de Manejo Personal de la Diabetes
                                          ☐ Social Connect
                                          ☐ Stay Active and Independent for Life
                                          ☐ Stepping On
                                          ☐ Tai Ji Quan: Moving for Better Balance - Advanced
                                          ☐ Tai Ji Quan: Moving for Better Balance - Beginner
                                          ☐ Tomando Control de su Salud
                                          ☐ Walk With Ease
                                          ☐ Wellness Recovery Action Plan

Once you have found a class you are interested in, click the green "Register" button at the bottom of the page. If the button does not appear, this is because either 1) the class has completed its first session or 2) the class is full. Please read the description above the button. This will indicate if the class is full. If there is no mention of the class being full, and you would like to register, please get in touch with the person listed as Contact for that class or call 1-855-215-2174.

Tai Ji Quan: Moving for Better Balance - Beginner

11/8/2021 - 11/29/2021
8:00 AM - 10:00 AM
See All Dates

In Person

Cost: $0
Provider Name: Hummel Test
Class Leader: Macy Gibson, Kara Smith
Location: 1234 1St N, St Paul, MN 55105

Contact Name: Kara Smith
Contact Email: kiwar82208@ingfix.com
Contact Phone:

Tai Ji Quan: Moving for Better Balance* (TJQMBB) is an evidence-based fall prevention program designed for older adults developed by Fuzhong Li, Ph.D., Senior Scientist at the Oregon Research Institute. TJQMBB represents a substantive enhancement of traditional Tai Ji Quan as it transforms martial arts movements into a therapeutic regimen aimed at improving postural stability, awareness and mindful control of body positioning, functional walking, movement symmetry and coordination, range of motion around the ankle and hip joints and lower - extremity muscle strength. added note

REGISTER

This will lead you to the register for a class page. Here, you will find more details about the class, and you will be able to register. Please fill out all the required fields marked with a red asterisk.

At the bottom of the registration page, you will see several checkboxes regarding Juniper's legal forms.

☐ I agree to the terms and conditions in the Juniper Insurance Authorization and Assignment of Benefits and Release of Information *

If this is the first time you are registering for a Juniper class, you will see a checkbox for the following forms:

Notice of Privacy Practices

Waiver of Liability

Insurance Authorization and Release of Information

If you are a returning Juniper participant, you will only be asked to complete these checkboxes annually after your first date of service or class.

If you do not acknowledge these policies, you cannot complete registration for the class.

There is a field for a promo code. If you have one, please enter it here. We use this code to track our marketing efforts.

Once you have completed the registration form, click "Register" and be directed to a page with class details. You will receive an email response that will thank you for registering for a class and provide additional information about the class, including who to contact if you would like to cancel your registration. For details on how to set up your account, please see the Participant Portal – First Time Participant Account Creation section below.

Please call 1-855-215-2174 or email info@yourjuniper.org if you have questions or want to cancel your class registration.

Other items to note when registering for a class

If you do not have an email address but would like to register for a class, please call the toll-free number 1-855-215-2174. A representative will sign you up for the class and provide the details.

Only one person can register per email address. If you share an email address with someone and would both like to register for the same class, please register one person online by filling out the registration form. To register the second person, please call the toll-free number 1-855-215-2174. A representative will register the second person for the class and provide the class details.

Arthritis Foundation Exercise Program

Arthritis Foundation Exercise Program (AFEP) is a group exercise class for people with arthritis who want safe ways to stay active, reduce pain, and move more easily. Participants learn from a trained instructor on how to deal with challenges like pain that keep them from staying active. Participants will practice stretching, breathing, endurance, and balance activities tailored for their ability and skill level. AFEP can help control pain, boost energy and mood, and increase confidence about staying active and managing arthritis.

Location	Class Leader
Talamore Senior Living	Kelly Nygard
289 Karen Drive	
Woodbury, MN 55129	Cost
	$0

Schedule

Session	Date	Start Time	End Time
1	Mon, Sep 25, 2023	10:30 AM	11:30 AM
2	Wed, Sep 27, 2023	10:30 AM	11:30 AM
3	Fri, Sep 29, 2023	10:30 AM	11:30 AM
4	Mon, Oct 2, 2023	10:30 AM	11:30 AM
5	Wed, Oct 4, 2023	10:30 AM	11:30 AM
6	Fri, Oct 6, 2023	10:30 AM	11:30 AM
7	Mon, Oct 9, 2023	10:30 AM	11:30 AM
8	Wed, Oct 11, 2023	10:30 AM	11:30 AM
9	Fri, Oct 13, 2023	10:30 AM	11:30 AM
10	Mon, Oct 16, 2023	10:30 AM	11:30 AM
11	Wed, Oct 18, 2023	10:30 AM	11:30 AM
12	Fri, Oct 20, 2023	10:30 AM	11:30 AM
13	Mon, Oct 23, 2023	10:30 AM	11:30 AM
14	Wed, Oct 25, 2023	10:30 AM	11:30 AM
15	Fri, Oct 27, 2023	10:30 AM	11:30 AM
16	Mon, Oct 30, 2023	10:30 AM	11:30 AM
17	Wed, Nov 1, 2023	10:30 AM	11:30 AM
18	Fri, Nov 3, 2023	10:30 AM	11:30 AM
19	Mon, Nov 6, 2023	10:30 AM	11:30 AM
20	Wed, Nov 8, 2023	10:30 AM	11:30 AM
21	Fri, Nov 10, 2023	10:30 AM	11:30 AM
22	Mon, Nov 13, 2023	10:30 AM	11:30 AM
23	Wed, Nov 15, 2023	10:30 AM	11:30 AM
24	Fri, Nov 17, 2023	10:30 AM	11:30 AM

Notes
Hybrid class – participants may join either virtually or in-

Registration Form

First Name *

Last Name *

Email Address *

If you do not have an email address, please call toll free at 1-855-215-2174 to register.

Phone Number

Date of Birth *
-- Please Select --   Day   Year

Address

Address Line 1 *

Address Line 2

ZIP Code *

City *

State *

Emergency Contact Name

Emergency Contact Phone

Healthcare System
-- Please Select --

Insurance Provider *
-- Please Select --

Why is Juniper collecting my insurance information? Please read the Juniper Insurance Authorization and Assignment of Benefits and Release of Information document linked below.

☐ Do you require any special accommodations?

☐ I have received the Notice of Privacy Practices, the Privacy Policy and the Terms of Use. *

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

☐ I agree to the terms and conditions in the Juniper Insurance Authorization and Assignment of Benefits and Release of Information. *

Promo Code

REGISTER   Cancel

Request a class in my area.

If you search by zip code and there are no classes within that zip code, information will display with the 1-855-215-2174 toll-free phone number to call or the info@yourjuniper.org email to contact to request a class near you.

Search Results

Showing 0 results for selected classes

Class Type: In Person Location: within 10 miles of 55603 sorted by distance.
Don't see a desired class near you? More classes are coming soon. Call us at 1-855-215-2174 or email info@yourjuniper.org to be connected to a representative and added to our waiting list.

By contacting Juniper and requesting a class, we will work with the representative in that area to hold that class. You will be notified when that class is available.

Participant Portal - First Time: Participant Account Creation

Participant accounts are automatically created when a participant registers using an email address in a Juniper class. They cannot be created independently of class registration.

If you registered in a class using an email address, you already have an account. Refer to "First Time: Log in to Participant Portal" for instructions on how to log in to your account.

There are three ways a participant can register for a class.

1. Visit yourjuniper.org, find the class that is right for you or a loved one, select the "Register" button, and enter your information.
2. Reach out to the class contact.
3. Call Juniper at 1-855-215-2174, and a representative will assist with registration.

Things to note when registering for a class

- You must have an email to register online for a class. If you do not have an email address but would like to register for a class, please call Juniper at 1-855-215-2174, and a representative will assist.
- If you share an email with someone and would both like to register for the same class, you can only register one person online with the shared email address. Please register one person online by filling out the registration form. To register the second person, call Juniper at 1-855-215-2174, and a representative will assist.
- If you enter your email address incorrectly, it can be edited by a Juniper staff member. Please call Juniper at 1-855-215-2174, and a representative will assist you.

A Class Leader looking to register in a class as a participant.

- A Juniper class leader may want to attend or participate in a Juniper class. The leader will need to contact a Juniper staff member so we can update the leader's account. After the initial account update, the leader will be able to register as a participant for the desired classes.

Common errors when registering

If you complete registration and get an error page, please call the toll-free number 1-855-215-2174. A representative will confirm whether registration for the class was successful.

Sorry About That!

The item you requested could not be found or you are not authorized to view it.

For help, please call our toll-free number 1-855-215-2174 or email info@yourjuniper.org.

If you get an error "Email address already exists," you already have a participant account. Please log in to the Juniper website using your email address before registering for a new class.

For instructions, see "First Time: Log in to Participant Portal." If this error persists or you have questions about how to log in, please call 1-855-215-2174, and a representative will assist.

Participant Portal - First Time: Log in to Participant Portal

First Time Log in Process Overview:

1. The first time you log in to your My Juniper account, please sign in with the temporary password sent to your email by Juniper.

   a. The temporary password is only necessary the first time you log in to yourjuniper.org. Then, when you go to My Juniper (shown below), you will be prompted to change your password.

2. After using the temporary password to log in, you will create a new password.

3. Confirm that your login was successful and enter My Juniper!
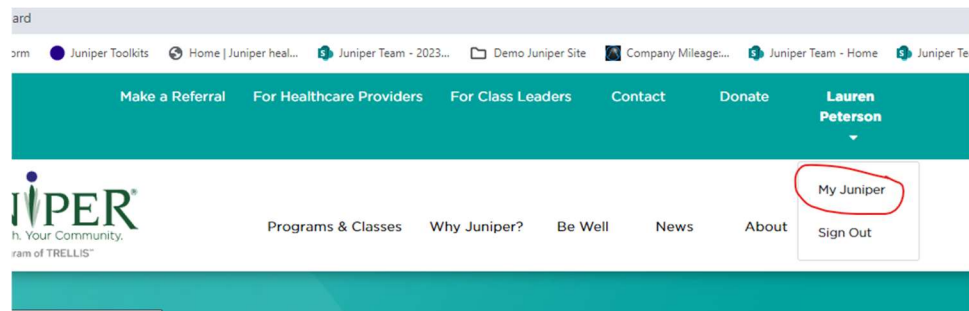
If you ever receive the error shown below, please call Juniper's phone number, and a Wellness Engagement Specialist will help you register using your preferred email.

Email address already exists If you do not have an email address, please call toll free at 1-855-215-2174 to register.
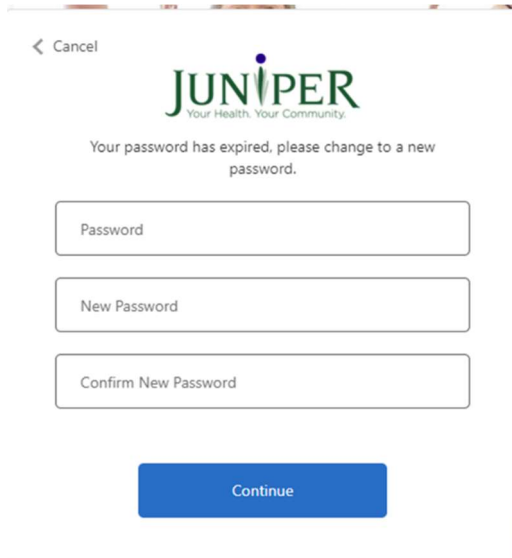
If you believe your email was entered into the system incorrectly, please contact us at 1-855-215-2174, and we will be able to correct it.

Helpful tip: If you have already attempted to log in using a temporary password, continue to "Existing Profile: Log in to Participant Profile." If you do not know your password, go to "Existing Profile: Reset Password."

To set-up your account:

Step 1: Check your email.

- The first time you are registered for a class, you are sent an email titled "Welcome to Juniper." This email contains a temporary password. Every user must log in to yourjuniper.com for the first time using a temporary password. When you return to the login page, you will see the screen below requesting you create a new password.

Thank you for signing up for a Juniper class! You are now registered on juniper-live-demo.azurewebsites.net as a participant. Please sign in at the login in the upper right corner at juniper-live-demo.azurewebsites.net with your temporary password: 7m8CjwNzH24Y to begin.

o Temporary passwords from this email are valid for 24 hours. If your temporary password is invalid, or you cannot find your "Welcome to Juniper" email in your inbox, you can call

Juniper at 1-855-215-2174. Check your spam or junk folders if you have trouble finding the email.

Helpful tip: Keep your email open. You will need to return to your inbox in future steps.

Step 2: In a separate tab, navigate back to the yourjuniper.org website and log in.

- Keep your email open and open a new tab to navigate the yourjuniper.org website.
- Opening a separate tab can look different depending on your internet browser.
  Generally, this will be a "+" at the top of your internet browser page. Ensure you do not click "x," which will exit your open tab.

- Click "Sign In" in the top right corner of the yourjuniper.org website.

- Then you will be on our Sign In page. Enter your email and verification code in the field provided and click "Sign in."
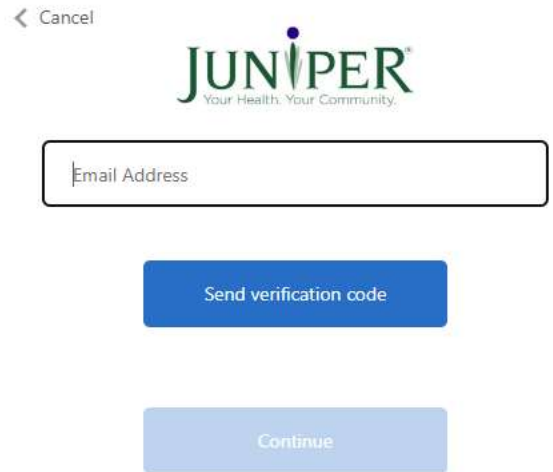
You have the option to update your email address at this time by clicking the "Change email" box. If you do not need to change your email address, click "Continue."

Step 3: Create your new password.
- Re-enter your temporary password in the field provided and enter your new password of choice. Ensure the password fits the requirements.
  - 8 to 24 characters
  - Combination of lowercase letters, uppercase letters, numbers, symbols
    - Valid symbols include: ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/,.?/
  o Cannot contain your username (email)
- Enter your new password twice to confirm it is correct.

Step 4: Confirming successful login.
- After a successful password update, the page will automatically load to the participant portal home page.
- If the site did not automatically load to the participant portal page, you can confirm a successful password reset. Navigate back to the yourjuniper.org home page. Look in the top right corner,

login was successful if the participant's name is in the corner. If it still says, "Sign In," additional steps are needed.

- o Successful:

- o Unsuccessful:

*If you are not signed in, try signing in again using the steps above. If you cannot sign in, contact a Juniper representative, and we will assist you.

Step 5: Access Participant Portal
- Click on your name. Then, in the dropdown, select "MyJuniper."
- The page will then load to the participant portal.
- In the participant portal, you will see past and current classes. Each class will include the following links:
  - o Class details
  - o Pre-class survey
  - o Post-class survey
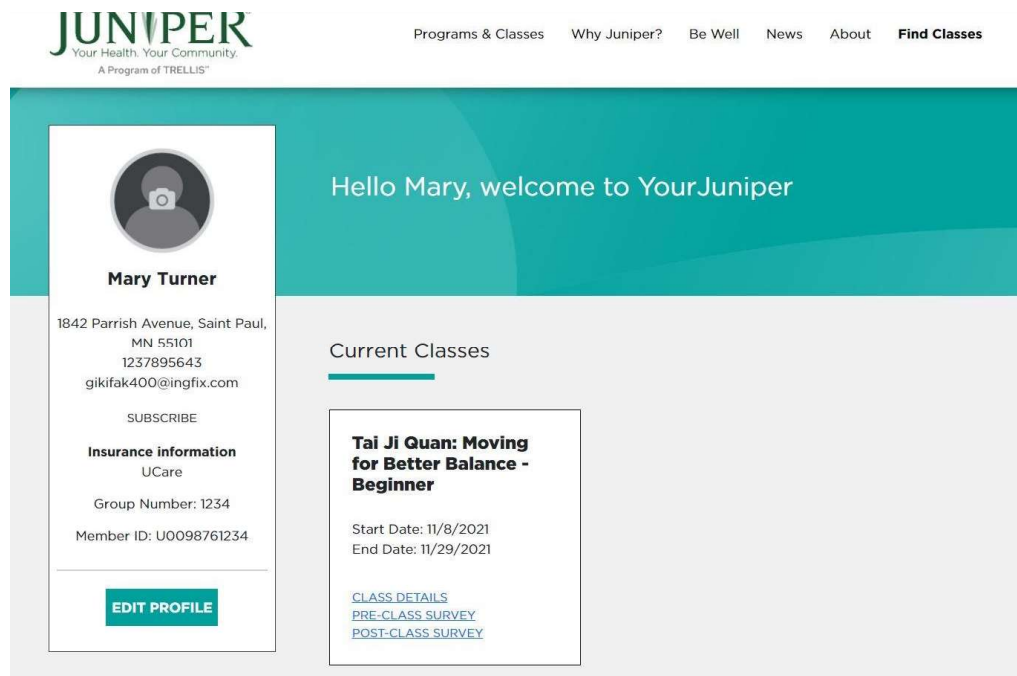
- If login is routed to "change password" without the option to enter the password, call Juniper at 1-855-215-2174, and a representative will assist you.

