# Biometric Authentication feature for the Therap Mobile Application

The Biometric Authentication feature for the Therap Mobile Application allows users to log in to the app without having to type in their login credentials. Biometric authentication requires the following criteria before it may be enabled by a user:

1. From the Therap web application, an administrator will have to activate the **Enable Mobile Biometric Login** option under the **User Profile Settings** on the **Provider Preference** form.
2. The user will need to have biometric authentication enabled natively on their phone, meaning that they will need to have fingerprint or face recognition already configured on their phone.

Enable Biometric Authentication

1. Log into the Therap Mobile App and go to the Settings option to enable Biometric Authentication for your own account.
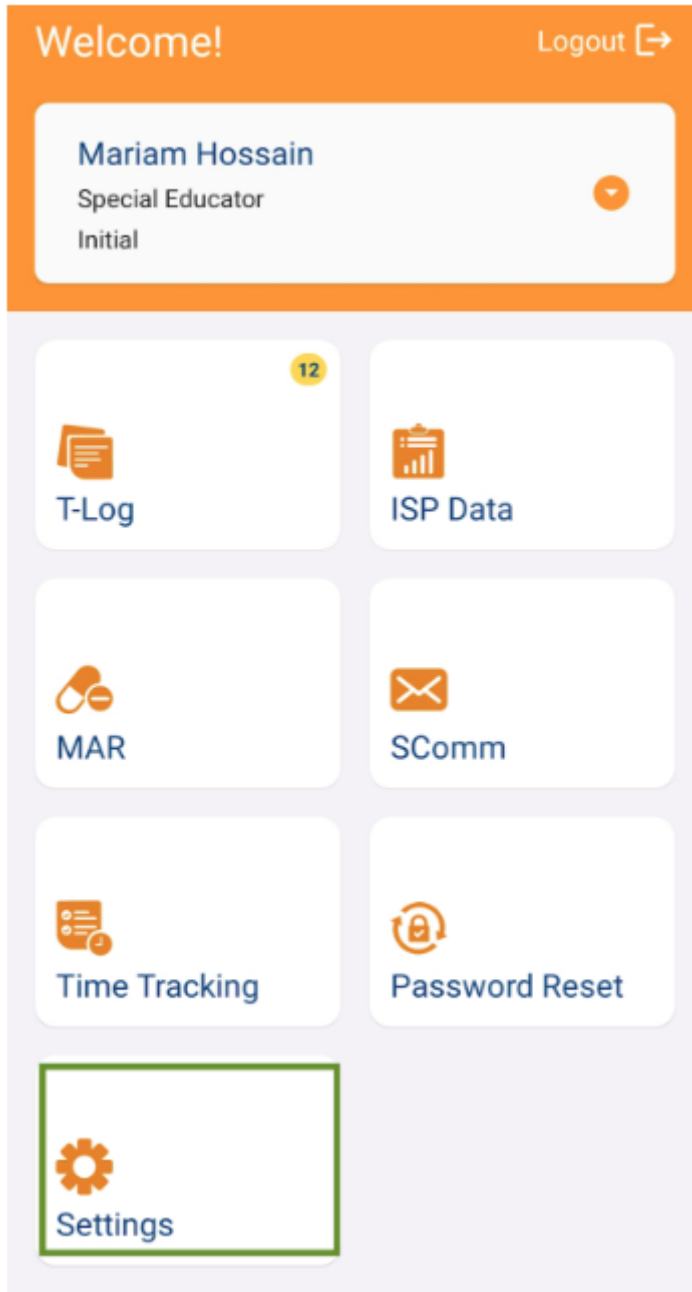
2. Enable the Biometric Authentication button from the **Settings** page.

