

**Question:** What is a Jigsaw profile?

**Answer:** A Jigsaw profile is a user account that is associated to a person's email. User profiles are unique to unique emails.

**Question:** What information is required to create a profile?

**Answer:** Email, password, first and last name, country, city, and time zone. Optional items are Presenter images and attendee avatars.

**Question:** Why do I need a Jigsaw profile?

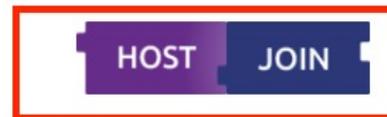
**Answer:** Four Reasons:

1. To join a session in which you were invited via an invitation.
2. To join a session in which you were invited via a password requested link.
3. To upload an avatar.
4. To view session recordings shared by the Presenter.

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Step 1: Go to [www.jigsawme.com](http://www.jigsawme.com).

Step 2: Choose, Host or Join.





Log in here to Jigsaw.

Two empty yellow input fields for login credentials.

Forgot your password?

Log In



Join now from anywhere on virtually any device

First Time Users

Step 3: Choose, First Time Users.



Step 4: Enter your email and choose, Continue.

Welcome! Please enter your email address to continue. jsadams@bel.com



Join now from anywhere on virtually any device.

Continue

Cancel

Email Address: Email is used for invitations.

for all session

Password: Minimum of six characters with any combination of Valid characters: A-Z, a-z, 0-9, ".", "-".

First Name: Required

Last Name: Required

Country: Required

State/Region: Required

City: Required

Time Zone: Required

*Note: Critical elements are required to ensure accuracy of your session. They are country, state/region, city and time zone, This information places you on the map and ensures the correct time of your session is reflected based on your time zone. We will never share this information with anyone or use it to send you unsolicited mail.*

**Personal Profile Information**

Email Address:	<input type="text" value="youremailid@test.com"/>	Country:	<input type="text" value="United States"/>
Password:	<input type="password" value="*****"/> <small>(Valid characters: A-Z, a-z, 0-9)</small>	State/Region:	<input type="text" value="California"/>
Confirm Password:	<input type="password" value="*****"/>	City:	<input type="text" value="Yorba Linda"/>
First Name:	<input type="text" value="Jack"/>	Time Zone:	<input type="text" value="(UTC-08:00) Pacific Time (U"/>
Last Name:	<input type="text" value="Tester"/>		

Critical elements are required to ensure accuracy of your meeting. They are country, state/region, city and time zone, This information places you on the map and ensures the correct time of your meeting is reflected based on your time zone. We will never share this information with anyone or use it to send you unsolicited mail.

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## Online Password Reset: Security Questions / Answers

The online password reset allows existing Jigsaw users the ability to add security questions to their profile so that they can reset their password online.

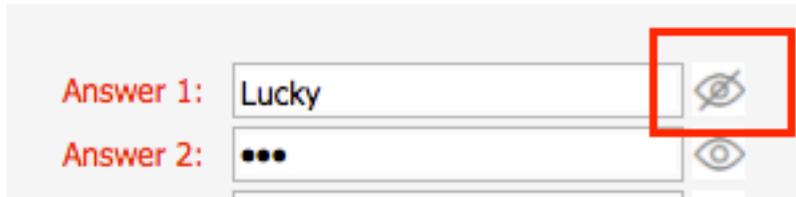
Once you have logged into your Jigsaw account, edit your profile, and then choose the option to "Use Security Questions / Answer to set your password online".

Select the question to use.

The screenshot shows a web interface for selecting security questions. On the left, there are three labels: "Security Question 1:", "Security Question 2:", and "Security Question 3:". To the right of these labels is a dropdown menu. The top option in the dropdown is "What is the name of your favorite pet?", which is highlighted in yellow. Below it, "Who is your favorite actor, musician, or artist?" is visible. The second option, "What is the name of your favorite pet?", is highlighted in blue. Other options in the list include "In what city were you born?", "What high school did you attend?", "What is the name of your first school?", "What is your favorite movie?", and "What is your mother's maiden name?". To the right of the dropdown menu, the text "Answer 1:" is visible in red. There is also a small icon of three dots to the right of "Answer 1:". A vertical scrollbar is visible on the right side of the dropdown menu.

Then enter your answer. By default all answers are hidden.

To show the answers click the "eye" icon.



Answer 1: Lucky

Answer 2: ●●●

Once three questions and answers have been selected and answered, you can use the online password reset option should you need to reset your password in the future.