Participant Portal – Existing Profile: Reset Password

If this is *not* the participant's first time logging in, you can reset your password by following the steps below. If this *is* the first time logging into the account, refer to "First Time: Log in to Participant Portal."

Step 1: Go to yourjuniper.org home page.
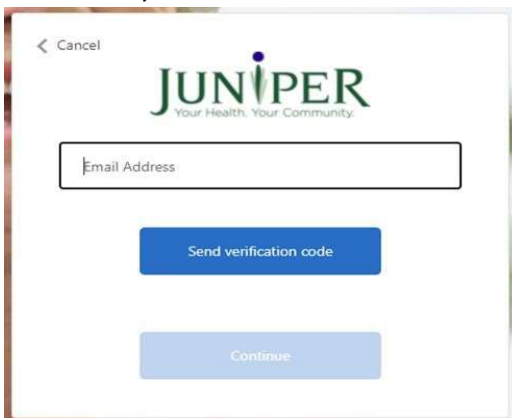
- Click "Sign In", located in the top right corner.

Step 2: Launch the password reset process.

- When the login box appears, do not enter any login information. Instead, select "Forgot your password?"
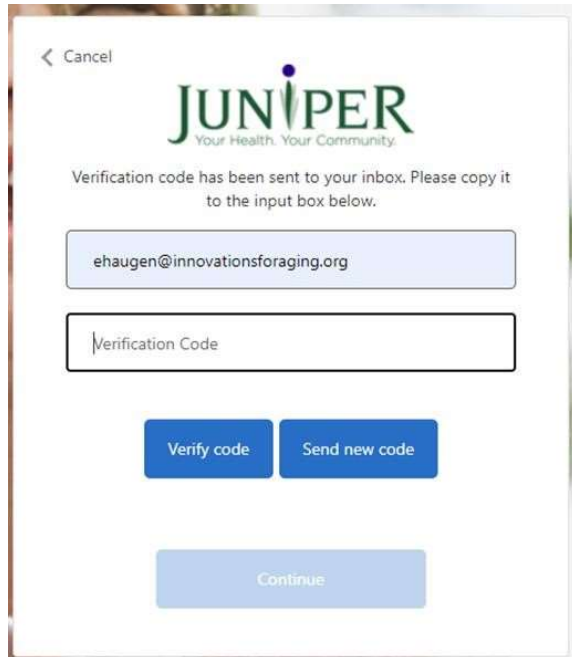
- Enter your email address and click "Send verification code."

Step 3: Verification Steps

- While keeping yourjuniper.org open, navigate to your email inbox.
- Do not close yourjuniper.org. If you do, the password reset process will need to be restarted from the beginning.

- Some options for how to open your email without closing yourjuniper.org include the following:
  - Open a new tab in your browser window.
  - Open a new window and navigate between the two.
  - Open your email on another device. For example, if you have yourjuniper.org open on your computer, you could open your email on your phone or tablet.
- You will receive an email with a 6-digit verification code.
- You can either copy this code or write it down. Enter it into the verification code field back on yourjuniper.org.

- After entering the verification code, click "verify code." Do not click "Send new code."
- Next, you'll see a window that says, "E-mail address verified. You can now continue." Enter your E-mail address and click "continue." Do not click "change e-mail."
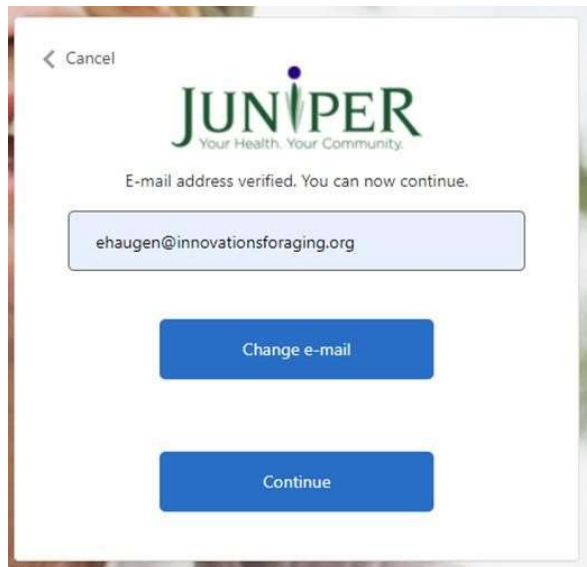
Step 4: Create a new password.

- Next, you will be prompted to create a new password. Going forward, this will be the password you use to access your participant portal.
- Your password must meet the following criteria:
  - ❑ It must be 8-64 characters in length
  - ❑ It must contain at least 3 of the following:
    - ❑ An uppercase letter
    - ❑ A lowercase letter
    - ❑ A digit
- After entering your new password twice, click continue.
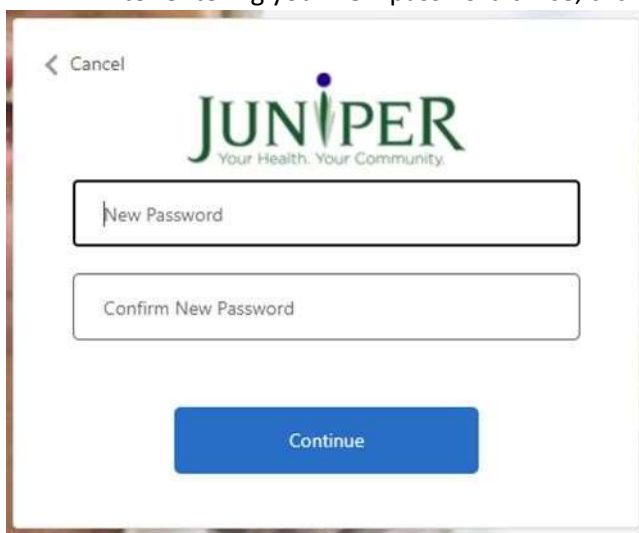
Step 5: Confirm successful login.
- • After a successful password reset, the page will automatically load to the participant portal home page.
- • If the site did not automatically load to the participant portal page, you will want to navigate back to yourjuniper.org home page to confirm a successful password reset. Look in the top right corner; your log-in was successful if your name is in the corner. If it still says "Sign In," additional steps are needed.
    - o Successful:

Contact   **Mary Turner** ▼

- • Unsuccessful:

Contact   **Sign In**
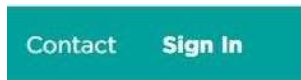
Participant Portal – Existing Profile: Log in to the Participant Portal

Once your email and password are set, you can log in to view the participant portal.

Step 1: Go to yourjuniper.org homepage.
- • Click "Sign In," located in the top right corner.

Make a Referral   For Healthcare Providers   For Class Leaders   Contact   **Sign In**

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Your Health. Your Community.
A Program of TRELLIS™

Programs & Classes   Why Juniper?   Be Well   News   About   **Find Classes**

Step 2: Enter email address and password

- • Enter your email address.
- • After entering your email address, enter your password.

Sign in with your email address

gikifak400@ingfix.com

••••••••

Forgot your password?

Step 3: Confirm successful login

- • To confirm a successful login, navigate back to the yourjuniper.org home page and look in the top right corner. Login was successful if the participant's name is in the corner. If it still says, "Sign In," additional steps are needed.

o Successful:

o Unsuccessful:

Step 4: Access Participant Portal

- Click on your name. MyJuniper."
- The page will then load to the participant portal.

Participant Portal – Existing Profile: Edit Profile

Step 1: Log in to your MyJuniper Portal
(Refer to "Login to the Participant Portal" to access your profile)

Step 2: Locate your profile information box.
- This box will include:
  o A circle with a silhouette of a person with a camera over it
  o Your First and Last name
  o Phone number
  o Address
  o Email address associated with the account
  o Insurance information
  o A teal box with the words "Edit Profile."

Step 3: Click on the Teal Box with the words "Edit Profile."
- This will bring you to the "Edit Profile" page within your MyJuniper account.

Step 4: Evaluate personal information and make changes if needed.

- Here, you can fill in any blanks or make changes.

Optional Step 5: You can add a profile picture to your account:

- Click "Choose File" at the bottom of the Edit Profile page.

- This will open your computer's file upload window or photo library buttons on a phone/tablet.
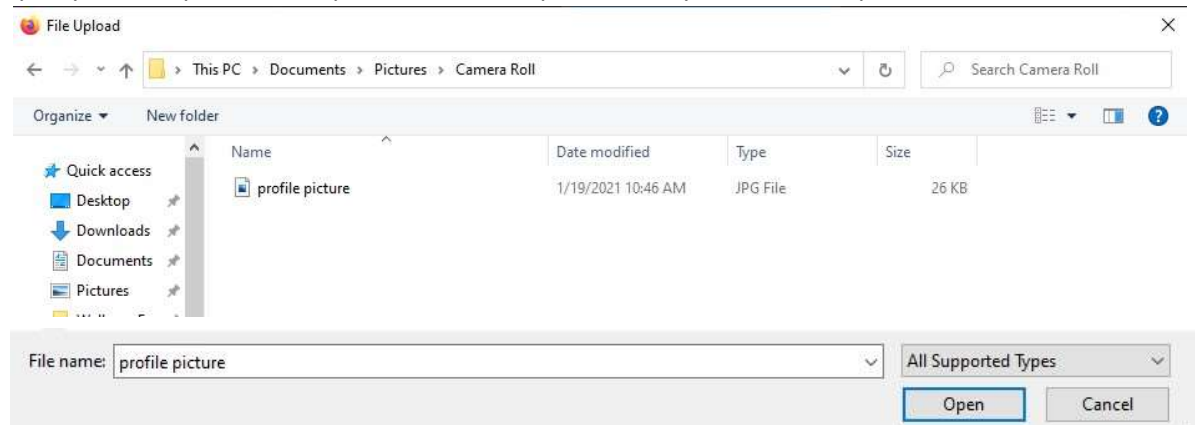
- Select a photo from your pictures or photo library you would like to use and click open (or done on a phone).

Optional Step 6: Before saving your profile updates, you may choose to opt out of automated emails. Simply click "Opt out of automated emails" (image below), and you will not receive automatic emails from Juniper.

Step 7: Save all your changes.
- Near the bottom of the Edit Profile page, there are buttons to either "Save" your changes or "Cancel" any of the changes you have made.

- Select the green "Save" button to secure all the changes you have made to your profile
   o This includes any contact updates and Profile image uploads

Participant Portal – Existing Profile: View Current and Past Classes

Step 1: Log in to yourjuniper.org
- Refer to "Log in to Participant Portal" step-by-step to access your profile

Step 2: View the Current Classes and Past Classes in the Center of the MyJuniper profile.

Participant Portal – Existing Profile: Access Class Details

Step 1: View the Current Classes and Past Classes in the Center of the MyJuniper Profile

Step 2: Find the class you want to learn more about and click "Class Details."

• This button will be available to view the details of both Current and Past Classes.

Step 3: You will be directed to the Class Details of the class you have selected.

From the class details page, you can view the details of current and previous classes and access pre and post-surveys for those classes.

To navigate back to your profile, click on your name in the upper right corner. Then click "My Juniper," which will be below your name.

Participant Portal – Existing Profile: Complete Class Surveys

FAQ regarding Pre- and Post-Class Surveys

After registering for a class, every participant must fill out a Pre-survey before the class starts.

- o   Once a class has been completed, the participant must complete the post-survey.

o **Reason for Surveys**: These surveys will help us understand who we are serving in these classes, what the outcomes are, how to improve our classes in the future, and secure resources to continue to offer classes.

Step 1: Log in to your MyJuniper Profile

•   Refer to "Log in to Participant Portal" to access your profile.

Step 2: View your Current and Past classes.

Step 3: View a specific class to fill out a pre- or Post-class Survey, then click on "Pre-Class Survey" at the center of the menu bar.

•   In this example, we will follow the path to fill out a Pre-Class Survey, yet the steps will only differ by name.

Step 4: You will be directed to the Pre-Class Survey Page

Step 5: Fill out the Pre-Class Survey according to your personal experience.

- This may require the participant to check the box to agree to the terms of the Release from Liability agreement. If the participant has already agreed to the terms, the Liability agreement may not appear on the Pre-Survey page.
- The questions on this page may be formatted by using the following answer types:
  o Yes or No
  o Multiple choice
  o Scaling questions (Excellent, Fair, Good, Poor, Very Poor) or (Always, Often, Sometimes, Rarely, Never)
  o Fill in the blank

Step 6: Submit your answers using the Green "Submit" Button
- By clicking submit, your answers will be recorded and saved
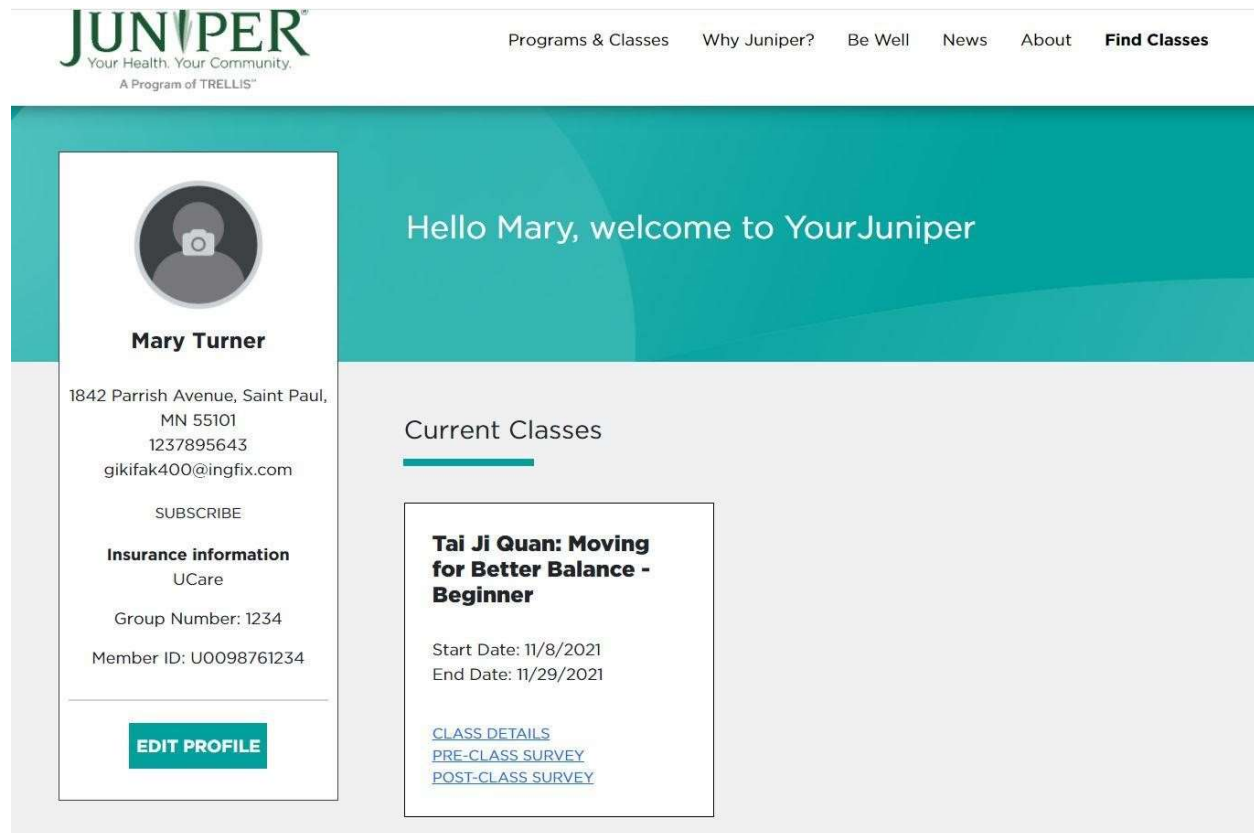
Once the survey is complete, you will be redirected to your main profile page.

- You can return to your Pre- or Post-class survey at any time if you would like to review your answers or make changes.

Participant Portal – Existing Profile: Register for a Class

Step 1: Log in to the Juniper Portal
- Refer to "How to log in to Participant Portal" to access your profile.

Step 2: Locate "Find Classes" Button
- The button is next to "About" at the upper right of the page.
- Click on the button, and this will direct you to the class search page of the yourjuniper.org website.