3. This will open a message detailing the things to consider before enabling Biometric Authentication. Select the **Enable** option at the bottom to continue the authentication setup.
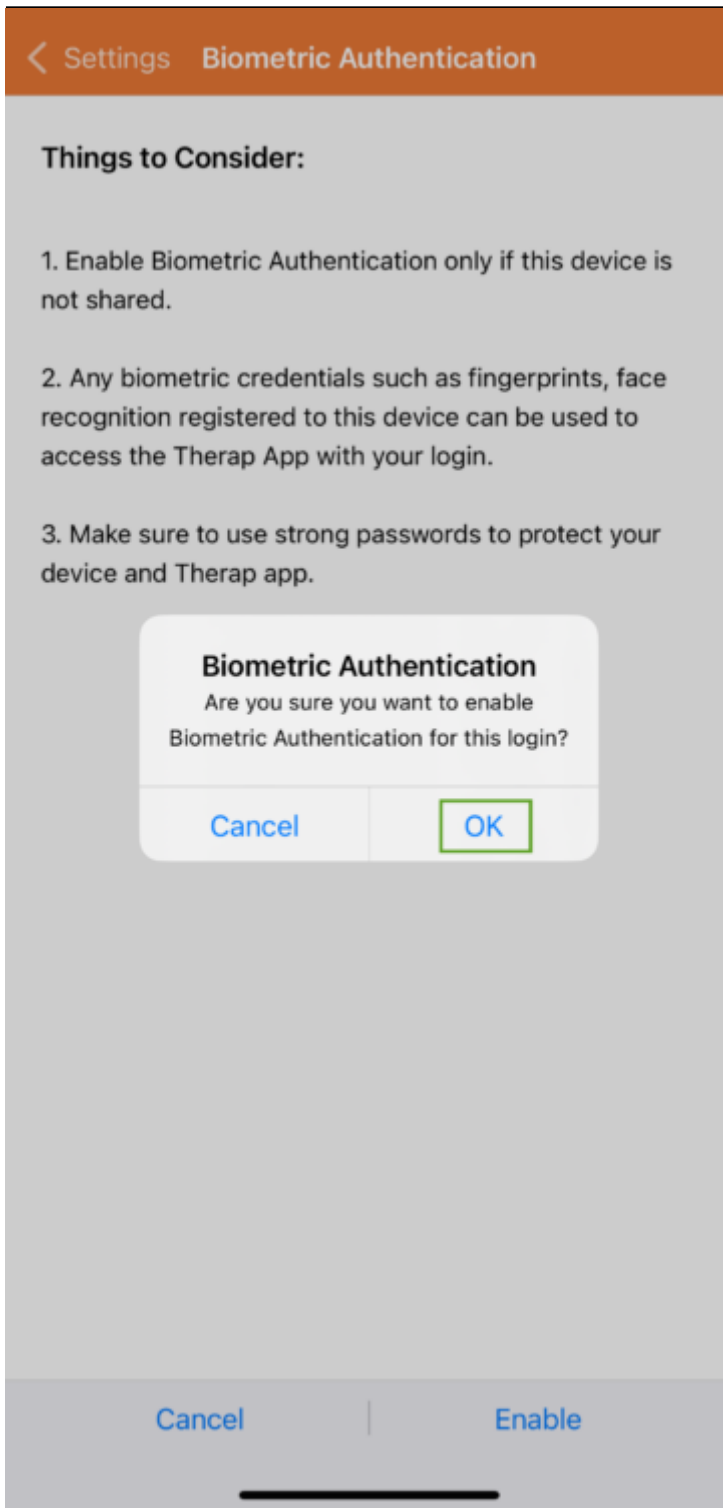
Biometric Authentication ✕

Things to Consider:

1. Enable Biometric Authentication only if this device is not shared.

2. Any biometric credentials such as fingerprints, face recognition registered to this device can be used to access the Therap App with your login.

