

## Login to Therap

1. Click on the **Login** button at the top right corner of the **Therap Global** website  
<https://www.therapglobal.net/>



**Note:** Depending on your device, the **Login** button may not be in the top right corner. If it is not in the top right, still look for it at the top of the screen.

2. This will open the **Therap Login** Page. Enter the Login Name and Provider Code of the agency, and click on the **Continue** button. It is important to note that the Provider Code must be in all caps and include a dash before your country code.

**Note:** Login information will be provided to you by your Administrator. If unable to login after several tries, contact your supervisor or the Administrator of the agency.

## Login

Select Language  
English



Login Name  
luis

Provider Code  
DEMOTG-TGD

Continue

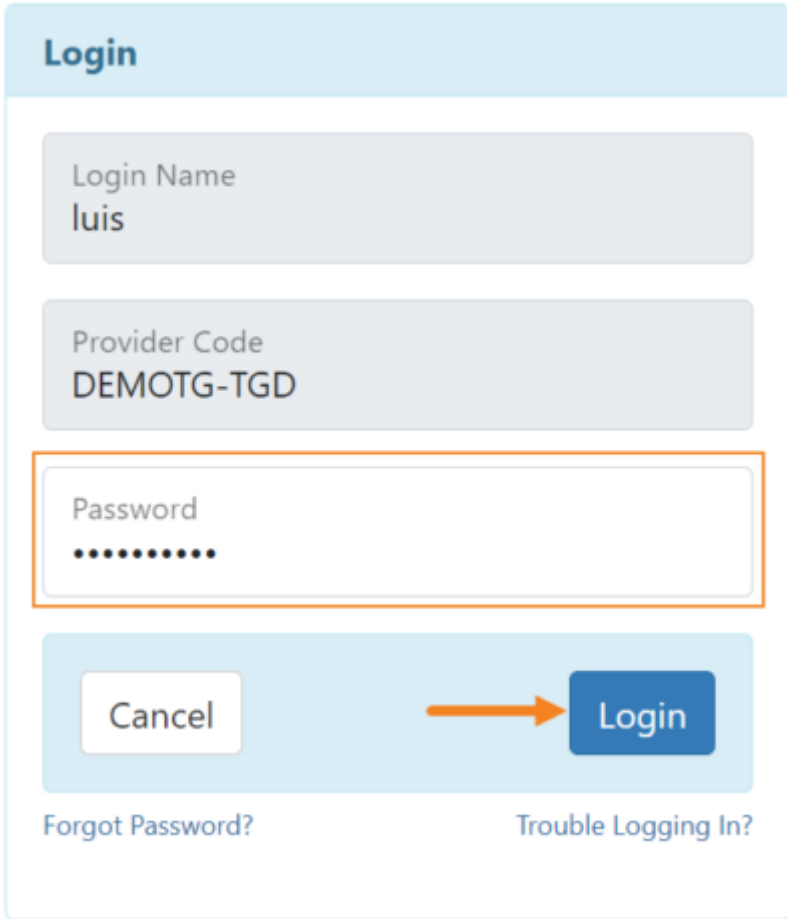
By clicking the "Continue" button, I  
acknowledge my responsibility to follow  
good security practices in the selection and  
use of my password.

[Forgot Password?](#)

[Trouble Logging  
In?](#)

3. On the next page, enter your Password. Once you have entered your login information

appropriately, click the Login button to log into the Therap system.



The image shows a login form for the Therap Global system. It has a light blue header with the title "Login". Below the header are three input fields: "Login Name" with the value "luis", "Provider Code" with the value "DEMOTG-TGD", and "Password" which is masked with dots. The password field is highlighted with an orange border. At the bottom of the form is a light blue bar containing a "Cancel" button, an orange arrow pointing right, and a "Login" button. Below this bar are two links: "Forgot Password?" and "Trouble Logging In?".

**Login**

Login Name  
luis

Provider Code  
DEMOTG-TGD

Password  
.....

Cancel → Login

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

**Note:** New users will be directed to change their password. On the **Change Password** page, enter the Current Password (that was used to login). Then enter a New Password (at least 8 characters must be entered for the new password) and retype it in the Confirm New Password field. Once you are done, click on the **Change Password** button to save the new password.

**Note:** For security reasons, you need to change your password.

Login Name luis

\* Current Password

.....

\* New Password

.....

Weak Medium **Strong**

\* Confirm New Password

.....

Password Policy



Back



Change Password

4. Once successfully logged on, the **Dashboard** page will be displayed.

Program:

No Program Selected

Choose Program

Profile:

Initial

Module:

To Do

Individual

Health

Agency

Admin

Agency Reports

Modules

High

Medium

Low

T-Log - New | Search

View

ISP Data - New | Search

Acknowledge

ISP Program - New | Search

Approve

Individual Data - Search

Worklist

-

1

4

1

3

Issue Tracking

My Issues

SComm

Inbox

Sent Items

Compose


Drafts

Custom User Group

Classes

Overdue

5. If login is not successful, you will be routed to this screen.



Login

Login Failed

**Self Password Reset Enabled?**

Please click in the link below if you have self password reset enabled.  
[Reset Password](#)

**Forgot Password?**

Please **contact your agency Administrator** if you have forgotten your password. Only your Administrator is authorized to reset your password.

**If you are the Provider Admin/Super Admin** for your agency, please speak to another Super Admin who can reset your password for you. If other Super Admins are unavailable please complete the form on the following link, which will then provide the next step in resetting your password:

<https://www.therapglobal.net/contact-us/>

If your agency has no active Super Admins then the Executive Director of your agency would need to complete the form as mentioned above.

**Forgot Provider Code?**

If you have forgotten your Provider Code, please contact your supervisor or a co-worker at your agency.

**Checked Caps Lock?**

Password and Provider Code on the login page are case-sensitive. Please check if the 'Caps Lock' key on your keyboard is the way you need it (turned on or off) while entering the login information.

**Account not active?**

Your account may be pending, inactive, deleted, locked, or your password may have expired. Please contact with the Administrator at your agency for further assistance.

**Cookies Enabled?**

Cookies may not be enabled for your browser. Please check your browser's security preferences and confirm that cookies are enabled.

6. Click on the **Login** button in the top right corner to be redirected to the login page to try

again.

 Login

Login Failed

#### Self Password Reset Enabled?

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#### Account not active?

Your account may be pending, inactive, deleted, locked, or your password may have expired. Please contact with the Administrator at your agency for further assistance.

#### Cookies Enabled?

Cookies may not be enabled for your browser. Please check your browser's security preferences and confirm that cookies are enabled.

**Note:** You may see a screen with the menu button in the corner. Click on the menu button

to access the Login button.



**Login Failed**

### Self Password Reset Enabled?

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[Reset Password](#)

### Forgot Password?

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### Forgot Provider Code?

Click on the word **Login** to be redirected to the login page to try again.





Login



**Note:** If unable to login after several tries, contact your supervisor or the Administrator of the agency.