Make a Referral   For Healthcare Providers   For Class Leaders   Contact   Donate   **Luke Bryan** ▾

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Your Health. Your Community.
A Program of TRELLIS

Programs & Classes   Why Juniper?   Be Well   News   About   **Find Classes**

Hello Luke, welcome to Your Juniper

Luke Bryan

1234 52nd Ave N, Minneapolis, MN 55446
(957) 552-1111
wadok94846@64ge.com

Insurance information
HealthPartners
Group Number: 1234

Current Classes

Arthritis Foundation Exercise Program

Past Classes

A Matter of Balance

Class Search   ✕

1. Class Type	2. Program	3. Class	4. Location
☐ In Person	☐ Get Fit	☐ A Matter of Balance	☐ Within 10 Miles
☐ Online	☐ Live Well	☐ Aging Mastery Program	☐ Within 30 Miles
☐ Phone	☐ Prevent Falls	☐ Arthritis Foundation Exercise Program	☐ Anywhere
		☐ Diabetes Prevention Program	Zip Code
		☐ Living Well With Chronic Conditions	
		☐ Living Well With Chronic Pain	**SEARCH**
		☐ Living Well With Diabetes	
		☐ Powerful Tools for Caregivers - Adults	
		☐ Programa de Manejo Personal de la Diabetes	
		☐ Social Connect	
		☐ Stay Active and Independent for Life	
		☐ Stepping On	
		☐ Tai Ji Quan: Moving for Better Balance - Advanced	
		☐ Tai Ji Quan: Moving for Better Balance - Beginner	
		☐ Tomando Control de su Salud	
		☐ Walk With Ease	

Step 3: Find a class online or one that is near you.

• The search tool bar will give you four options: Class Type, Program, Class, and Location

- The first bolded section that says "Class Type" is a check box menu which lists all types of programs offered.   o You have the option to narrow your search results by a specific class, but you do not need to.

- The second bolded section "Program" allows for searching for categories of classes under Get Fit, Live Well, and Prevent Falls.
- The third bolded section "Class" lists the names of all the classes offered by Juniper.
- The fourth bolded section, "Location," lists a check box menu for searching for classes within a specific mileage from your preferred zip code. You can also search by Zip code.
- Click the green "SEARCH" button to search for classes.

Note: You do not have to choose any of the three options; you can just click the "SEARCH" button to search for classes. The three options are intended to help narrow your search results.

- For example, you are looking for an online Tai Ji Quan: Moving for Better Balance – Beginner class. In this scenario, you can click on the check box menu for the Tai Ji Quan: Moving for Better Balance – Beginner class, check the online box, and then click search. Doing so will pull up a list of upcoming "Tai Ji Quan: Moving for Better Balance – Beginner" classes offered 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 green "Register" button

Tai Ji Quan: Moving for Better Balance - Beginner
2/7/2022 - 5/4/2022
8:00 AM - 10:00 AM
See All Dates

Online

Cost: $0
Provider Name: Test Organization
Class Leader: Sarah Shepherd
Location: Online

Contact Name: Sarah Shepherd
Contact Email: sshepherd@yourjuniper.org
Contact Phone: 6519174656

Tai Ji Quan: Moving for Better Balance® (TJQMBB) is an evidence-based fall prevention program designed for older adults developed by Fuzhong Li, Ph.D., Senior Scientist at the Oregon Research Institute. TJQMBB represents a substantive enhancement of traditional Tai Ji Quan as it transforms martial arts movements into a therapeutic regimen aimed at improving postural stability, awareness and mindful control of body positioning, functional walking, movement symmetry and coordination, range of motion around the ankle and hip joints and lower - extremity muscle strength. We will have a session 0 session to learn how to use Zoom on 02/01/2022.

REGISTER

Step 5: Review your information and acknowledge any legal forms that may appear.

- After clicking the Register button, the website will direct you to verify that your information is up to date. If needed, you can edit your name, address, phone number, insurance provider, and emergency contact by clicking "Edit" near the bottom next to the "Continue Registration" button.
- Please answer the "How did you hear about us" question. The website will not allow users to proceed if that question is left blank.
- Please also include a promo code if you have one. Juniper uses this code for tracking and marketing purposes.

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 A Matter of Balance.

First Name: Wolf	**Last Name:** Blitzer
Email Address: hoxoni7988@d3ff.com	**Phone Number:** (651) 123-4567
Address: 4586 CNN Dr. Minneapolis, MN 55440	
Emergency Contact Name: Wolf Blitzer	**Emergency Contact Phone:**
Insurance Provider: Aetna	
Insurance Group Number:	**Insurance Member ID:**
Needs Special Accomodations: No	
Special Accomodations:	

How did you hear about this program? *

-- Please Select --

Promo Code

Edit   **CONTINUE REGISTRATION**

- Once all edits are made and all fields are complete, click the "Continue Registration" box, and your registration will be complete.

Please note: At the time of this update, the functionality of the "Edit" button on this section of the website is under construction. If you need to make edits and cannot, please reach out to a Juniper representative for assistance.

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Programs & Classes   Why Juniper?   Be Well   News   About

Thank you for registering!

We look forward to seeing you in New York on Wednesday, December 13, 2023 at 8:00 AM.

A Matter of Balance

A Matter of Balance is an award-winning program designed for older adults to manage falls and increase activity levels. Two trained coaches guide participants through learning and activities that emphasize strategies to reduce fear of falling and increase activity levels among older adults. Participants show improved balance, flexibility and strength while viewing falls as controllable.

Location
99th precinct
9635 Fake Ave
New York, MN 55128

Class Leader
Michelle Leaf

Cost
$0

Schedule

Session	Date	Start Time	End Time
1	Wed, Dec 13, 2023	8:00 AM	10:00 AM
2	Thu, Dec 14, 2023	8:00 AM	10:00 AM
3	Wed, Dec 20, 2023	8:00 AM	10:00 AM
4	Thu, Dec 21, 2023	8:00 AM	10:00 AM
5	Wed, Dec 27, 2023	8:00 AM	10:00 AM
6	Thu, Dec 28, 2023	8:00 AM	10:00 AM
7	Wed, Jan 3, 2024	8:00 AM	10:00 AM
8	Thu, Jan 4, 2024	8:00 AM	10:00 AM
9	Wed, Jan 10, 2024	8:00 AM	10:00 AM
10	Thu, Jan 11, 2024	8:00 AM	10:00 AM

All Juniper participants are required to complete our legal forms to participate in Juniper classes. All legal forms are collected for new participants at the beginning of registration. Returning or existing participants who have already completed the forms will be required to acknowledge and accept Juniper's Waiver of Liability and Insurance Authorization & Release of Information annually after receiving their first Juniper service.

If you are due to update the required legal forms, the system will make the form boxes visible to check when you register, and they will look similar to what is shown here.

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

☐ I agree to the terms and conditions in the Juniper Insurance Authorization and Assignment of Benefits and Release of Information *

Step 7: View your class in your MyJuniper portal.

- After successfully registering for your class, you will receive an email confirming the dates and times for the class you registered for.
- You can also view current and upcoming classes on your MyJuniper portal.
- To return to your MyJuniper portal, locate your name in the top right corner of the page.
- Click on your name, giving you two options: MyJuniper or logout.

- Clicking MyJuniper will allow you to return to your participant portal and view your current and upcoming classes.

| Make a Referral | For Healthcare Providers | For Class Leaders | Contact | Mary Turner ▾ |

Programs & Classes   Why Juniper?   Be Well   News   About

My Juniper

Sign Out

Current Classes

Tai Ji Quan: Moving for Better Balance - Beginner

Start Date: 2/7/2022
End Date: 5/4/2022

CLASS DETAILS
PRE-CLASS SURVEY
POST-CLASS SURVEY

Tai Ji Quan: Moving for Better Balance - Beginner

Start Date: 11/8/2021
End Date: 11/29/2021

CLASS DETAILS
PRE-CLASS SURVEY
POST-CLASS SURVEY

Diabetes Prevention Program

Start Date: 11/22/2021
End Date: 12/23/2021

CLASS DETAILS
CDC Prediabetes Risk Test
PRE-CLASS SURVEY

Past Classes

Living Well With Chronic Conditions

Start Date: 7/22/2020
End Date: 8/26/2020

CLASS DETAILS
PRE-CLASS SURVEY
POST-CLASS SURVEY

Participant Portal – Who to reach out to if you need help

- If you need help registering for a class or accessing your participant portal, please call Juniper at 1-855-215-2174, and a representative will assist you. We are open Monday through Friday from 8 AM to 4:30 PM.
    - o You can also email us at info@yourjuniper.org with any questions, concerns, or issues, and we will respond within 24 hours.

For Program Leaders

Sign up for a leader training.

To find an upcoming leader training, visit the "For Class Leaders" tab on yourjuniper.org. There is a link to upcoming leader trainings, shown here. When you find a training you are interested in, please follow the registration instructions on the class details page.

If you are interested in applying to become a class leader and are already trained in facilitating one of the supported programs, please fill out an application through the "Apply as a Leader" link.

UPCOMING LEADER TRAININGS

Tai Ji Quan: Moving for Better Balance - Beginner
1/10/2022 - 1/11/2022
8:00 AM - 4:00 PM
See All Dates

Online

Cost: $0
Provider Name: Test Organization
Class Leader: Test Umbracco
Location: Online

Contact Name: Dave Fink
Contact Email: dfink@yourjuniper.org
Contact Phone:

Tai Ji Quan: Moving for Better Balance* (TJQMBB) is an evidence-based fall prevention program designed for older adults developed by Fuzhong Li, Ph.D., Senior Scientist at the Oregon Research Institute. TJQMBB represents a substantive enhancement of traditional Tai Ji Quan as it transforms martial arts movements into a therapeutic regimen aimed at improving postural stability, awareness and mindful control of body positioning, functional walking, movement symmetry and coordination, range of motion around the ankle and hip joints and lower - extremity muscle strength.

REGISTER

Register as a Leader

Go to the "For Class Leaders" tab to register as a leader. On this page, you will find a green button on the right side that says, "Apply as a Leader." Click on this button, and you will be taken to a page where you will fill out your information, including name, email address, phone number, provider, and region. At the bottom of the screen, you will enter the programs you have a current certification with. If you are unsure about the status of your certification, please contact your provider relations contact.

For Class Leaders

If you are already a leader in one or more health promotion but not registered with Juniper, please create an account with us.

APPLY AS A LEADER

Already signed up as a leader? Sign in to access Leader Materials and resources.

LEADER RESOURCES

Once you've filled out your information, a thank you will be displayed for registering. You will also receive an email that confirms your registration. From here, your provider relations contact will approve or deny your registration into yourjuniper.org. This will happen within two business days of your initial application. Once approved, you will receive an email with a temporary password to log in to yourjuniper.org.

Leaders who facilitate the DPP and report data to the CDC will need to include their NPI (National Provider Identifier) number with their profile information.

Log in to your leader account.

Start by logging into the back end of the website. The website's back end is an area that only providers, leaders, and others logged into their accounts can access. The log in button is found at the top right-hand corner of the screen. Enter your email address and the password you created. You will then be taken to the Multi-Factor Authentication (MFA) page. The first time you log in with MFA the system will ask for your phone number. The phone number you enter must be a phone number that is controlled by you. Entering a shared phone number or someone else's phone number is not allowed. The system will then ask you if you'd like a code via text message or a phone call to authenticate.
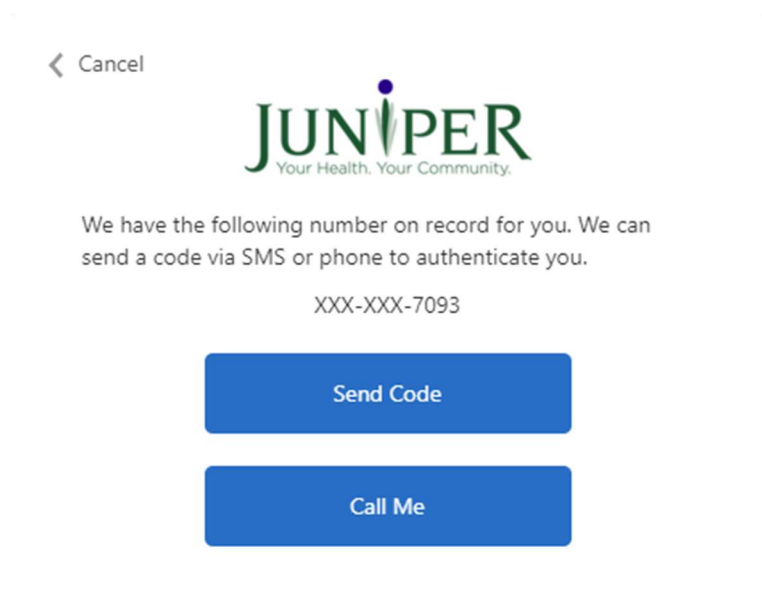
If you choose 'Send Code,' you will receive a code via text message, which you can enter into the website.

‹ Cancel

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Your Health. Your Community.

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

XXX-XXX-7093

Enter your verification code below, or send a new code

[ ]

Verify Code
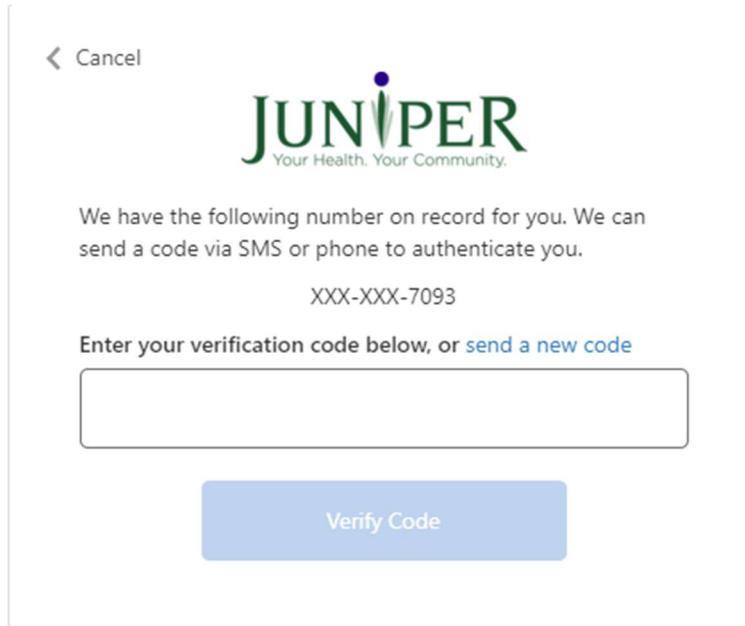
You will receive an automated phone call if you choose a phone call. Press # when prompted.

After signing in and completing the MFA, you will be taken back to the homepage, and your name should now be displayed in the top right corner.

If you need to change the phone number on file, please contact your provider relations contact, who will assist. If you do not know your provider relations contact, please call 1-855-215-2174 or email info@yourjuniper.org to start the process. Juniper staff will verify your identity and submit a request to Trellis' IT staff to change your MFA phone number.

If you click on your name, you will see two options: Leader and Sign Out. Click on leader, and you will be taken to the back end of the website to access your leader dashboard. A third option, "My Juniper," will also be available if you are a participant and a class leader.
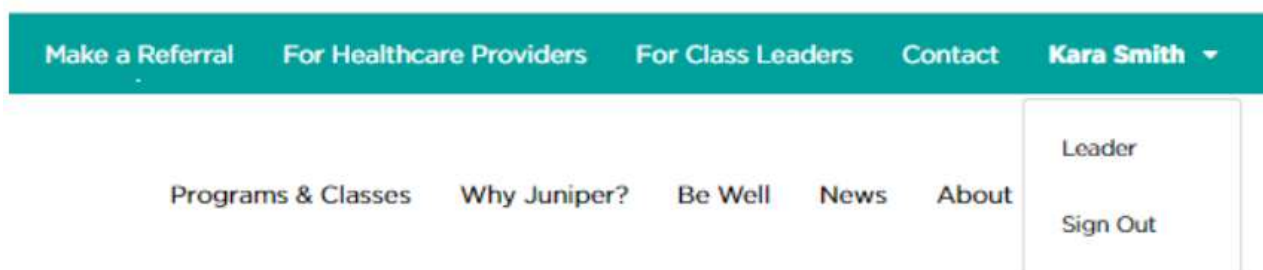
For existing Leader Accounts

Yourjuniper.org accounts are automatically deactivated when not in use. If you receive an error when attempting to log in, it may be because your account is inactive. Contact 1-855-215-2174 or info@yourjuniper.org, and a Juniper staff member will resolve or investigate possible sources of the error.

Leader Certification & Leader Certification notifications

Certifications for most classes will expire depending on the class and the requirements determined by the state where the class is being held. If a class leader does not complete a class, their certification will expire. Yourjuniper.org recognizes when a class has not been held and will email a notification that the class leader's certification is expiring. The class leader receives four notices: 90-day, 60-day, 30-day, and a final expiration notification email. When the expiration email is sent, it is verified if the leader has any classes pending, and a fidelity check is done if it cannot be determined if a class was held. Any class leaders who have expired certifications will be made "inactive" in MIS.

Leader Dashboard

Depending on your role with Juniper, the dashboard allows users to access certain levels of data and functionality within the website. As a class leader, you can access your class data and participants' information and perform other functions to support your work.