3. Make sure to use strong passwords to protect your device and Therap app.
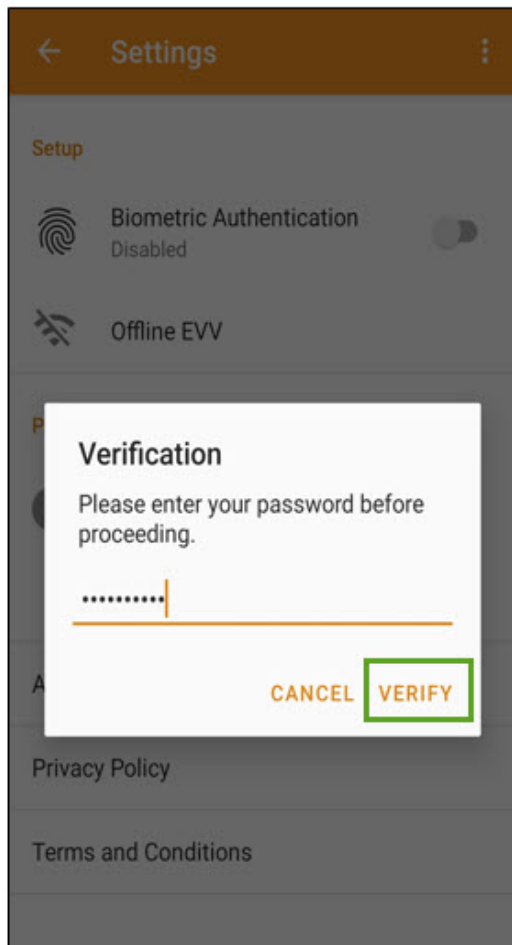
Cancel | Enable

Note: On iOS devices, a pop-up will open and you have to tap on the **OK** button to proceed on.
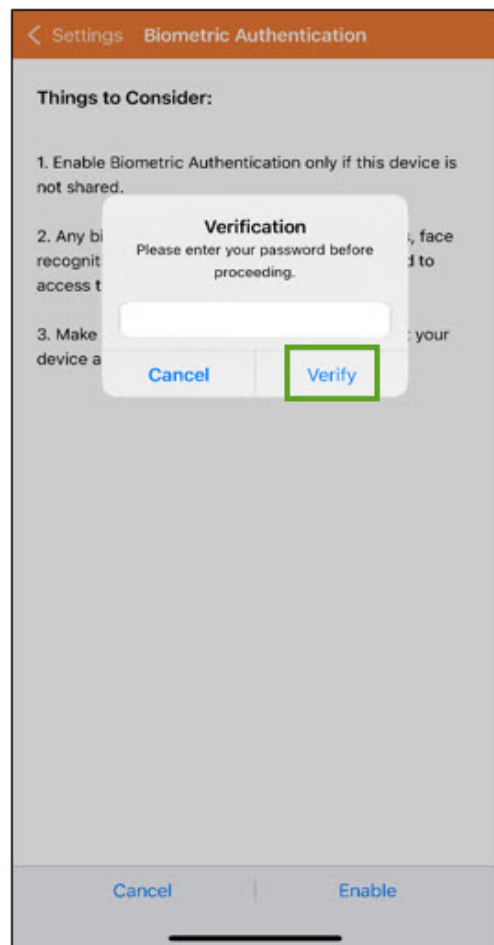
4. Enter your Therap account's password and press the **Verify** button to enable Biometric Authentication.

Android

iOS

Note: On iOS devices, tap on the **Allow** button for the Therap app to use the Face ID.

Settings   Biometric Authentication

Things to Consider:

1. Enable Biometric Authentication only if this device is not shared.

2. Any biometric credentials such as fingerprints, face recognition registered to this device can be used to access the Therap App with your login.

3. Make sure to use strong passwords to protect your device and Therap app.

Do you want to allow "Therap" to use Face ID?

Therap needs to access your FaceID to allow you to login into the App without entering password.
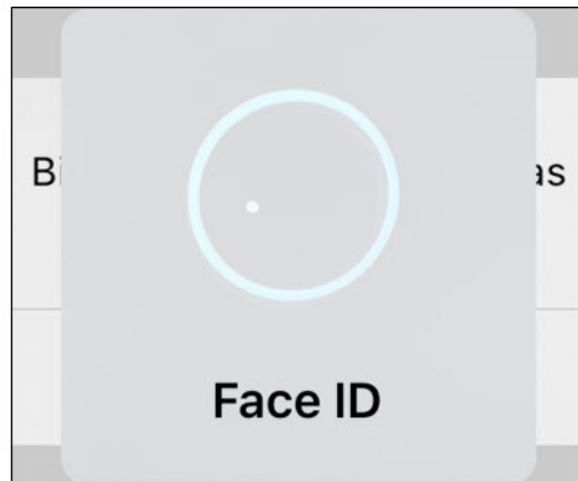
Don't Allow   Allow

Cancel   Enable

5. Depending on the biometric authentication you have already enabled for your device (such as fingerprint or face identification), you will then be prompted to touch the fingerprint sensor or look at the screen of your device to confirm Biometric Authentication.

