

Mental health,
understood.



Penelope: [How to save password in web browser](#)

This document provides step-by-step instructions on how to save your Penelope password in four common web browsers. Please note these changes will apply to all websites you visit, not just Penelope. If you are still experiencing login issue, please submit request for assistance via the Counsellor Hub Contact Us form.

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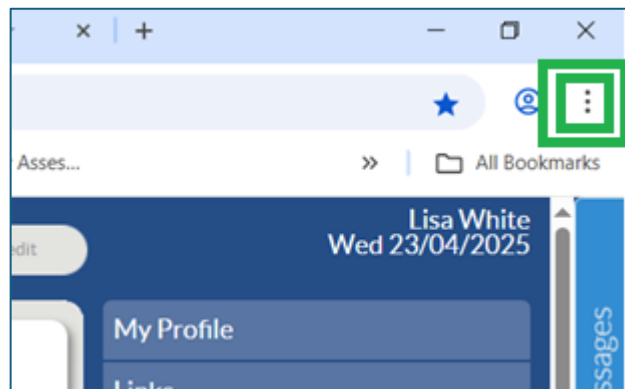
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Google Chrome

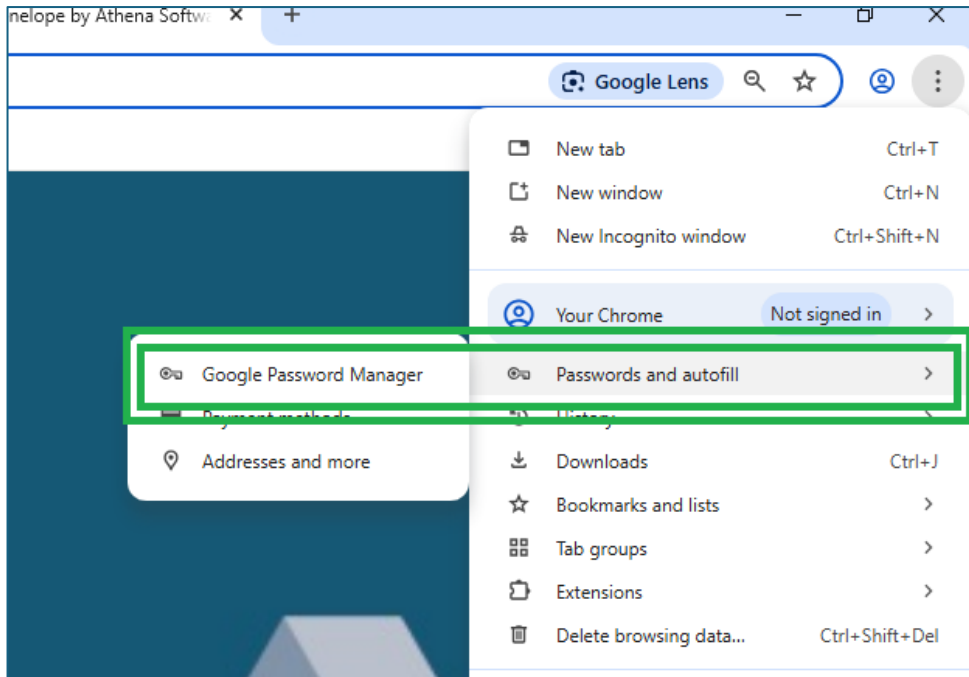
How to turn on password saving:

Open Google Chrome on your computer or device.

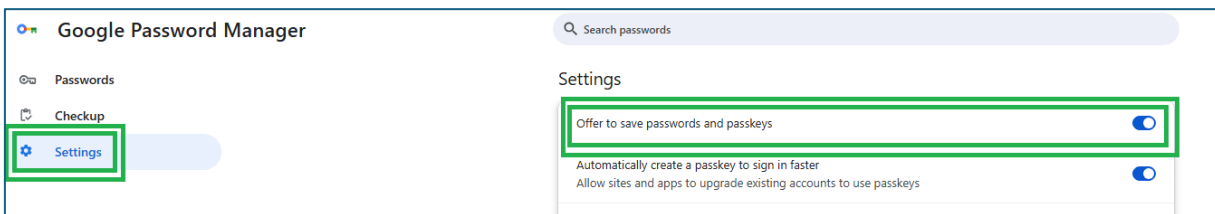
Select the options menu (3 vertical dots) in the top-right corner:



Select **Passwords and autofill**:

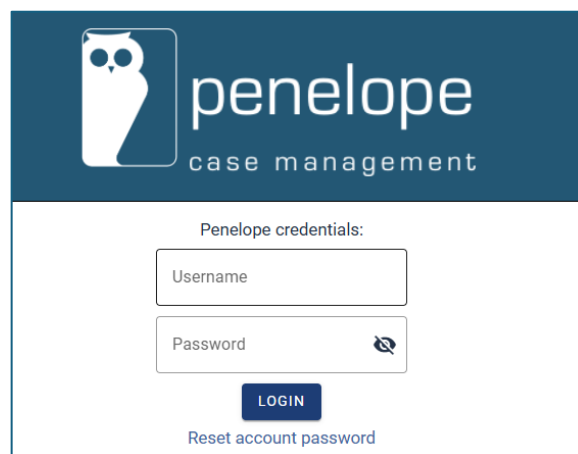


Select **Settings**. Toggle on **Offer to save passwords and passkeys**.