After logging in, the "classes" page will default as the main page of the dashboard. If the classes page does not default, click the classes tab on the menu bar. On the left side of the page, you will see different modules you can access. The image below is an example of what leaders see on their dashboards.
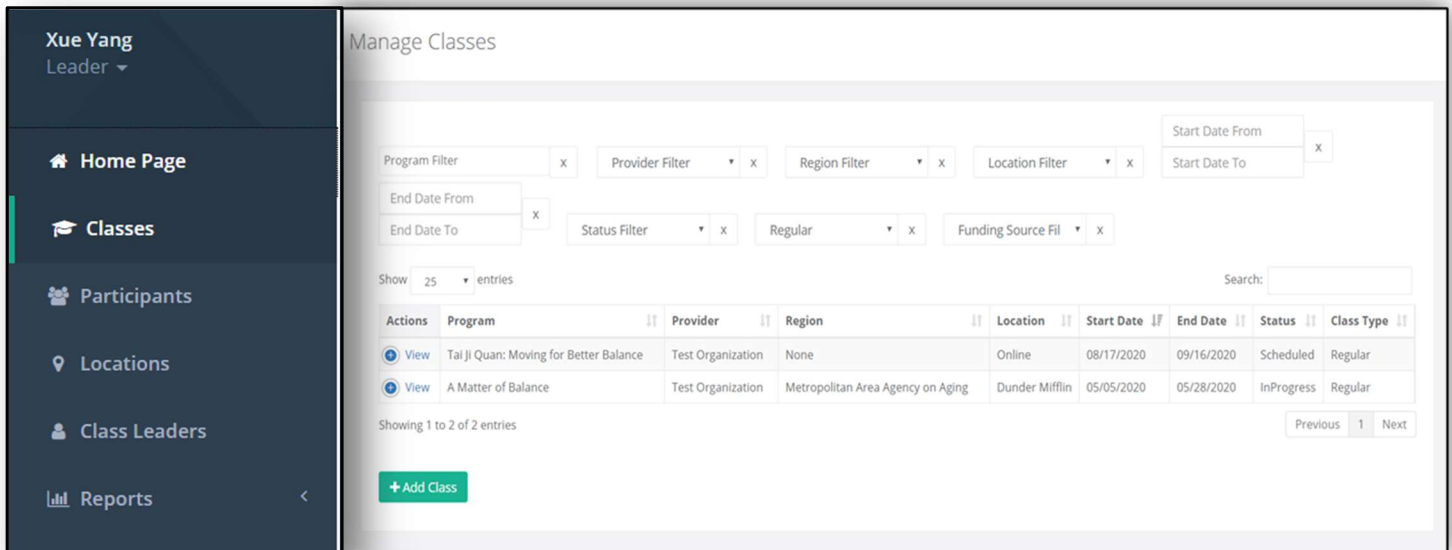
- Classes: This tab allows users to manage classes they are leading or have led and create new classes.
- Participants: This tab gives users access to Juniper class participants' protected health information (PHI).

- Locations: This tab lists locations where your provider has hosted Juniper classes.
- Class Leaders: View and edit your leader's contact information and add new program certifications. Locate the class leader from the menu bar, search for the leader you want to update and choose the edit button in the upper right corner. From here, you can edit leader account information, including certifications.
  - Note: If you need to change or edit an email address, please contact your Provider Relations contact, as this can only be done by Juniper staff.

See list of classes you are leading/have led.

To find a list of classes you are leading/have led, click on the "Classes" tab. Once you are on the "Manage Classes" page, all your classes will display on the screen. You can filter and narrow your search by program name, region, location, start date, end date, status, etc.

Add a class

Before adding a class, check "Existing Class Locations" to ensure your desired location is available. If you need to create a new location, please reach out to your Provider Relations contact at 1-855-215-2174 or email info@yourjuniper.org

You can add a class once you have verified that the location is available. To add a class, click on the "classes" tab on your dashboard's left side. Once you are looking at the classes list, scroll to the bottom of the page and see a green "add class" button. This button will take you to a form where you will enter the information for that class. The website will not allow you to create a new class unless you fill in all the required fields marked with a red asterisk. After entering all the required fields and important class details, click "create" to finish. This class will then be searchable by the public and can be edited by leaders, provider managers, or organization contacts.

Fill out the form below to create a Class.

Class Type *

Regular

Program *

-- Please Select --

Class Leader(s) *

--Please Select--

Cost (If there is a cost, please use $ sign before number. Example: $25. You may also add text. Example: Fee based on income) *

0

Maximum Participants (optional)

Language *

-- Please Select --

Can participants join this class in-person?   Yes   No
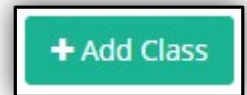
Select Existing Location *

--Please Select--

Fill out the form below to create a Class.

Class Type *

Regular

Program *

-- Please Select --

Class Leader(s) *

--Please Select--

Cost (If there is a cost, please use $ sign before number. Example: $25. You may also add text. Example: Fee based on income) *

0

Maximum Participants (optional)

Language *

-- Please Select --

Can participants join this class in-person?   Yes   No

Select Existing Location *

--Please Select--

Add an online class

Creating an online class is like creating an in-person class. The difference is when filling out the "Select Existing Location" field. Click on the drop-down menu and choose the pre-populated location as "online." Select the existing location "Online." You will still need to fill in the required fields and any important class details as usual to complete this form. Click "Create" when finished. This class will then be searchable by the public and can be edited by leaders, provider managers, or organization contacts.

+ Add Class

Please note: If you do not select the pre-existing "Online" location, your classes will not populate in yourjuniper.org class searches for "Online" classes. The "online class link" field will also not populate.

View, edit, and change status of the class.

To view, edit & make any changes to your class, you must be on the "Classes" page. Click on View to go to that class's details.

When clicking this link, be sure to click the actual word "view" instead of the blue plus sign that shows up. If you see a blue plus sign, it is because you are looking at a smaller screen or are zoomed in. This will be seen on a mobile device or tablet. When you click this blue plus sign, you will see all the columns you cannot see on the smaller screen. See the picture to the right for an example listing of classes and the view link.

Once you click view, the class details can be edited by clicking "Edit" in the upper right-hand corner of the page, pictured to the right. You can change the class leaders, location, etc. Once you have made changes, click "Update" at the bottom of the page. Note that you cannot edit a class that has already been completed. If you need to edit a class that has been completed, you will need to re-activate the class.

Users also can change their classes' status between scheduled, in progress, pending completion, complete, cancel, and delete. Below are different status options and when you can use them:

• If a class is Pending Completion in Progress: **Complete AND Cancel are an option**.
• If a class is scheduled: **Cancel** is an option.
• If a class is Cancelled OR Complete: **Reactivate** is an option.

| Edit | ✔ Complete | ⊘ Cancel |

Status: ✉ PendingCompletion

Paid:

Funding Source:

Cost: $0

Language: English

egistered Participants: 3

Registration Contact: Leader INSauthcheckbox
✉ me8@me.com
☎ (555) 555-5555

Legal Documents

Part of participant registration is obtaining signed legal documents and insurance information. When registering participants, you will see the upload buttons for these documents. You or the participant can scan each document and save/upload it on the participant's page.

This information will be saved under the participants' accounts and available for access. Once the document is uploaded, the button will change to a "view" button. You can click on the button to view the most recent upload.

Privacy Policy Consent

Upload Privacy Policy Consent   [Upload (Browse)]

Waiver of Liability Documentation

Upload signed Release and Waiver of Liability Agreement   [Upload (Browse)]

Insurance Card

Upload copy of insurance card - front   [Upload (Browse)]

Upload copy of insurance card - back   [Upload (Browse)]

Juniper requires all participants to agree or acknowledge the program's legal documents. These documents and acknowledgments are provided to participants to meet state regulations. The legal documents Juniper requires are:

Notice of Privacy Practices: Describes all ways Juniper gathers, uses, and discloses information, data security, and user choices about personal information. Participants must receive these documents and complete the signature part once.

Release and Waiver of Liability: Acknowledges and agrees to the terms listed in the agreement. The participant accepts certain risks and waives the right to take legal action against Juniper. Participants must receive these documents and complete the signature once annually.

Insurance Authorization and Release of Information: Authorizes Juniper to bill health insurance companies. Participants must receive these documents and complete the signature once annually.

Juniper's MIS will allow these documents to be saved in the participant profile and class tables and will be available as long as the participant is actively taking Juniper classes.
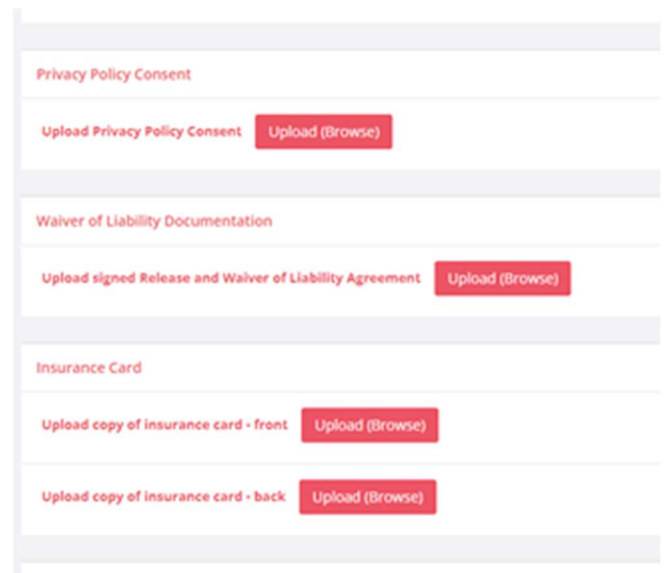
Document Name	Collection Schedule
Notice of Privacy Practices	At first registration.
Terms of Use	A signed document is **not** needed. Authorization provided by use of site.
Privacy Policy	A signed document is **not** needed. Authorization is provided by participation in programming.
Release and Waiver of Liability	Before receiving their first service from Juniper and annually after that.
Insurance Authorization and Release of Information	Before receiving their first service from Juniper and annually after that.

Participants will be notified when they need to resign the Release and Waiver of Liability and Insurance Authorization & Release of Information. Additionally, leaders and providers can see if a participant needs to resign either document when logging into the participant account in MIS.

Legal Forms – Multiple Document Upload

You can upload documents from the Classes or Participant pages. Go to the Participant Details page and choose "Participant Documents" in the middle of the page. Here, you will see all the uploaded documents and the upload button to add more.

Edit Participant

Classes / Class Details / **Participant Details**

Carl Adams

Status: Active		**Participant ID:** CAAD90	
First Name: Carl		**Juniper ID:** 233	
Last Name: Adams		**Date of Birth:** 1/1/1990	
Job Title:		**Emergency Contact Name:**	Recei
Email Address: tarimed926@cyadp.com		**Emergency Contact Phone:**	
Phone Number:		**Special Accomodations:**	
Address Line 1:		**Plan Name:** BlueCross and BlueShield of Minnesota	
Address Line 2:		**Group Number:** 12345	
City:		**Member Number:**	
State:		**Healthcare System:**	
ZIP Code:		**Opt Out Of Automated Emails:**	
Region:		**Wellness Communication:**	

+ Participant Documents

Pre Survey

Post Survey

Registration Survey

Click the Add Document button to add a document and locate the correct file.

Once you choose the file, you will receive a notification box asking you to verify that you are uploading the correct file. This reminder is to confirm that a document has not been uploaded to the wrong participant's file.

– Participant Documents

Waiver of Liability Documentation (max file size 5mb)

File Name	Created Date
25-participant-233-WaiverOfLiability.pdf	11/27/2023
37-participant-233-WaiverOfLiability.pdf	11/27/2023

Add Document (Browse)

Insurance Authorization and Assignment of Benefits and Release of Information Documentation (max file

☑ **Carl Adams authorizes and direct payments of their medical benefits to Innovations for Aging, LLC on the**

File Name

26-participant-233-InsuranceAuthorizationAndReleaseOfInformation.pdf

Add Document (Browse)

Add a new participant to a class.

You can add a new participant to a class by clicking on the "Classes" tab on your dashboard's left side. This will take you to the "Manage Classes" page. Find the desired class and click "View" to access the class details. In the participation section, click the "+Register a New Participant." This will take you to the registration page. You must fill in the required fields with the red asterisk and include any notes.

+ Register A New Participant   **+ Register An Existing Participant**

This class registration section will also require you to upload legal documents if they have not yet been obtained. You will receive an error message if you attempt to proceed without uploading the documents.

In addition to the error message, the system will highlight missing forms.

You cannot complete registration without uploading the Notice of Privacy Practices document. You will be able to proceed without uploading the other documents. However, you must upload the remaining documents to that participant's account upon re-entry.

To complete registration, click the "Register" button at the bottom of the screen. Once you have registered the participant, you will be brought back to the Class Details page, where the participant will be listed in your class roster.

You can access all legal and registration forms from the Juniper toolkit: https://toolkits.yourjuniper.org/. You can also contact any Juniper staff member for the forms at 1-855-215-2174 or info@yourjuniper.org

Add an existing participant to a class.

If you know a participant has taken a Juniper class in the past, you can add them as an existing participant because they may have already used their email with Juniper. **Yourjuniper.org** allows only one email per user. If you try registering them as a new participant using the same email, the website will *not* allow you to complete the registration.

Please note that if a participant has taken Juniper classes in the past but took a class through a different provider, you will not be able to locate them in MIS. This is due to HIPAA regulations and is designed to

protect participant information. You can contact your Provider Relations Manager, and they can help you register the participant.

To add an existing participant, click "+Register an Existing Participant." The website will pull a list of all existing participants who have taken a Juniper class. In the search field on the right, type in the member's name. Search their last name to narrow down the results to avoid long loading times. After locating the participant, click their name to view their participant account. You can view their name, home address, contact information, insurance information, and a history of classes they have taken. After verifying this is the correct participant, click "register participant" to add them to the class.

If the participant is missing any legal documents, you will be required to upload them at this time, just like if you were to register a new participant; you will receive the same error message, and the missing forms will be highlighted in red.

Must Upload All Participant Documents
Could Not Register Participant

rticipant Documents

elease and Waiver of Liability Agreement (max file size 5mb)

Upload (Browse)   A signed Waiver of Liability document is required for **Participation**

nsurance Authorization and Release of Information (max file size 5mb)

Upload (Browse)   A signed Insurance Authorization and Assignment of Benefits document is required for **Participation**

Register a leader as a participant.

When a class leader is interested in participating in a class, they cannot register with the email linked to their existing leader account. Instead, they can create a participant user account with a new email address OR call the Wellness Engagement Center at 1-855-215-2174 to be added as a participant.

When a participant's account goes inactive

If users do not activate their accounts within 180 days using the temporary password, they will be made inactive. However, if users activate their accounts, they will remain active in the MIS unless it is manually switched.

View participants of a class.

If you want to print the participant list, an "export" button will export the list to Excel, as seen here. You can print the class list and use it as an attendance form when you export it. The Class Data Report can also track participants "enrolled" (anyone who signed up), "starters" (anyone who has attended at least one class), and "completers" (completion based on our completion criteria).
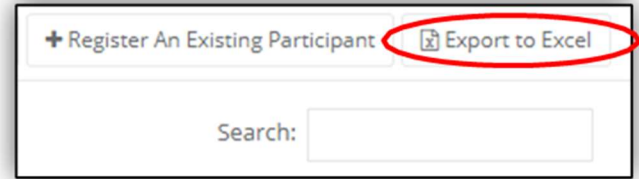
When exporting to Excel, be sure to delete the participant information from your computer or laptop's downloads folder once it is no longer in use. You can view the class participants when you view class details.

The information in this report should be treated as Protected Health Information and protected according to HIPAA guidelines.

If your computer can access secure file storage, please utilize this option and delete the Excel from downloads, trash, and wherever else it might be saved.

For more resources on best practices when handling protected health information (PHI), please refer to the link for the HIPAA training video. https://youtu.be/g8P_4QqgI2c

Manage class participant data.

It is essential to have accurate participant information for reporting purposes. Document class attendance for each participant, including if the participant did not attend the class, by using the "Did Not Attend" check box.

Do not delete participants from classes even if you know they will not attend your class. Doing so will erase their registration history. The only exception is if the person registered for a class in error.

For example, John registered for your Living Well with Diabetes class that starts next week.
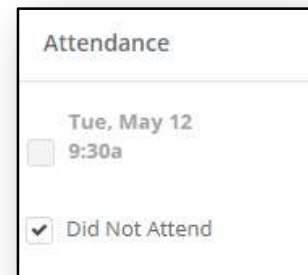
You get a call from John stating he can no longer attend the class. We want to maintain the history of his registration, so do not delete him from the class. Later that day, you get a call from Cindy, who is interested in registering for your Living Well with Diabetes class, but the class is full. A solution would be for you to increase the class maximum amount by one person and register Cindy. After your class has finished, and when you enter participant attendance, check the "Did Not Attend" check box for John.

Advance class status

Your class status reflects the stage your class is in based on the class dates. The website will automatically advance the status of your classes based on the dates from the beginning to the end of your class. Every time the website advances your class, you will receive an email notification of your class status.

