

Therap - Self Pass Word Reset

To set up your pass word reset feature:

You will have the option to configure Self Password Reset by clicking on the **Configure** option beside the 'Self Password Reset' label in the **Settings** tab.

To Do	My Settings	
Admin	Personal Details	Edit
Agency Reports	Self Password Reset	Configure
Settings	Super Admin List	View
	Password	Change

In the next page, enter your current password and click on the **Verify** button.

Please enter your password before proceeding

Password

In the 'Self Password Reset Configuration' page, enter your the Email or Phone/Text Message Email where you wish to receive the Password Reset Token, and click on the **Update** button.

Self Password Reset Configuration

Email	<input type="text" value="Enter your OV email address here"/>
Phone/Text Message Email	<input type="text" value="Do not use this option"/>

If you are locked out of Therap or cannot get in - Follow these steps to Reset Password from the Login Page

1. On the [Therap login page](#), click on the **Forgot Password?** link.

English


Login

Login Name

Password

Provider Code

Login

[Forgot Password?](#)  [Trouble Logging In?](#)

2. On the next page, enter your Therap Login Name, Provider Code and the Email address you entered in the 'Self Password Reset Configuration' page from your **Settings** tab, and click on **Submit**.


Reset Password

This functionality will only work if it has been enabled for your account by your Provider Administrator and you have previously set up the feature. If you are unable to login, please contact your Provider Administrator.

Login Name

Provider Code

Email/Text

[Cancel](#) 

3. A message containing a password token will be sent to your Email. This password token will be valid for the next 5 minutes.

Therap Password Reset Token Inbox x



no-reply@therapservices.net

to me ▾

Please use password token 64903925 to reset your password. This token will be valid for next 5 minutes.

Instead of receiving a password token, you may receive a *Password Reset Error* message when resetting your password for the following reasons:

Self Password Reset is not enabled for your provider

Self Password Reset is not enabled for your user account

Your Self Password Reset was not configured with your Email information

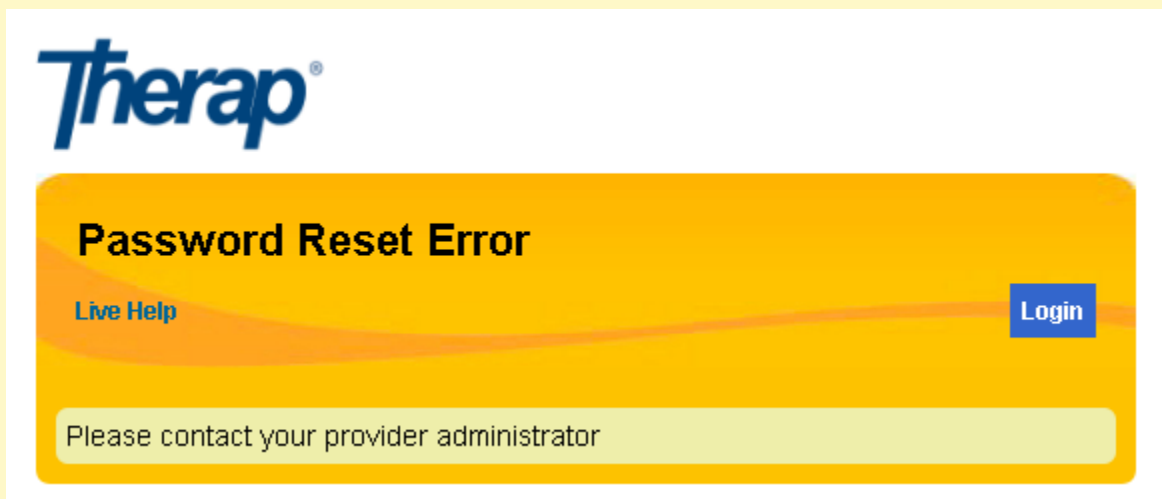
You have entered the incorrect Login Name, Provider Code, or Email in the 'Reset Password' page

You clicked on the **Resend** button on the 'Change Password' page after the validity for your password

token has expired

Your user account has been Locked, Deactivated, or Deleted

Two Factor Authentication (2FA) is enabled for your user account



5. Enter the password token and your new password in the 'Change Password' page. Click on the **Resend** link to receive the system message containing the password token again and reset the 5 minute validity of the token. If 5 minutes have passed and the password token is no longer valid, go back to the login page and click on the **Forgot Password?** link again. Once you have filled out the required information on the 'Change Password' page, click on **Submit**.


Change Password

* Password Token

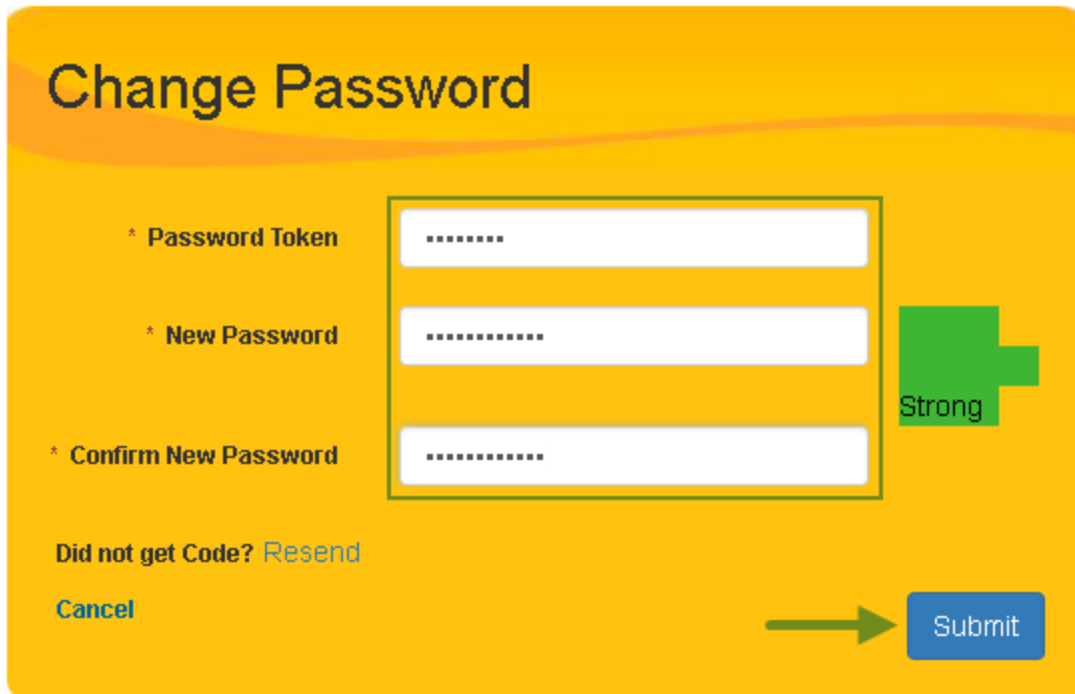
* New Password

* Confirm New Password

Did not get Code? [Resend](#)

[Cancel](#)  [Submit](#)

Strong



The number of times you are able to enter an incorrect Password Token consecutively will depend upon the Maximum number of incorrect passwords tolerated value set in your agency's Password Policy. After crossing this value, your user account will be 'Admin Locked'.

6. A success message will be displayed if your password was reset successfully. Click on the **Login** button to go to the login page and log in using the new password you entered in the previous page.

