

## 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

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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

To Do	<div>General</div> <div> <a href="#">Provider</a> <a href="#">Preferences</a>   <a href="#">Password Policy</a> </div> <div> <a href="#">New</a>   <a href="#">List</a>   <a href="#">Import from Excel</a>   <a href="#">Search Imported Excel</a>   <a href="#">Assign External System ID</a>   <a href="#">Self Password Reset</a> </div>	
Individual		
Admin		
Agency Reports		

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 ↑	First Name	Last Name	Title	Employee ID	Status	Enable/Disable Self Pass Reset	Self Password Reset Enabled
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All <input type="text"/>	<input type="text"/>	All <input type="text"/>
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 of 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.

<b>To Do</b>	<b>My Settings</b>		<b>Issue Tracking</b>
<b>Individual</b>			My Issues
<b>Health</b>	Personal Details	Edit	<b>SComm</b>
<b>Agency</b>	Self Password Reset	<b>Configure</b>	Inbox
<b>Admin</b>	Super Admin List	View	Sent Items
<b>Agency Reports</b>	Password	Change	Compose
<b>Individual Home Page</b>	Test Mode	On   Off	Drafts
<b>Settings</b>	SComm Settings	Configure	Custom User Group
	Individual Home Shows	All   Recently Accessed	<b>Classes</b>
			Overdue
			Due
			View Sign ups
			View Results/Notes
			Training History
			Training Profile

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

Please enter your password 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	<input type="text" value="abc@demo.net"/>	<a href="#">✕ Verify</a>
Phone/Text Message Email	<input type="text"/>	<a href="#">?</a>

[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.

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### Therap Email Verification Code :: Verify Email Address Inbox x



**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

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### 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

?

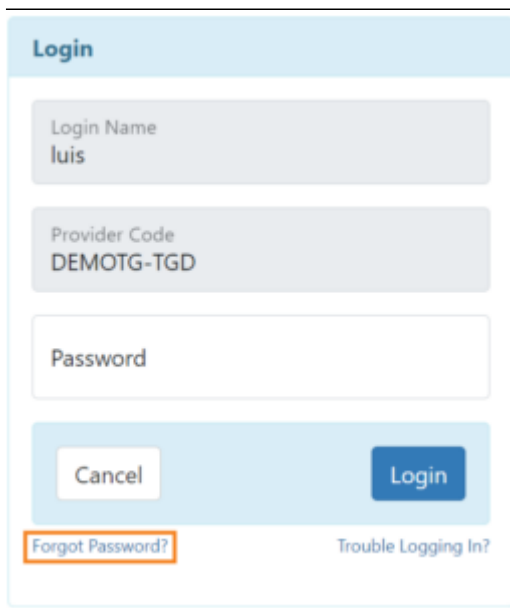
Cancel

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.



The image shows a screenshot of the Therap Login page. It features a light blue header with the word "Login" in white. Below the header, there are three input fields: "Login Name" with the value "luis", "Provider Code" with the value "DEMOTG-TGD", and "Password". At the bottom of the form, there are two buttons: "Cancel" and "Login". Below the buttons, there are two links: "Forgot Password?" (highlighted with an orange border) and "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.

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 x



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 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