There are four statuses in which your classes can be:
1. **Scheduled**: Any class that is scheduled but has not begun

2. **In Progress**: Any class that has started (based on class start date) and has not reached its end date

3. **Pending Completion**: Any class that has reached the scheduled class end date but has

not been manually moved to "completed" status

4. **Completed**: Users move a class to "completed" status when all appropriate documentation (surveys, etc.) has been entered into yourjuniper.org.

A class can only be moved to complete if it was previously in "Pending Completion" status. The MIS will automatically change the class status to "Pending Complete" after completing all sessions. Once all participant information, legal forms, surveys, and class attendance have been entered and the class is in "Pending Complete" status, you can click the "Complete" button at the top right corner of the Class Details page.

Edit ✔ Complete ⊘ Cancel

⚠️

Complete Class?

By clicking complete, you verify that the attendance, pre-surveys, and post-surveys have been filled out for all participants in this class. Would you like to continue?

No Yes

Id:	23	Status: ✔ Completed
Program:	Living Well With Chronic Conditions	Paid: Unpaid
Provider Contact:	Test Organization	Region: Metropolitan Area Agency on Aging
Location:	Dunder Mifflin 1725 Slough Ave Scranton, MN 55123	Funding Source:
		NCOA ID:
Created On:	Tuesday, April 21, 2020	Cost: Free of Charge
Start Date:	Tuesday, April 21, 2020	Registered Participants: 3 / 10
End Date:	Thursday, April 23, 2020	Registration Contact: Michael Scott ✉ michael.scott@theoffice.com
Public Notes:		

04/21/2020	04/23/2020	Complete

Enter participant survey data.

When viewing the list of participants on the "Class Details" page, click on a participant's name to be taken to a new page where you can enter information from their pre- and post-surveys. Hold the CTR key while clicking on the desired selections to make multiple selections. Once the participant information has been added to the survey, the participant's attendance record should be documented at the bottom of the page. When you complete entering the participant's data to the class, you must click "complete" at the top right corner of the class details page to signal that the class is complete, and all information has been entered.

Reset your password

1. Click "Sign In" at the top right corner of the website and choose "Forgot your password."
2. You will be taken to a page where you will enter your email address to receive a verification code. After entering your email address, click "Send verification code."
3. You need to open your email in an additional tab. The email will come from msonlineserviceteam@microsoftonline.com …. and look like what you see below.

4. Enter the verification code sent to your email in the portal and click "Verify code."
5. When prompted to "Change e-mail" or continue, choose "Continue."
6. Enter your new password under "New Password" and "Confirm New Password." Click on "Continue".
7. If you are experiencing additional issues resetting your password, please call our toll-free number at 1-855-215-2174 or email info@yourjuniper.org.

- If you are a Provider or Class Leader and have any questions, concerns, or issues with the website, please reach out to your provider relations contact directly via phone or email.
  - If you do not hear back from your provider relations contact within 24 hours, please call Juniper at 1-855-215-2174, and a representative will assist you. We are open Monday through Friday from 8 AM to 4:30 PM.

YourJuniper account email verification code
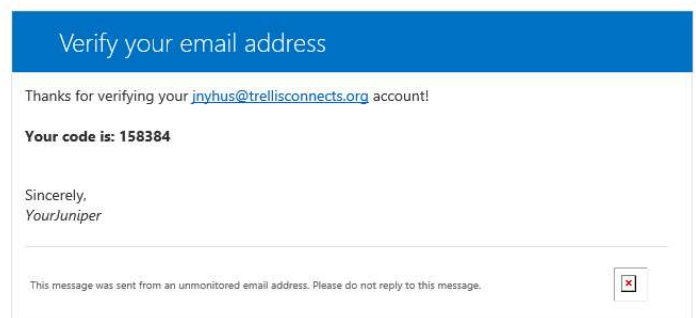
Microsoft on behalf of YourJuniper <msonlineserviceteam@microsoftonline.com>
To Jacque Nyhus

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Verify your email address

Thanks for verifying your jnyhus@trellisconnects.org account!

Your code is: 158384

Sincerely,
YourJuniper

This message was sent from an unmonitored email address. Please do not reply to this message.

- o You can also email us at info@yourjuniper.org with any questions, concerns, or issues, and we will respond within 24 hours.
- If you are a Provider Relationship Manager, submit a Spiceworks ticket for questions and concerns regarding Juniper MIS.

Class email notifications

The website Yourjuniper.org includes functionality that monitors and automatically updates the status of classes throughout their duration. Whenever a class modification or progression occurs, the website generates email notifications to inform participants, leaders, and/or providers about the relevant status change, depending on the individual's role.

The tables below demonstrate the intent, content, and timing of emails to each recipient. Below each table is a link to email templates for each recipient. See the appendix for a general overview of when automated management information system (MIS) emails are sent.

Class Registration Email				
	Participants	**Leaders**	**Registration Contact**	**Provider**
Intent	Confirms Class Registration Details	Notify that a participant has registered for class	Notify that a participant has registered for class	None
When is the email triggered?	Upon registration	Upon registration	Upon registration	
Content from Juniper MIS to include in email	Name of class	Name of class	Name of class	
	Dates of class sessions	Dates of class sessions	Dates of class sessions	
	Location of class	Location of class	Location of class	
	Cost of Class			
	Registration Contact Info (name, email, phone)			
	Public notes			

Class Registration Email Templates: Class registration notification.docx

Class Cancellation Email				
	Participants	**Leaders**	**Registration Contact**	**Provider**
Intent	Informs participant that class has been canceled. Would direct participant to register for another class or call 855 number.	informs leader of the class cancellation	informs leader of the class cancellation	None
When is the email triggered?	Upon Cancellation	Upon cancellation	Upon cancellation	
Content from Juniper MIS to include in email	Name of class	Name of class	Name of class	
	Dates of class sessions	Dates of class sessions	Dates of class sessions	
	Location of class	Location of class	Location of class	
	Cost of Class			
	Registration Contact Info (name, email, phone)			
	Public notes			

Class Cancellation Email Templates: Class Cancellation.docx

Upcoming Class Reminder			
	Participants	**Leaders**	**Provider**

Intent	Inform of upcoming class 7 days prior to 1st class session	Inform of upcoming class 7 days prior to 1st class session. Reminder of paperwork. Link to survey information and process instructions.	Inform of upcoming class 7 days prior to 1st class session. Reminder of paperwork. Link to survey information and process instructions.
When is the email triggered	7 days prior to 1st class session	7 days prior to 1st class session	7 days prior to 1st class session
Content from Juniper MIS to include in email	Name of class	Name of class	Name of class
	Dates of class sessions	Dates of class sessions	Dates of class sessions
	Location of class	Location of class	Location of class
	Cost of Class		
	Registration Contact Info (name, email, phone)		
	Public notes		

Upcoming Class Reminder Templates: Upcoming Class Reminders.docx

Class Nearly Complete			
	Participants	**Leaders**	**Provider**
Intent	None	Reminder to administer surveys and push class to completed status once all paperwork is keyed into Juniper	Reminder to administer surveys and push class to completed status once all paperwork is keyed into Juniper
When is the email triggered		7 days prior to last class session	7 days prior to last class session
		Name of class	Name of class

Content from Juniper MIS to include in email		Dates of class sessions	Dates of class sessions
		Location of class	Location of class

Class Nearly Complete Email Templates: Class Nearly Complete.docx

Class Concluded Email			
	Participants	**Leaders**	**Provider**
Intent	Encourage participants to enroll in another Juniper class. Encourage continuing healthy habits.	Reminder to input all participant survey and attendance information.	Reminder to input all participant survey and attendance information.
When is the email triggered	Date of last Class Session	Date of last class session	Date of last class session
Content from Juniper MIS to include in email	Name of class (e.g. "Thank you for attending A Matter of Balance")	Name of class	Name of class
		Dates of class sessions	Dates of class sessions
		Location of class	Location of class

Class concluded Email Templates: Class Concluded.docx

Class Concluded Email (SECOND REMINDER)			
	Participants	**Leaders**	**Provider**
Intent	None	Reminder to input all participant survey and attendance information.	Reminder to input all participant survey and attendance information.

When is the email triggered		If class has not been moved to 'Completed' status 20 days following the last class session, a second reminder email is triggered.	If class has not been moved to 'Completed' status 20 days following the last class session, a second reminder email is triggered.
Content from Juniper MIS to include in email		Name of class	Name of class
		Dates of class sessions	Dates of class sessions
		Location of class	Location of class

Class Concluded 2 Email Templates: Email notifications\Class Conclude2.docx

Class Created						
	Admin	**SPRM**	**PRM**	**Contact**	**Provider**	**Leader**
Intent	Notify users that a class has been created	Notify users that a class has been created	Notify users that a class has been created	Notify users that a class has been created	Notify users that a class has been created	Notify users that a class has been created
When is the email triggered	Upon class creation	Upon class creation	Upon class creation	Upon class creation	Upon class creation	Upon class creation

Class Edited						
	Admin	**SPRM**	**PRM**	**Contact**	**Provider**	**Leader**
Intent	Notify users that a class has been edited	Notify users that a class has been edited	Notify users that a class has been edited	Notify users that a class has been edited	Notify users that a class has been edited	Notify users that a class has been edited
When is the email triggered	Upon class edit	Upon class edit	Upon class edit	Upon class edit	Upon class edit	Upon class edit

Participant Removal Email	
	Participant

Intent	Notify participants they have been removed from a class.
When is the email triggered?	Upon removal of class

User Welcome Email	
Participant	
Intent	Welcome newly registered users and provide them with a temporary password
When is the email triggered?	Upon account approval

| Referral Email	
Referrer	**Referrals Email**
Intent	Thank referrer	Notify the organization of the referral
When is the email triggered?	Upon referral submission	Upon referral Submission

For Providers

Sign up to become a Provider.

If you want to become a provider, please get in touch with our toll-free hotline at 1-855-215-2174 or email info@yourjuniper.org.

Add contacts to the organization.

Please contact your Provider Relations contact to add additional contacts to your organization.

Log in to your provider account.

To get started, log into the website's back end. The log-in button is located at the top right-hand corner of the screen. Enter your email address and the password you created. Once you are logged in, you will be taken back to the home page. If you look up to the right-hand corner where you signed in, it should now say your name, as seen here.
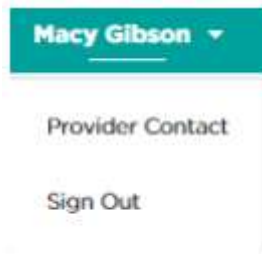
When you click on your name, two options will appear: Provider and Sign Out. Click on Provider, and you will be taken to the website's back end. Here is your provider dashboard.
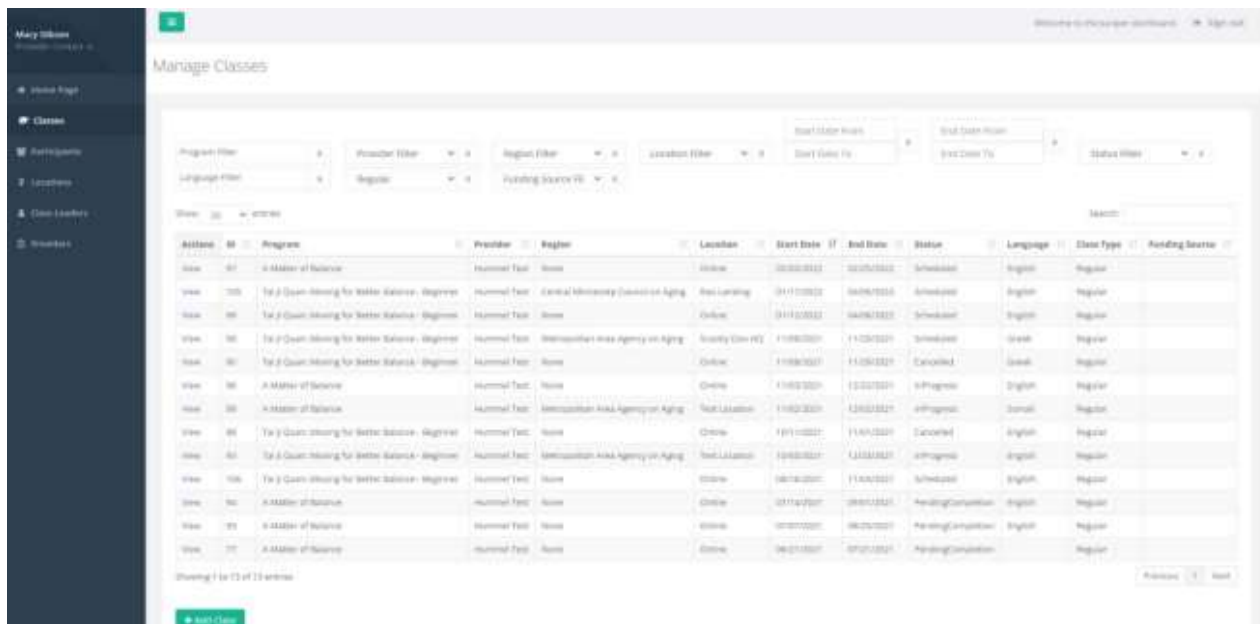
For existing provider accounts

Yourjuniper.org accounts are automatically deactivated when not in use. If you receive an error when attempting to log in, it may be because your account is inactive. Contact 1-855-215-2174 to have your provider account re-activated, or the wellness engagement center will investigate other possible sources of the error.

Provider Dashboard

Depending on your role with Juniper, the dashboard allows users to access certain levels of data and functionality within the website. As a provider, you can access your class data and participant's information and perform other functions to support your work.

The "Manage Classes" page will default as the main page of the dashboard. To the left of the page, you should see the different types of modules you can access.

- **Classes**: This tab allows users to manage classes your organization has led or will

lead.

- **Participants**: This tab gives users access to Juniper class participants' protected health information (PHI).

- **Locations**: This tab lists locations where your organization has led Juniper classes.

- **Class Leaders**: View and edit your leader's contact information and add new program certifications.

- **Providers**: This tab allows you to manage your provider's information, add a new contact person, and view or edit the programs your provider is currently offering.
  - o Note: You can update all your leaders' contact information except their email addresses. If they have a new email address, please contact a Juniper staff member for assistance.

See list of classes associated with your organization

To find a list of classes your organization has led, is leading, or is scheduled to lead, click on the "Classes" tab. Once you are on the "Manage Classes" page, all your classes will display on the screen. You can filter and narrow your search by program, name, region, location, start date, end date, status, etc.
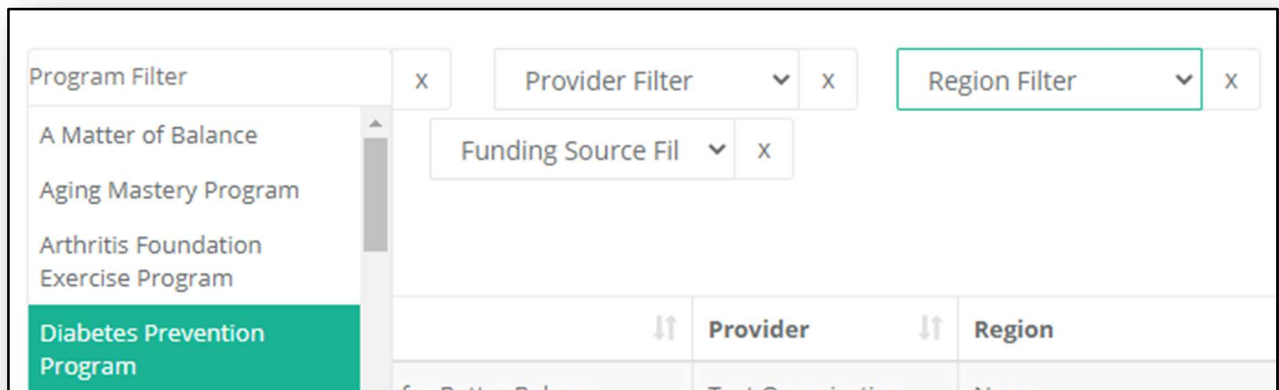
Add a class

To add a class, click on the "Classes" tab on your dashboard's left side. Once you are looking at the classes list, scroll to the bottom of the page, and there should be a green "Add Class" button. Click on this button, and you will be taken to a form where you will enter all the information for that class.
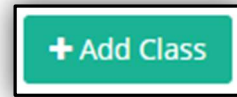
Please enter all fields (required fields will have a red asterisk next to them). Once you have entered all the class information, click the "Generate Schedule" button. This will list out the class schedule from beginning to end. If you need to add or remove sessions, you can do so by clicking the "Remove Session" button on the right and the "Add Session" button at the bottom of the class schedule.

You can also add Public Notes, which will be seen from the front end of the website, and Non-public notes, which can only be seen by the class leaders, provider contacts, and Juniper staff.

The website will not allow you to create a new class unless you fill in all the required fields. After entering all the required fields and important class details, click "Create" to finish. This class will then be searchable by the public and edited by leaders, Provider Relations contacts, or organization contacts.