Confirm Biometric Authentication

Touch fingerprint sensor

CANCEL
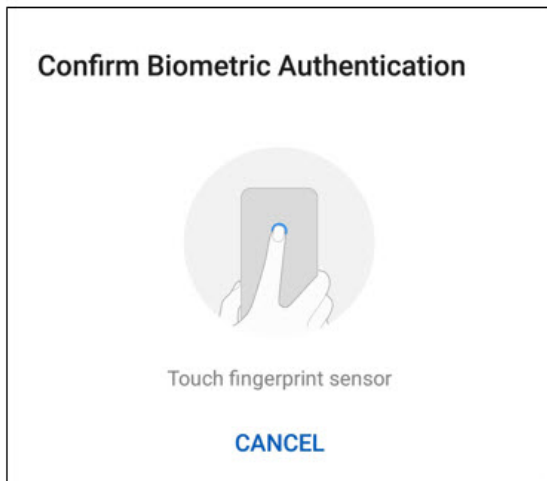
Android

Face ID

iOS

- Once your biometric information is saved by the system successfully, you will get a verified message, and clicking on the **OK,** you will be taken to the Settings page.

Note: Once you enable and configure Biometric Authentication, it will remain valid for 60 days on that device. After 60 days, you will have to log into the Mobile App manually and re-enable Biometric Authentication.

