

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

		Therap [*] Global Person-Centered. Data-Driven.
To Do		General
Individual	Provider	Preferences Password Policy
Admin		New List Import from Excel Search Imported Excel
Agency Reports	User	Assign External System ID Self Password Reset

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.

User List							
Login Name †7	First Name	Last Name	Title	Employee ID	Status Ali V	Enable/Disable Self Pass Reset	Self Password Reset Enabled
sonia	Sonia	Afreen	Special Educator		Active	Enable	No
amina	Amina	Akhter	Academic Coordinator- IE		Active	Enable	No
amira	Aamira	Shabnam	Software Engineer, QA		Active	Enable	No
abu	abu	taher	Academic Coordinator		Active	Enable	No
Showing 1 to 04 o	f 04 entries						< 1 >
Export to Excel							

Configure Self Password Reset

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



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

Please enter your pas	ssword before proceeding	
Password	•••••	
Back		Verify

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	S Verify	
Phone/Text Message Email		0	
Cancel			

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

Therap i _{do}	bal
Person-Centered. Data-Dri	ven.
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	- 1
Sub	mit

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		0
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.

Login	
Login Name luis	
Provider Code DEMOTG-TGD	
Password	
Cancel	Login
Forgot Password?	Trouble Logging In?

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

		Therap [®] Global Person-Centered. Data-Driven.
This functionality will on Reset Password	y work if it has been enabled for your accour you are unable to login, pleas	int by your Provider Administrator and you have previously set up the feature. If ise contact your Provider Administrator.
Reset Fassword		
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 ×			ē	ß
no.reply@therapglobal.net to me ❤	11:53 AM (0 minutes ago)	☆	*	:
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 expiredThe 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	word.
Change Password	
* Password Token * New Password	Weak Medium
* 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
* 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.