If you do not see the desired class location, or if you need to add a new location, please contact a representative at Juniper; a staff member will be able to help you. Info@yourjuniper.org, or 1-855-215-2174

Add an online class

Creating an online class is similar to creating an in-person class. The difference is when filling out the "Select Existing Location" field. Click on the drop-down menu and choose the pre-populated location as "online." Do NOT create a new location for online classes. ONLY select the existing location "Online". You will still need to fill in the required fields and any important class details as usual to complete this form. Click "Create" when finished. This class will then be searchable by the public and can be edited by leaders, provider managers, or organization contacts.
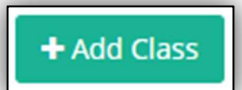

Please note: If you do not select the pre-existing "Online" location, your classes will not populate in yourjuniper.org class searches for "Online" classes. The "online class link" field will also not populate.

View, edit & change status of class.

To view, edit & make any changes to your class, you must be on the "Classes" page. You can click on the view link to go to that class's details.

When clicking this link, be sure to click the actual word "view" instead of the blue plus sign that shows up. If you see a blue plus sign, it is because you are looking at a smaller screen or zooming in. This will be seen on a mobile device or tablet. When you click this blue plus sign, you will see all columns that you are not able to see on the smaller screen. See the picture above for an example listing of classes and the view link.

Once you click "view", the class details can be edited by clicking in the upper right-hand corner of the page. (pictured to the right) By clicking edit, you can change the

class leaders, location, etc. Once you have made all the changes, click "Update" at the bottom of the page and your class will be updated.

Note: you cannot edit a class that has already been completed. If you need to edit a class that has been completed, you will need to re-activate the class.

Users also have the option to change the status of their classes between scheduled, in progress, pending completion, complete, and cancel. Below are different status options and when you can use them:

- If class is Pending Completion in Progress: **Complete AND Cancel** are an option.
- If class is scheduled: **Cancel** is an option.
- If class is Cancelled OR Complete: **Reactivate** is an option.

A class can only be moved to complete if it was previously in "Pending Completion" status. The MIS will automatically change the class status to "Pending Complete" after a number of sessions have been completed. Once all participant information, legal forms, surveys and class attendance have been entered and the class is in "Pending Complete" status, you can click the "Complete" button at the top right corner of the Class Details page.

	✏ Edit	✔ Complete	⊘ Cancel

Status: 📧 PendingCompletion
Paid:
Funding Source:
Cost: $0
Language: English
Registered Participants: 3
Registration Contact: Leader INSauthcheckbox
✉ me8@me.com
📞(555) 555-5555

Add a new participant to a class

To add a new participant to a class, click on the "Classes" tab found on the left side of your dashboard. This should take you to the "Manage Classes" page.

Next, find the desired class and then click "view" to access the class details. In the participation section, click the button labeled "+Register a New participant" found to the right side of that section. When you click this, you will be taken to the registration page. You will need to fill in the required fields indicated with the red asterisk and include any notes if needed.

This section of the class registration will also require you to upload legal documents if they have not yet been obtained. If you attempt to proceed without uploading the documents, you will receive an error message.

In addition to the error message, the system will highlight the forms that are missing.

You will not be able to complete registration without uploading the required documents. Once all documents have been uploaded, you will be able to complete registration by clicking on the "Register"

button at the bottom of the screen.

Once you have registered the participant, you will be brought back to the Class Details page, where the participant will be listed in your class roster.

If you are experiencing any issues with registering new participants reach out to a Juniper staff person at 1-855-215-2174 or infor@yourjuniper.org.

Add an existing participant to a class

If a participant has taken a Juniper class in the past, you have the option to add them as an existing participant because they may have already used their email with Juniper. **Yourjuniper.org allows only one email per user**. If you try to register them as a new participant with the same email, the website will *not* allow you to complete the registration.

To add an existing participant, click on "+Register an Existing Participant".

By doing this, the website will pull a list of all existing participants who have taken a Juniper class. In the search field found on the right, type in the member's name. To avoid long loading times, try searching their last name to narrow down the results. After you find the participant's name, click their name to view their participant account. You will be able to view their name, home address, contact information, insurance information and a history of classes they have taken. After verifying this is the correct participant, click "register participant" to add them into the class.

Please note that if you attempt to search for a participant that has not worked with your organization, you will not be able to find them in the system - even if they have attended classes through another organization. The search will only generate participants who have taken a class with your Provider organization. If the participant has taken a Juniper class with a different provider, and you attempt to add them as a new participant, you will receive an error message that their "email address is already in use". In this case, please contact a Juniper representative.

If you are experiencing any issues refer to the How to add existing participants.docx. You can also please feel free to contact us at 1-855-215-2174 or email us at info@yourjuniper.org.

View participants of a class

You can view the participants of the class when you are viewing class details. To print the participant list, click the "export" button which will export the list to Excel. When you export the class list, you can print the class list and use it as an attendance form. The class data report can also track participants "enrolled" (anyone who signed up), "starters" (anyone who has attended at least one class) and "completers" (completion based on our completion criteria).

When exporting to Excel, be sure that you are deleting
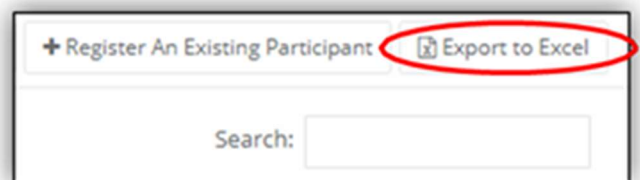
the participant information from the downloads folder of your computer or laptop once it is no longer in use.

If your computer has access to secure file storage, please utilize this option and delete the Excel from downloads, trash, and wherever else it might be saved.
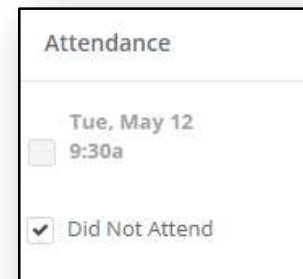
For more resources on best practices when handling protected health information (PHI) please refer to the link for the HIPAA training video. https://youtu.be/g8P_4QqgI2c

Manage class participant data

It is important to have accurate participant information for reporting purposes. Document class attendance for each participant including if the participant did not attend the class by using the "Did Not Attend" check box.

Participant registration information, insurance information, pre and post survey answers, legal forms and attendance will need to be updated in the system within 10 business days of the class completion.

Do not delete participants from classes even if you are aware they will not be attending your class. Deleting participants will lose the history of that registration. The only exception to this is if the person was registered into a class in error.

For example: John registered for your Living Well with Diabetes class that starts next week. You get a call from John stating he will no longer be able to attend the class. We want to maintain the history of his registration, so do not delete him from the class. Later that day you get a call from Cindy who is interested in registering in your Living Well with Diabetes class, but the class is full. A solution would be for you to increase the class maximum amount by one person and register Cindy.

Advance class status

The website will automatically advance the status of classes you create based on class dates. This feature will track and automatically change the status of your classes from start to finish. Every time the website advances your class, you will receive an email notification of its status.

There are four statuses in which your classes can be in:
1. **Scheduled**: Any class that is scheduled but has not begun

2. **In Progress**: Any class that has started (based on class start date) and has not reach its end date

3. **Pending Completion**: Any class that has reached the scheduled class end date but has not been manually moved to "Completed" status

Id:	23		Status:	
Program:	Living Well With Chronic Conditions		Paid:	Unpaid
Provider Contact:	Test Organization		Region:	Metropolitan Area Agency on Aging
Location:	Dunder Mifflin		Funding Source:	
	1725 Slough Ave		NCOA ID:	
	Scranton, MN 55123		Cost:	Free of Charge
Created On:	Tuesday, April 21, 2020		Registered Participants:	2 / 10
Start Date:	Tuesday, April 21, 2020		Registration Contact:	Michael Scott
End Date:	Thursday, April 23, 2020			✉ michael.scott@theoffice.com
Public Notes:				

| 04/21/2020 | 04/23/2020 | PendingCompletion |

4. **Completed**: Users move a class to "completed" status when all appropriate documentation (surveys, etc.) have been input to the website.

🖉 Edit   ✔ Complete   ⊘ Cancel

Enter participant survey data

When viewing the list of participants on the class details page, click on a participant's name to be taken to a new page where you can enter information from their pre-and post-surveys. To make multiple selections, hold the CTRL key while clicking on the desired selections. Once the participant information has been added to the survey, the participant's attendance record should be documented at the bottom of the page. When you have completed all survey information, and updated the attendance information,

click the "Update" button at the bottom of the page. This will update the information for the participant page you selected.

When you are completely done entering all participant data to the class, you must click "complete" at the top right corner of the class details page to signal that the class is complete, and all information has been entered.
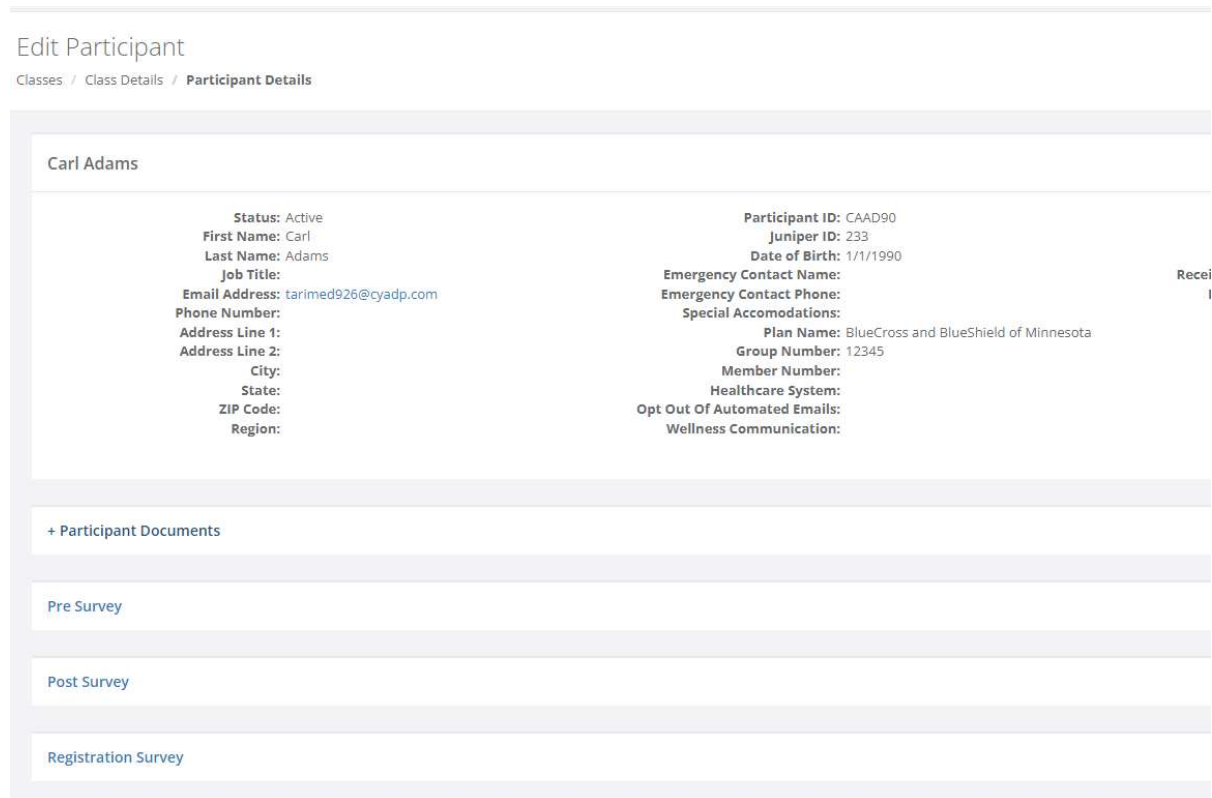
Status:	PendingCompletion
Paid:	Unpaid
Funding Source:	
Cost:	$0
Language:	English
Registered Participants:	3
Registration Contact:	Sarah Blonigan
	test.test.tes.tes.@teest.com

Edit ✔ Complete ⊘ Cancel

Please refer to the step-by-step guide How to Complete a class.docx

Legal Forms – Multiple Document Upload

You can upload documents from the Classes page, or the participant page. Go to the Participant Details page and choose the "Participant Documents" in the middle of the page. Here you will see all the documents that have been uploaded and the upload button to add more documents.

Edit Participant
Classes / Class Details / **Participant Details**

Carl Adams

Status:	Active	Participant ID:	CAAD90	
First Name:	Carl	Juniper ID:	233	
Last Name:	Adams	Date of Birth:	1/1/1990	
Job Title:		Emergency Contact Name:		Recei
Email Address:	tarimed926@cyadp.com	Emergency Contact Phone:		
Phone Number:		Special Accomodations:		
Address Line 1:		Plan Name:	BlueCross and BlueShield of Minnesota	
Address Line 2:		Group Number:	12345	
City:		Member Number:		
State:		Healthcare System:		
ZIP Code:		Opt Out Of Automated Emails:		
Region:		Wellness Communication:		

+ Participant Documents

Pre Survey

Post Survey

Registration Survey

To add a document, click on the Add Document button and locate your preferred file for uploading.

Once you choose the file, you will get a notification box that will ask you to verify that you are uploading the correct file. This reminder is a way to confirm a document is not uploaded to the wrong participant's file.

- Participant Documents

Waiver of Liability Documentation (max file size 5mb)

File Name	Created Date
25-participant-233-WaiverOfLiability.pdf	11/27/2023
37-participant-233-WaiverOfLiability.pdf	11/27/2023

Add Document (Browse)

Insurance Authorization and Assignment of Benefits and Release of Information Documentation (max file

☑ Carl Adams authorizes and direct payments of their medical benefits to Innovations for Aging, LLC on the

File Name

26-participant-233-InsuranceAuthorizationAndReleaseOfInformation.pdf

Add Document (Browse)

Add a new participant to a class

You can add a new participant to a class by clicking on the "Classes" tab found on the left side of your dashboard. This will take you to the "Manage Classes" page. Find the desired class and click "View" to access the class details. In the participation section, click the button labeled "+Register a New participant" This takes you to the registration page. You will need to fill in the required fields with the red asterisk and include any notes if needed.

OK   Cancel

+ Register A New Participant   + Register An Existing Participant

This section of the class registration will also require you to upload legal documents if they have not yet been obtained. If you attempt to proceed without uploading the documents, you will receive an error message.

⚠ **Must Upload All Participant Documents**
Could Not Register Participant

In addition to the error message, the system will highlight the forms that are missing.

irticipant Documents

elease and Waiver of Liability Agreement (max file size 5mb)

Upload (Browse) A signed Waiver of Liability document is required for **Participation**

isurance Authorization and Release of Information (max file size 5mb)

Upload (Browse) A signed Insurance Authorization and Assignment of Benefits document is required for **Participation**

You will not be able to complete registration without uploading the Privacy Practices document. You will be able to proceed without uploading the other documents, however, you will be required to upload the remaining documents upon re-entry to that participants account.

To complete registration, click on the "Register" button at the bottom of the screen. Once you have registered the participant, you will be brought back to the Class Details page, where the participant will be listed in your class roster.

If you or a participant are not able to access the forms through the system, you can access pdf versions of the forms from the Juniper toolkit https://toolkits.yourjuniper.org/, you can also reach out to Juniper staff at info@yourjuniper.org.

Requesting reimbursement

1. Upload all participant survey data and legal forms for the class
2. Change the status of your class from "pending-completion" to "complete".

3. On the Provider Toolkit (toolkits.yourjuniper.org) go to "Holding Classes" (bottom of the page). This will open a new page where you will see a left-hand menu – choose REIMBURSEMENT and that will open a link for the Payment Request Form.

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☰ Index ˅

| NO|FALLS Minnesota | JUNIPER CLASSES | CLASS MATERIALS |

HOLDING CLASSES

TOOLKIT FOR VIRTUAL CLASSES

TOOLKIT FOR TELEPHONE CLASSES

REPORTING

REIMBURSEMENT

PREPARING FOR THE UNEXPECTED

Reimbursement

Juniper classes are funded in a variety of ways depending on what an organization needs to help sustain the program.

For more information on requesting reimbursement see the ~~User Manual~~ or watch the ~~How to Request Reimbursement~~ step by step video.

Access the Reimbursement Request Form

Juniper Reimbursement

Juniper reimbursement comes from a mixture of health plan and grant funds. It's important to collect insurance information from all participants so that we can bill health plans appropriately.

Juniper reimbursement is a per-person per-session rate paid at the end of the class. The maximum reimbursement you can receive for any one participant in a class is $125. The per-person per-session rate can be found by dividing $125 by the number of class sessions.

Title III-D

Title III-D is awarded through Minnesota's regional Area Agencies on Aging. This funding source is part of the Older Americans Act. Area Agencies on Aging

4. Class participation is reimbursed based on the total number of sessions attended by class. You can do this by exporting the class report to excel and total the Attendance column. Be sure all data is entered into the class details page prior to running this report. Complete and submit online form with the number of classes attended per requested class. Include all attendance even if the participant did not attend every class. Please be sure to note if you are requesting grant funds, health plan funds or both.

