Self Password Reset

The **Self Password Reset** feature allows users to reset their passwords using a one-time password reset token sent to their email by clicking the **'forgot password?'** link from the login page.

Note: A user must configure the **Self Password Reset** feature in advance in order to be able to use this feature.

- **Enable Self Password Reset**
- **Configure Self Password Reset**
- **Reset Password from Login Page**

Enable Self Password Reset

The user will have the opportunity to use this feature if the Self Password Reset role is enabled for the provider account and an administrator has made this functionality available to the user. Users with the **User** Administrative Role can **Enable Self Password Reset** for each user at the agency

1. Click on the **Self Password Reset** option beside **User** under **Admin** tab

2. On the **User List** page click on **Enable** beside the user name under **Enable/Disable Self Pass Reset** column to enable self password reset option for a user.

Configure Self Password Reset

1. Click on the **Configure** link beside the **Self Password Reset** from the **Settings** tab.

2. On the next page, enter the login **Password** and click on the **Verify** button.

3. On the **Self Password Reset Configuration** page, enter the **Email** and click on the **Verify** link where the **Password Reset** Token will be sent.

Self Password Reset Configuration

→ **Email**	abc@demo.net	⊗ Verify
Phone/Text Message Email		❷

Cancel → Update

4. Enter the 6 digit code that has been sent to your email address. After entering the code, click on the **Submit** button.

Therap Email Verification Code :: Verify Email Address Inbox ×

no.reply@therapglobal.net
to me ▼

Please use the code 000000 to verify your email address for Self Password Reset Configuration. This code will be valid for next 5 minutes.

↩ Reply   ↪ Forward

Verify Email Address   ×

An email with a 6 digit code is sent to your email address. Please provide the code to verify your email.

Email   abc@demo.net

* **Verification Code**   000000

Submit

5. Your email will be verified if you enter the code appropriately. Click on the **Update** button to complete the configuration.

Self Password Reset Configuration

Email	abc@demo.net	✅ Verified ←
Phone/Text Message Email		❓
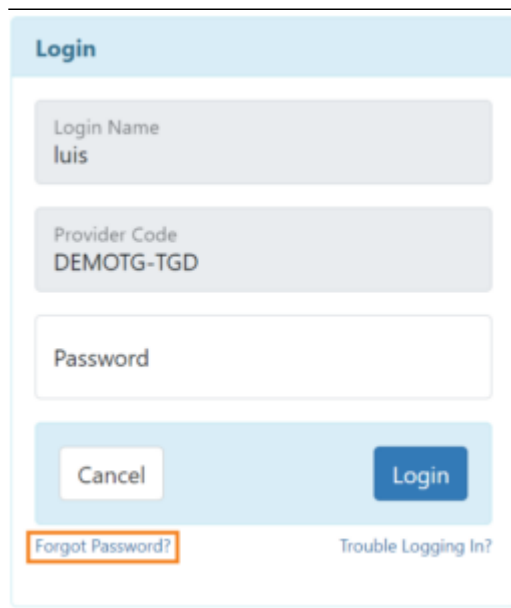
Cancel   Update

Reset Password from Login Page

If users forget the login password or are unable to login due to their account being locked, then they can reset their password once self-password is enabled for them.

1. On the **Therap Login** page, click on the **Forgot Password?** link.

2. On the **Reset Password** page, enter the **Login Name, Provider Code, Email** (that you have previously configured) and click on the **Submit** button.

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.

Reset Password

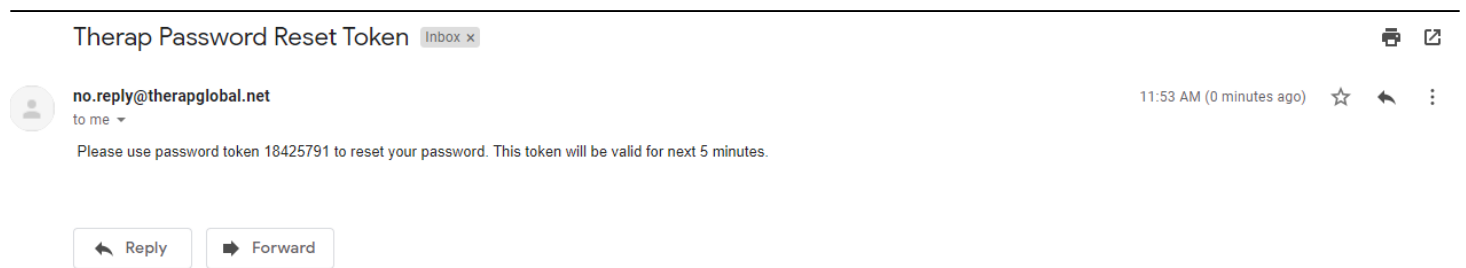|	
Login Name	abcd
Provider Code	DEMO
Email/Text	abcd@demo.net

Cancel   Submit

3. A **Password** token will be delivered to the email address you specified during the self-password reset configuration.

Therap Password Reset Token Inbox ×

no.reply@therapglobal.net   11:53 AM (0 minutes ago)
to me ▾

Please use password token 18425791 to reset your password. This token will be valid for next 5 minutes.

↩ Reply   ➡ Forward

This **Password** token will be valid for the **next 5 minutes.**

Note: While resetting the **password**, the user may receive a **Password Reset Error** message instead of a password token for the following reasons:

- Self Password Reset is not enabled for the provider
- Self Password Reset is not enabled for the user account
- Self Password Reset was not configured with the user's email information
- The user has entered an incorrect Login Name, Provider Code, or Email on the **Reset Password** page.

- You clicked on the **Resend** button on the **Change Password** page after the validity for your **Password** token has been expired
- The account has been Admin Locked, Deactivated, or Deleted

Password Reset Error

Please contact your provider administrator.

Login Again

4. On the **Change Password** page, enter the **Password Token**, **New Password**, and **Confirm New Password**. Once the required information is filled out, click on the **Submit** button.

You should soon receive an Email/Phone Text Message with a password token to reset your password.

Change Password

* Password Token	••••••••	
* New Password	••••••••	Weak Medium Strong
* Confirm New Password	••••••••	

Did not get Token? Resend

Cancel   Submit

In case you have not received the password token, click on the **Resend** link to receive the

password token and reset it within 5 minutes of receiving 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.

> You should soon receive an Email/Phone Text Message with a password token to reset your password.

Change Password

* Password Token	••••••••	
* New Password	••••••••	Weak Medium **Strong**
* Confirm New Password	••••••••	

Did not get Token? Resend

Cancel   Submit

5. A confirmation message will be displayed if the password is successfully reset. Click on the **Login Again** button to return to the login screen and enter the new password.

> Your password has been changed successfully

Login Again