Log In using Biometric Authentication

1. Once biometric authentication has been enabled, you will find a Biometric Authentication icon at the bottom of the Therap Mobile App login screen.
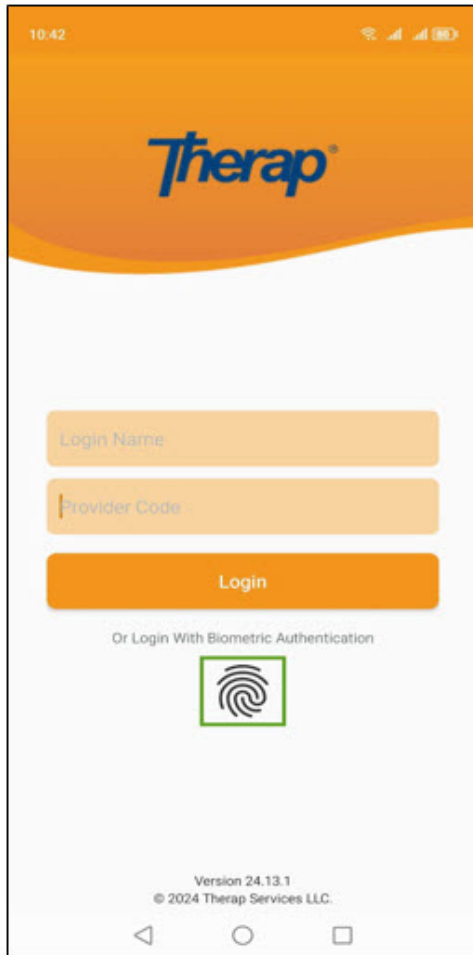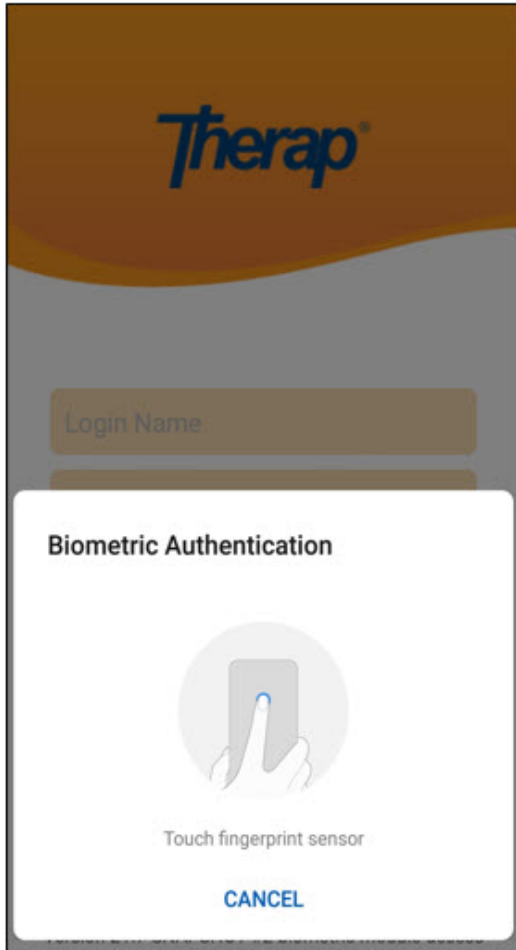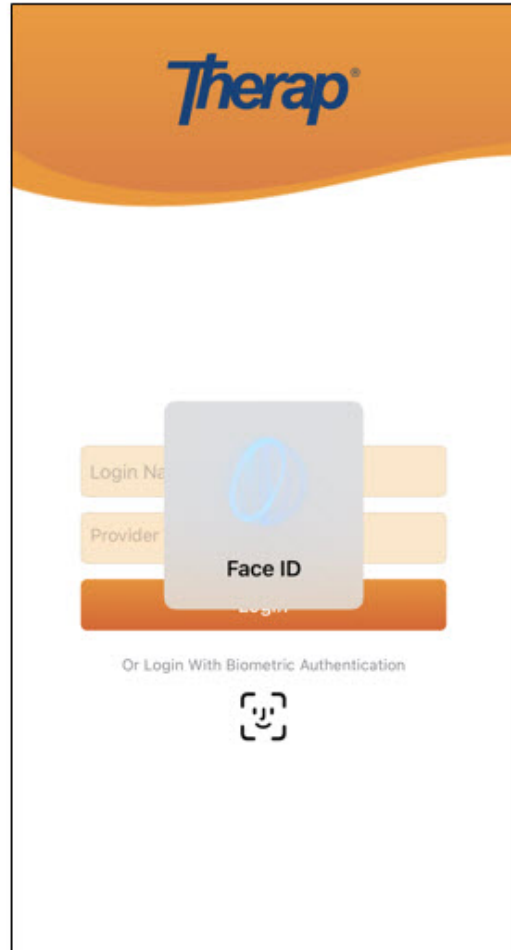
Android
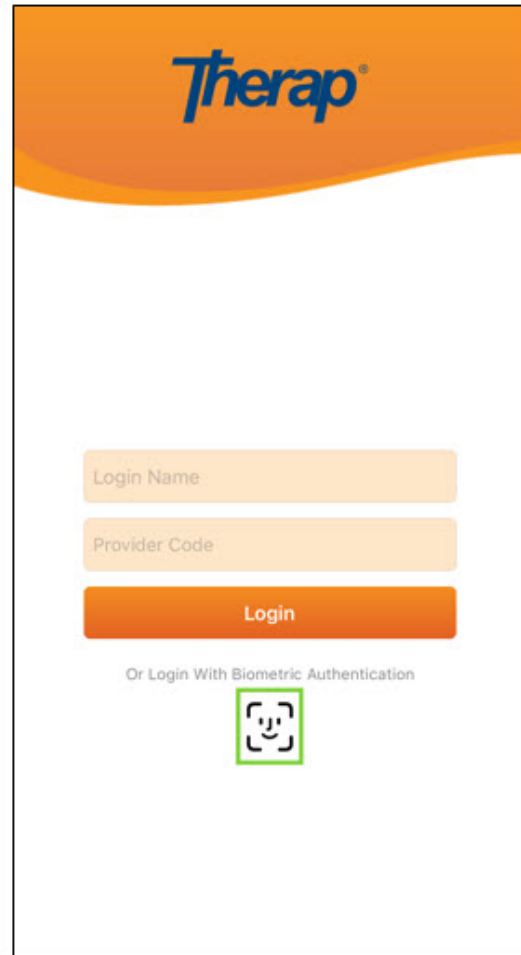
iOS

2. Tap on the Biometric Authentication **icon**. You will be asked to touch the fingerprint sensor (android) or look at the device screen (iOS).

Android

iOS

3. If your biometric is verified, you will be taken to your **Dashboard**.

Welcome!   Logout →

Mariam Hossain
Special Educator
Initial

T-Log   [12]

ISP Data

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SComm

Time Tracking

Password Reset

Settings