5. Once you submitted, you will receive an email verification

6. Juniper staff will verify class attendance and process payments based on your provider contract agreement.

7. Juniper staff will verify completer payments based on provider contract agreement.

8. For grant funding payment requests: Payment will be sent to the organization's address within 30 business days if payment is being made using grant funds.

9. For MSHO funding payment requests: Payment will be sent to the organization's address

10 business days after confirmation of claim submission has been processed for payment.

Manage your leader's information

To view or make any changes to your leader's information, click on the "Class Leaders" tab on the left side of your dashboard. A list of leaders will be displayed, find the leader you are inquiring about and click on their name. This will allow you to view the leader's profile which includes name, email, classes led, program certifications, phone number, region, provider, date registered, and notes. To edit information or add new program certifications, click on the "Edit" button found on the top right of the screen. The only field you will not be able to update is the leader's email. If the leader has a new email, please reach out to your Provider Relations contact and they will be able to make the change for you. Once you are finished updating the leader's information, click "Update" on the bottom to save your changes. If you are experiencing any technical difficulties, email info@yourjuniper.org or call our toll-free number at 1-855-215-2174.

Add a leader

To add a leader, access the main page of yourjuniper.org. You do not need to be logged in to perform this step but can be. Click on the "For Classes Leaders" tab on the top right corner. Next, you will click the "Apply as a Leader" button located on the right-hand side, below the "For Class Leaders" heading. You will be asked to complete a leader form which includes the leader's name, contact information,

provider contact, region, and program certification(s). Next, you will check the box on the bottom to verify that you agree to have completed the leader training and will follow program fidelity of the class curriculum. Once you finish, click the green "Register" button.

The leader will receive a thank you email for signing up as a leader. At this time, please allow two business days for a provider relationship manager to approve or deny the request. Once approved, the leader will receive an email with a temporary password and must go through the process of setting up a new password for their user account. The provider contact will also receive an email confirmation about the approval or denial of the leader request.

If a provider contact would like to add program leader certifications to their account, contact 1-855-215-2174 to speak with a wellness engagement specialist. They will add the necessary program leader certifications to your existing provider account.

Reset your password

1. Click "Sign In" at the top right corner of the website and choose "Forgot your password" located under the login information.
2. When you click this, you will be taken to a page, where you will be asked to enter your email address to send a verification code. After you enter your email address click on "Send verification code."
3. You need to open your email in an additional tab. Enter the verification code that was sent to your email in the portal and click on "Verify code."
4. When prompted to "Change e-mail" or continue, choose "Continue."
5. Enter your new password of choice under "New Password" and under "Confirm New Password." Click on "Continue."

- If you are a Provider or Class Leader and have any questions, concerns, or issues with the website, please contact your Provider Relations contact directly via phone or email.
    - o If you do not hear back from your Provider Relations contact within 24 hours, please call Juniper at 1-855-215-2174 and a representative will assist you. We are open Monday through Friday from 8 AM to 4:30 PM.
    - o 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 an internal Trellis MIS user, please contact your supervisor or reference the Juniper OneNote document before submitting a ticket.

Submit a ticket via email using the Juniper Spiceworks Support Email Address
1. Using your preferred email client, send an email to:
    a. help@yourjuniper.on.spiceworks.com
2. In the email Subject provide a brief summary of the issue type; e.g., Content Change Requested or Technical Support Needed
3. In the email Body, describe the problem with as much detail as possible: e.g.,

a. Affected SDOs, classes, or users
        b. Specific links to broken areas of the system
        c. Other activities or events that occurred prior to the issue
    4. You will receive confirmation via email that your email was received, and a ticket was opened successfully

Diabetes Prevention Program

The functionality of the website for DPP classes is the same apart from a few minor differences.

New Participant – Prediabetes Screening

When registering for a class as a new participant (no previous log in), follow the same registration steps as a non DPP class, however responses are required for the Diabetes screening questions. These questions are included to help determine DPRP (Diabetes Prevention Recognition Program) eligibility for Providers who report data to the CDC.

A CDC Prediabetes Risk test is available on the website while registering.

Please take the CDC Prediabetes Risk Test by clicking here. Enter the score that you received on the Prediabetes Risk Test:

    0

Participants can click on the "HERE" link (seen above) which will open a new window with the test.

×	Prediabetes Risk Test
1) How old are you?	-- Please Select --
2) Are you a man or a woman?	-- Please Select --
3) If you are a woman, have you ever been diagnosed with gestational diabetes?	-- Please Select --
4) Do you have a mother, father, sister, or brother with diabetes?	-- Please Select --
5) Have you ever been diagnosed with high blood pressure?	-- Please Select --
6) Are you physically active?	-- Please Select --
7) What is your height?	-- Please Select --
8) How much do you weigh (in pounds)?	
Calculate Score and Input into Question	

When all screening question fields are filled in, you can choose "Calculate Score and Input into Question" This will take the score and populate the field for you.

Please take the CDC Prediabetes Risk Test by clicking here. Enter the score that you received on the Prediabetes Risk Test:

> 5

Participants will continue to fill out the screening questions, accept terms boxes and complete registration by clicking the "Register" button at the bottom of the page

Current Participant DPP class registration

When a participant is logged in and signs up for a DPP class, they will answer the following diabetes screening questions:

Please take the CDC Prediabetes Risk Test by clicking here. Enter the score that you received on the Prediabetes Risk Test:

> 6

Are you pregnant?

> No

Have you ever been diagnosed with type 1 or type 2 diabetes?

> No

Have you ever been diagnosed with gestational diabetes?

> No

Have you been told by a healthcare provider that your blood test results were in the prediabetes range within the past year?

> Yes

We have incorporated a BMI calculator to help calculate BMI, using the calculator will result in the answer for the BMI related question.

Please use the provided BMI calculator below to calculate your BMI. Then answer the question below.

Body Mass Index (BMI)
Calculator for Adults

Calculator

Calculate Your BMI
English | Metric

Height:
6   feet   0   inch(es)

Weight:
320   pounds
(8 ounces = .5 pounds)

Calculate

CDC   Grab This Widget   Info

Do you have a body mass index (BMI) of 25 or higher (23 or higher if Asian American)?

Yes

Do you have Medicare Part B?

No

Participants will continue to fill out the screening questions, accept terms boxes and complete registration by clicking the "Register" button at the bottom of the page. Once you have successfully registered, you will be brought to the final registration page, this page will list out the class details.

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Programs & Classes   Why Juniper?   Be Well   N

Thank you for registering!

We look forward to seeing you in New York on Monday, December 18, 2023 at 8:00 AI

Diabetes Prevention Program

The Diabetes Prevention Program is for people who want to avoid type 2 diabetes. It uses a curriculum developed by the Centers for Disease Control and Prevention and cuts your risk of developing type 2 diabetes in half. The program helps you make lasting changes, such as eating healthier, adding physical activity into your daily routine, and reducing stress.

This class is for people who:

1. Are 18 years or older.
2. Have a body mass index (BMI) of 25 or higher (23 or high if you are Asian American).
3. Have not been previously diagnosed with type 1 or type 2 diabetes.
4. Are not pregnant.

Also, **one** of these three (if you have Medicare, there are different requirements that we will discuss with you after you register):
• Received a high-risk result (score 5 or higher) on the Prediabetes Risk Test.
• Been told by a healthcare provider that your blood test results were in the prediabetes range within the past year.
• Been previously diagnosed with gestational diabetes (diabetes during pregnancy).

Please complete the registration form, which will ask you to answer questions about these items. Next, we will follow up with you to talk about your eligibility to participate.

Location   **Class Leader**

SDoH Screenings

In some instances, class leaders or designated providers will be entering SDoH Screenings (Social Determinants of Health) in MIS. If this is applicable to your organization, you can follow the steps below to complete the screening.

For an existing participant:

Click the Participants tab on the left menu

Using the Search box in the upper right, search for the participant you are screening.

When their name appears, open their file by clicking on their name. This will open their profile.

You can then click on the "Create New SDoH Screening" button in the middle of the page

+ Create New SDoH Screening for Bruce Banner

This will open a list of SDoH questions, when complete you can choose the "Submit" button at the bottom of the page.

Once the screening is completed, the date will populate at the bottom of the participants page.

+ Create New SDoH Screening for Bruce Banner

+ SDoH Screening - 1/5/2023
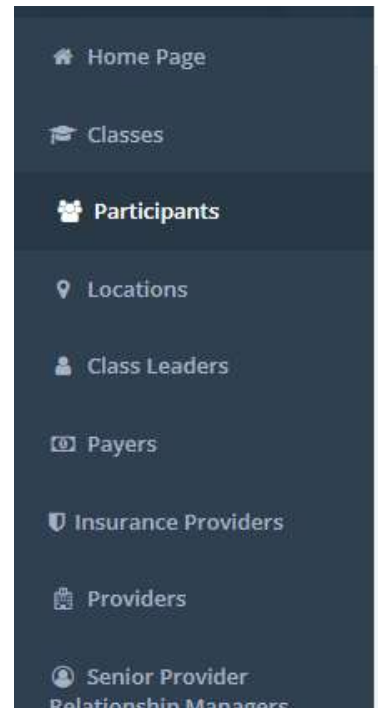
For a new participant:

Click the Create SDoH Screening tab on the menu.

This will open up the screening page.

Complete the requested data and choose the Register button at the bottom of the page. This will then open up the SDoH Screening questions page. Once completed, the participants profile and screening will be complete. You can then register the participant for classes.

Home Page

Classes

Participants

Locations

Class Leaders

Payers

Insurance Providers

Providers

Senior Provider
Relationship Managers

DPP Make up Session

In the event a class needs to be cancelled or changed, a make-up session will need to be held. From the Class Details page, scroll to the bottom of the page and choose the "Add Session" button
A new session will be added to the bottom of the class schedule list, from here you can enter your new

session details. Be sure to choose the "Make-up in Core phase" from the drop-down list to identify that the added session is a make-up session.

Core: This is a core session or main session for the DPP class (months 1-6)
Core Maintenance: Is a session intended to assist in maintaining what has been learned in class. (months 7-12)
Ongoing Maintenance: Sessions designed for long term goals (months 13-24). Juniper does not currently support classes beyond 12 months.
Make-up in Core Phase: This is for a make-up class that needs to happen during the core phase of the class (a make up class within month 1-6)
Make-up in Core Maintenance phase: This is for a make-up class that needs to happen during the core maintenance phase of the class (a make up class within month 7-12)
Make-up in Ongoing Maintenance phase: Sessions designed for long term maintenance (months 13-24). Juniper does not currently support classes beyond 12 months.

Once you have added the session and class details, click "Update" at the bottom of the screen. This will save your added class.

You will then need to open the participant(s) who attend the make-up session and select it for them. Enter weight and activity minutes for that session.

Please note that the added date will appear for all participants in the class, leave the date unchecked for those who did not attend the make-up session.

Class Details table – DPP classes only

In the class details table of a DPP class, you will see 3 additional columns on the right side. This is related to eligibility for billing for Medicare or Medicaid.

MDPP Eligibility Verified field will indicate "Yes" if all criteria have been met to create an insurance claim for this participant.

The MDPP Documentation Entered field will indicate if a document has been uploaded into the MIS, the Class Details - Participant Table will indicate that it has been uploaded. This field will list the missing data or criteria needed to submit an insurance claim for this participant.

The MDPP Eligibility Error field will notify you if there was an error with the documentation.

MDPP Eligibility Verified	MDPP Documentation Entered	MDPP Eligibility Error
No	No	

For Provider Relationship Roles

Provider Relationship Manager dashboard

Depending on your role with Juniper, the dashboard allows users to access certain levels of data and functionality within the website. As a provider relationship manager, you will be able to access your provider's class data, all their participant's information and perform other functions to support the work you do.

When you log in, the "Manage Classes" page will default as the main page of the dashboard. If you look to the left of the page, you should see the different types of modules you have access to. The image below is an example of what provider relationship manager should see on their dashboard.

- **Classes**: This tab allows the user to view and manage classes listed by the
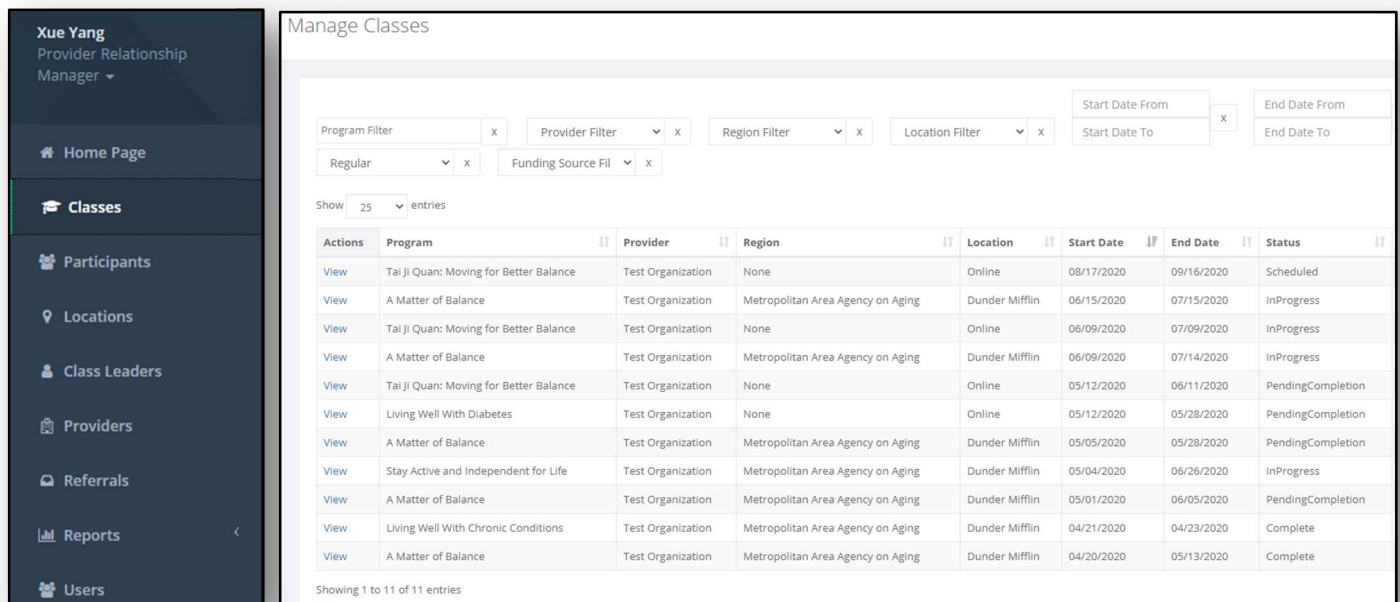
providers they support.
- **Participants**: This tab gives users access to protected health information (PHI) of participants who are taking/have taken Juniper classes.
- **Locations**: This tab lists locations where your provider has hosted Juniper classes.
- **Class Leaders**: View and edit your leader's contact information and add new program certifications. Note: You will be able to update most of your leader's contact information except for their email. If they have a new email, please go to the "Users" tab. You can update the email address by clicking the "Edit" button in the upper right hand corner. This will open the editable page where you can edit all leader information.

- **Payers**: The payers tab is our contractual agreement with health plan payers (insurance companies). You will be able to access and view our agreement with each health plan listed in this section. This section is updated when our agreements with a health plan change.
- **Providers**: The providers tab allows you to manage your provider's information that includes address, add a new contact person and view/edit Junipers programs your provider is currently offering.
- **Referrals**: The website has a referral process for family, friends, and health care providers to refer participants to a class. This tab allows users to view incoming referrals sent from the front page. You can filter your search by date created, name, phone, program, referral source, status, city, county and region.
- **Reports**: This tab allows you to run customized reports that include demographics of participants, class data and self-reported health outcomes.
- **Users**: This tab allows users to view a list of all users and their different roles on the website. You will also be able to see if a user's account is active/inactive and edit their status if needed.

Export a report

Once logged in, click the left-hand tab that says Reports. Here, you will find a selection of reports. The reports that users have access to will vary depending on administrative rights assigned to that report.

For example: A user with Provider Relations access will not have the same access as a Senior Provider Relations user.

You can select which filters you would like to use and click run reports to download the reports to your computer. If your report has PHI on it, you must delete it from all locations when you are done working with it.
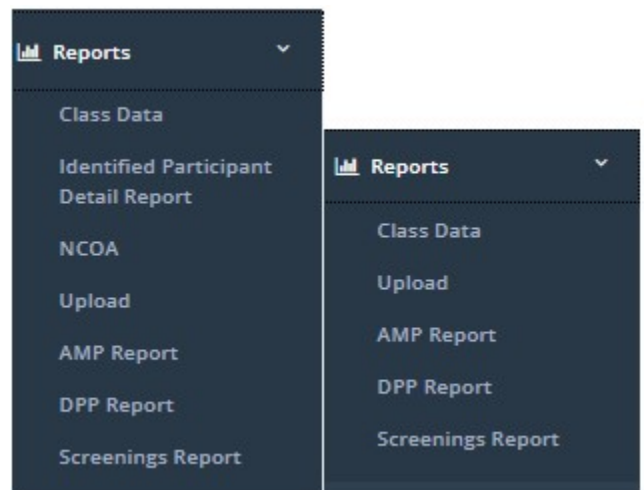
Class Data Report: Detailed report on classes and participants who attended the class. This report does not have HIPAA protected information on it.

