

I'm a Therap User and I forgot my login information.

Due to security reasons, we are unable to provide you with login information such as your Provider Code, Username or Password. Please ask your Supervisor or contact an Administrator at your agency, who will be able to assist you with your login username or resetting your password.

If you are an Administrator, and you've forgotten your password, [here is what you can do](#).

Once your password is reset please remember to change your new password as soon as you login to the Therap system.



Things to Remember

When logging in, please check to see if you have typed the Provider Code correctly along with the Login Name and Password (including proper capitalization). Also check the "Caps Lock" button on your keyboard. If you are unsure about these fields, please contact your Administrator who can assist you with your User Name, Provider Code or can reset the Password for you.

Unable to Login

If you are unable to login to the Therap system, you can try the following before contacting your Administrator:

1. All the entries - Login Name, Password and Provider Code on the login page are case-sensitive. Please check the 'Caps Lock' key on your keyboard while entering the Login information.
2. If you have forgotten your Provider Code, please contact your Supervisor or a coworker in your agency.

Do's for choosing a good password:

1. Use a password with mixed-case alphabets, digits, punctuation.
2. Use long passwords (with 8 or more characters).

Don'ts for choosing a good password:

1. Don't use your login name as password in any form (as-is, reversed, capitalized, doubled, with a prefix, with a suffix, etc.).
2. Don't use in any form your first or last name and, more generally, any information easily obtained about you.
3. If you use mixed-case characters, do not use the following methods:
 - all lowercase or all uppercase
 - only the first or the last character in uppercase
 - only vowels in uppercase
 - only consonants in uppercase
 - what are now considered "standard" substitutions to get around the rules such as 3 for e, 1 for i or l, 7 for t, etc.

Notes on Password Security:

1. Don't write down your password!
2. Don't send your password via email. Email is not secure.
3. Don't store your password in a file on your computer.
4. Don't give out your password to anyone claiming to be technical support or customer service. We are able to help you without knowing your password.

The Password Game

This is a simple game that demonstrates the strength levels of passwords. Click on the Play button below to play.

A strong password is the hardest to guess for someone who's trying to get some data that they don't have access to, but it's also hard to remember at first. On the other hand, easy passwords increase the risk that someone might easily guess their way into secure data!

Automated Training: Download and Make a CD

- Download it
 - Open the file "readme.rtf" for instructions
 - Once ready, take it to class or copy it for your trainees to use in their own time
- Download**