Identified Participants Detail Report: Detailed report on host organization information, site information, leader information, participant and workshop specific information. This report has HIPAA protected information on it.

NCOA Reports: These reports are run specifically for sharing information with the NCOA. This report has HIPAA protected information on it.

Payment by Program: This is a report that lists payments made by program, this includes reimbursement amounts from insurance plans as well as SDO reimbursement amounts. The way to edit or add information to this report is to update or edit the Payers tab in the menu bar. There is no HIPAA protected information on it, however there is proprietary health plan information on this report.

Invoice to Payer: This is a report that lists participants, the class(es) they attended, insurance information and reimbursement information. This report has HIPAA protected information on it and is filterable by date to help in narrowing your search.

AMP Report: This report is similar to the NCOA report but is specific to AMP classes

DPP report: This report is specific to the Diabetes Prevention class and provides participant DPP criteria. This report has HIPAA protected information on it.

Screenings Report: This report is a collection of participants and their information which has been collected and entered by a Community Health Worker or class leader. This report has HIPAA protected information on it.

Workshop Compliance: This report is a collection of the answers participants provide when they complete registering on the website. This report has HIPAA protected information on it.

**Access to these reports will vary depending on the administrative permissions.

Add a leader

To add a leader, log in to your Provider Relations dashboard. Choose the "Class Leaders" tab from the menu bar. This will show a list of all of the class leaders you have access to. At the bottom of the list, click the "Add Class Leader" button. This will bring you to the create page, from here, please complete all of the fields marked with a red asterisks, add any certifications and notes, and click the "Create" button. This will save and complete the newly added class leader.
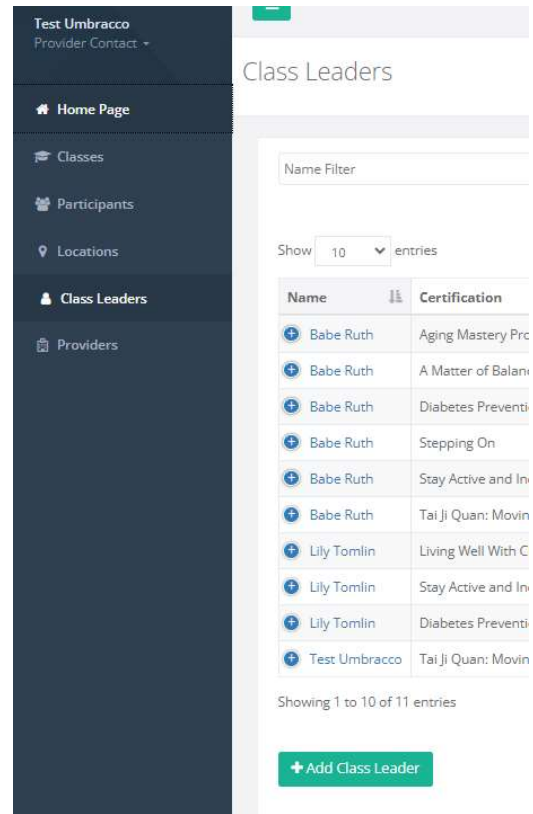
Add a provider

To add a provider, go to the Provider tab on the left navigation. Scroll down and click "Add Provider." Enter all the information and select the applicable programs. You can either add a new provider contact at this time, or select from an existing user to be the provider contact. At this time, you must also select the status of the provider, such as Active with Juniper contract, etc.

Reset Your Password

- If you click "log in" at the top right corner of the website and can't remember your password, please click the "forgot password" located under the login information.
- When you click this, you will be taken to a password reset page, where you will be asked to enter your User ID (email address).
- When you have filled out this information, you will receive an email that includes a verification code which will help you go through the password reset process.
- This reset process often takes up to two times to successfully add a new password. This means you will have to go through the process of entering your email, verifying the characters in the picture, receiving a second verification code, and using a new password over again.
- If you are experiencing additional issues with re-setting your password, call our toll-free number at 1-855-215-2174 or email info@yourjuniper.org.

Adding and Editing a User Email Address

Juniper Provider Relationship Managers and other Management Information System Administrators can add or edit user email addresses. This includes participant email addresses, class leaders, etc.

These changes can be made from the 'Users' tab. When you arrive there, find the user you want to edit and click that person's name. On the next screen, click 'Edit'. On the following screen, enter/edit the individual's email address.

Make the required change and click the green 'Save' button at the bottom of the page.

If you add an email address to a user when the user had no previous email address, the following dialog box will appear:

If you edit a user's email address, the following dialog box will appear:
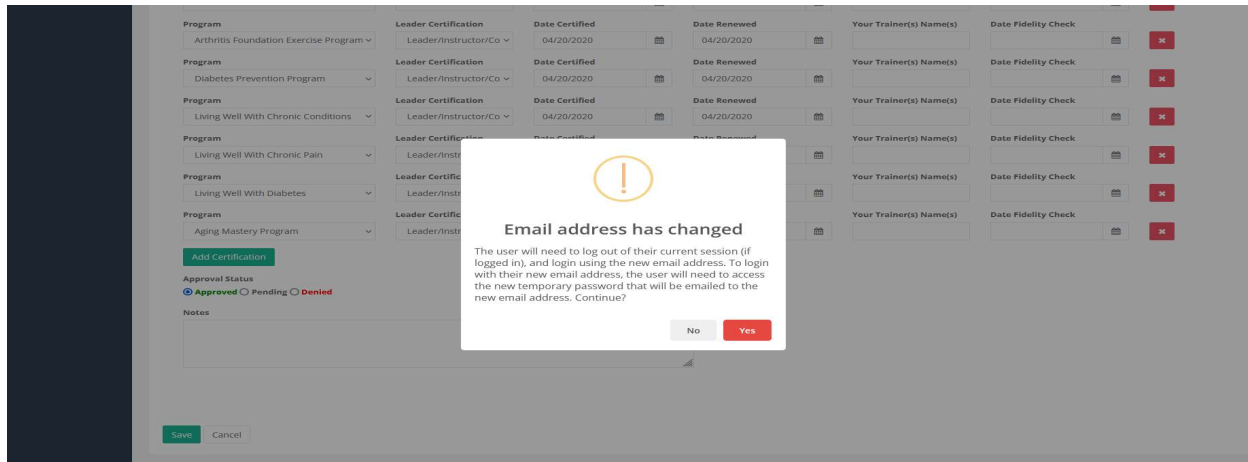
Submitting Juniper Spiceworks Ticket

If you are experiencing any issues with the yourjuniper.org website and unable to find a solution to the issue, you can contact a representative at 1-855-215-2174 or you can submit a Juniper Spiceworks Ticket.

If you are an internal MIS user, please reach out to your supervisor, or reference the Juniper OneNote document prior to submitting a ticket.

Submit a ticket via email using the Juniper Spiceworks Support Email Address
1. Using your preferred email client, send an email to: help@yourjuniper.on.spiceworks.com
2. In the email Subject provide a brief summary of the issue type; e.g., Content Change Requested or Technical Support Needed
3. In the email Body, describe the problem with as much detail as possible: e.g., Affected SDOs, classes, or users
4. Specific links to broken areas of the system
5. Other activities or events that occurred prior to the issue
6. You will receive confirmation via email that your email was received, and a ticket was opened successfully

For MIS Managers

MIS Manager Access

Your access as an MIS manager would be pre-determined based on employment and program managers discretion. Please email info@yourjuniper.org if you need to be added as an MIS manager.

MIS manager dashboard

Depending on your role with Juniper, the MIS manager dashboard allows approved users to access certain levels of data and functionality within the website. As an MIS manager, you will be able to access all your user information as well as access to all reporting functions.

When you log in, the "manage classes" page will default as the main page of the dashboard. If you look to the left of the page, you should see the different types of modules you have access to. The image pictured to the right is an example of what the MIS manager should see on their dashboard.

**Home Page:** This will take you back to the main (front) of the Juniper website.

Classes: The Classes tab is a list of all Juniper classes. From the classes tab you can search for any Juniper class past, present and future. You can "open" each class and access all class details as well as participant information specific to the class you are viewing.

Participants: The Participant tab is a participant "roster". This is all participants that have registered or been registered for a Juniper class. You can search for a participant(s) and drill down to the participant account, you can also view all the classes a participant has attended. From this tab you can also edit and update participant information (addresses, email, phone number etc.)

Locations: The Locations tab is a list of every location a Juniper class has been hosted.

Class Leaders: The Class Leaders tab is a list of all class leaders. This section includes the leaders' name, contact information, classes led, most recent HIPAA training date and certification information. Accessing the leader's profile allows you to edit and update their information, with the exception of de-activating their account, which can be done on the Users tab.

Payers: The Payers tab is our contractual agreement with health plan payers (insurance companies). You will be able to access and view our agreement with each health plan listed in this section. This section is
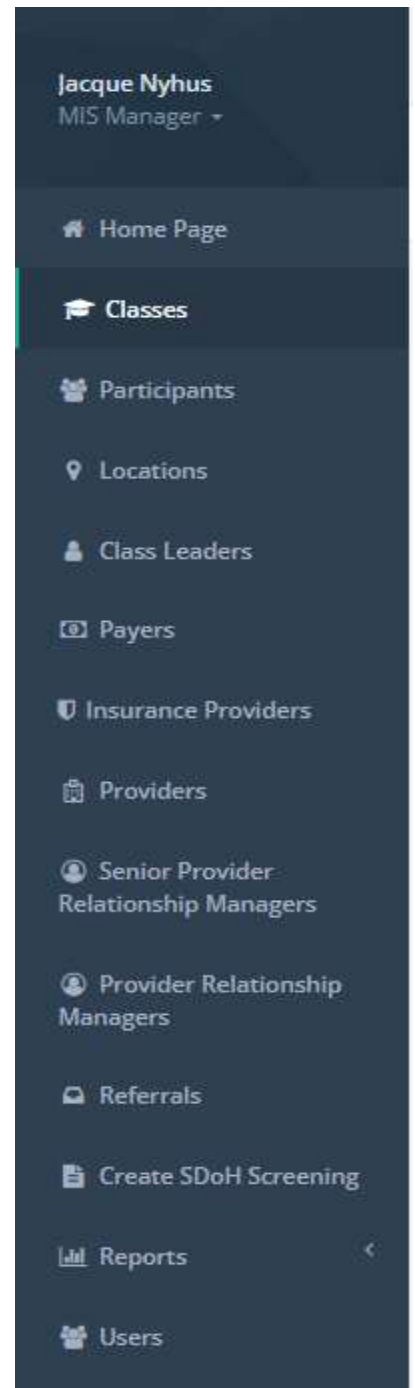
updated when our agreements with a health plan changes.

Insurance Providers: The Insurance Providers tab is a list of insurance providers that are active with the Juniper network.

Providers: The Providers tab allows you to manage your provider's information that includes address, add a new contact person and view/edit Junipers programs your provider is currently offering.

Senior Provider Relationship Managers: This section is a list of all Senior Provider Relationship Managers. This tab will provide active/inactive status as well as contact information.

Provider Relationship Managers: This section is a list of all Provider Relationship Managers. This tab will provide active/inactive status as well as contact information.

Referrals: The Referrals section is a list of potential Juniper participants that have been referred to our classes. Our CHW's and WEC teams use this list to reach out to those participants and assist them in joining a class.

Create SDoH Screening: This tab is the registration page for new SDoH participants. After completing the first registration page, you will be directed to the SDoH screening page.
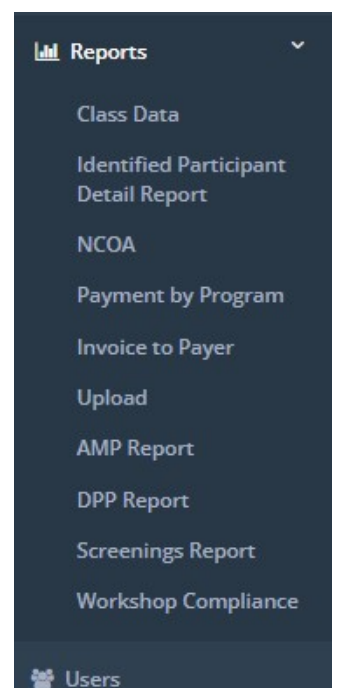
Reports:

Class Data Report: Detailed report on classes and participants who attended the class. This report does not have HIPAA protected information in it.

Identified Participants Detail Report: Detailed report on host organization information, site information, leader information, participant and workshop specific information. This report has HIPAA protected information on it.

NCOA Reports: These reports are run specifically for sharing information with the NCOA. This report contains HIPAA protected information. Some manual manipulation is necessary before submission. Note that the process for communicating data to NCOA will be changing effective 1/1/2024.

- Falls Report:
  - o Remove lines that already have NCOA IDs
  - o On the workshop tab, add data to columns E & F
- CDSME Report:
  - o Remove lines that already have NCOA IDs
  - o On the workshop tab, add data to columns G, H & S

Reports
Class Data
Identified Participant Detail Report
NCOA
Payment by Program
Invoice to Payer
Upload
AMP Report
DPP Report
Screenings Report
Workshop Compliance
Users

Payment by Program: This is a report that lists payments made by program, this includes reimbursement amounts from insurance plans as well as SDO reimbursement amounts. The way to edit or add information to this report is to update or edit the Payers tab in the menu bar. There is no HIPAA protected information on it, however there is proprietary health plan information in this report.

Invoice to Payer: This is a report that lists participants, the class(es) they attended, insurance information and reimbursement information. This report has HIPAA protected information on it and is filterable by date to help in narrowing your search. There is HIPAA protected information in this report and there is proprietary health plan information in this report. Please be mindful about its use.

AMP Report: This report is similar to the NCOA report but is specific to AMP classes.

DPP Report: This report is specific to the Diabetes Prevention class and provides participant DPP criteria. This report has HIPAA protected information on it.

Screenings Report: This report is a collection of participants and their information which has been collected and entered by a Community Health Worker or class leader. This report has HIPAA protected information on it.

Workshop Compliance: This report is a collection of the answer's participants provide when they complete registering on the website. This report has HIPAA protected information on it.

**Access to these reports will vary depending on the administrative permissions.

Users: The users tab is a compilation of all participants, leaders and Juniper staff; anyone that has a "connection" with the Juniper website. You can edit user information as well as de-activate accounts in this tab.

Revenue Cycle Management

The Revenue Cycle Management feature in MIS is a way to help us identify which members are covered by Juniper contracts with payors (health plan reimbursement groups).

With this report, the user can filter by class and date and find members that can be billed for (specifically, this will assist the Juniper billing specialist in determining who to bill for). This functionality will also assist Juniper staff in identifying billing opportunities for present and future Juniper planning.

Access the Invoice to Payor report in MIS report type is Default (please note that the functionality is different for DPP)

Enter start and end dates ranges (typically filter by class end date range) and choose "Generate report"

This will pull all data for the date range you chose, you can then export to excel and the provided data can be exported and manipulated as needed. Currently, this function is useful for PRMs and MSHO information. Please note this report is PHI sensitive.

You will notice multiple blank fields in the report, these are here for future MIS features.

Column Header	Data Source
Payment Increment Type	Contract Details Page: Payer Increment
Payer Units per Session	Calculated field based on length of first class session and payment increment type
Sessions Attended	Class Details Page: Attendance
Payer Contracted Rate per Unit	Contract Details Page: Reimbursement
Billed Charges	Calculated field: Payer Units per session * Sessions attended * Payer Contracted Rate per Unit.
Provider Rate per Unit	Contract Details Page: SDO Reimbursement for applicable payer with matching group IDs

Contract Details Page: SDO Reimbursement for grant if no |

	matching group ID
Provider Payment Increment Type	Contract Details Page: SDO Increment Type for applicable payer with matching group ID Contract Details Page: SDO Increment Type for grant if no matching group ID
Provider Units per Session	Calculated field based on length of first class session and provider payment increment type
Amount Owed to Provider	Calculated field: Provider Units per Session * Sessions Attended * Provider Rate per Unit

APPENDIX

Juniper Email Rule

Role that receives email / Action that initiates MIS email	Participant	Leader	Provider	Registration Contact	Admin	SPRM	PRM	WEC	Referrer	Allowed to Opt Out
Class Created		X	X	X	X	X	X			NO
Class Edited		X	X	X	X	X	X			NO
Upcoming Class Reminder	X	X	X							YES
Participant Registration in Class	X	X		X						Participant: NO Leader: YES
User Welcome Email	X									NO
Participant Removal from Class	X									NO
Class Nearly Complete		X	X							YES
Class Concluded	X	X	X							Participant: YES
2nd Reminder- Class Concluded		X	X							Leader: YES Provider: NO
Class Cancellation	X	X		X						NO
Referral			X					X	X	NO
Expiring Certifications		X	X		X					YES