How to save a password automatically:

Login to [Penelope](#) using your credentials (Username and Password):

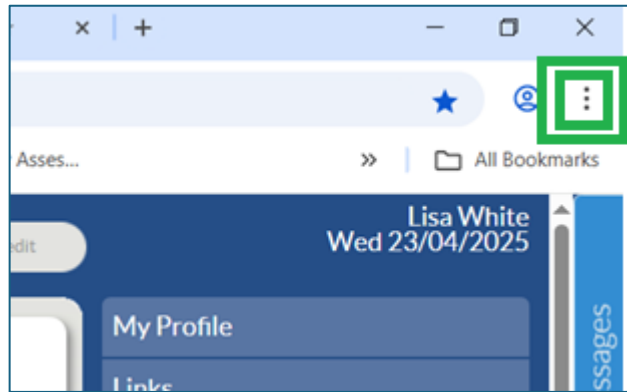


Select the **Save** option that appears in the pop-up box to save the password.

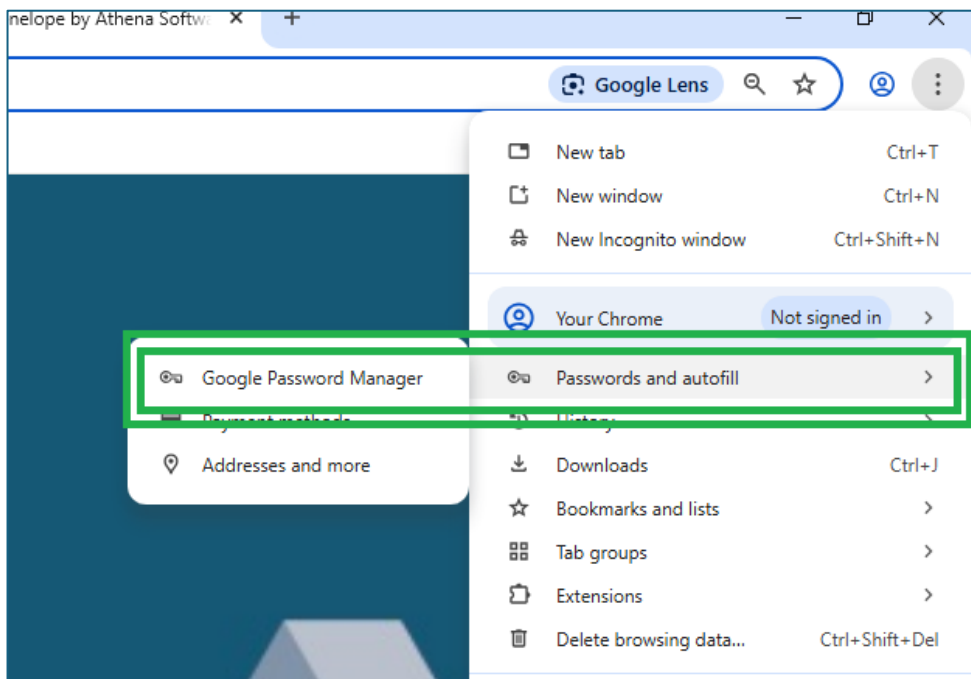
How to manually add a password:

Open Google Chrome on your computer or device.

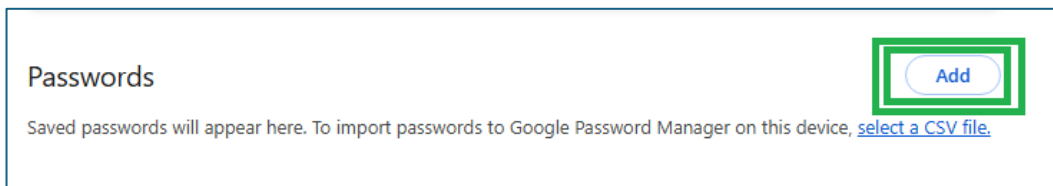
Select the options menu (3 vertical dots) in the top-right corner:



Select **Passwords and autofill**:



Click **Add**:



Enter: the website (https://inspirewellbeing.athena-uk.com/acm_loginControl), your username, and the password:

Add new password

Site

https://inspirewellbeing.athena-uk.com/acm_loginControl

Username

Password

Make sure that you're saving your current password for this site

Note

Cancel Save

Click **Save** to complete the process.

Mozilla Firefox

To enable password saving:

Click the menu button (three horizontal lines) in the top-right corner of Firefox.

Select **Settings** from the menu.

In the left-hand menu, click on **Privacy & Security**.

Scroll down to the **Logins and Passwords** section.

Make sure the box next to **Ask to save logins and passwords for websites** is checked.

To save a password:

Login to [Penelope](#) using your credentials (Username and Password):

penelope
case management

Penelope credentials:

Username

Password

LOGIN

[Reset account password](#)

Select the **Save** option that appears in the pop-up box to save the password.
The next time you visit the website, Firefox will automatically fill in your username and password.

To manage your saved passwords:

Click the menu button (three horizontal lines) in the top-right corner of Firefox.
Select **Passwords** from the menu.

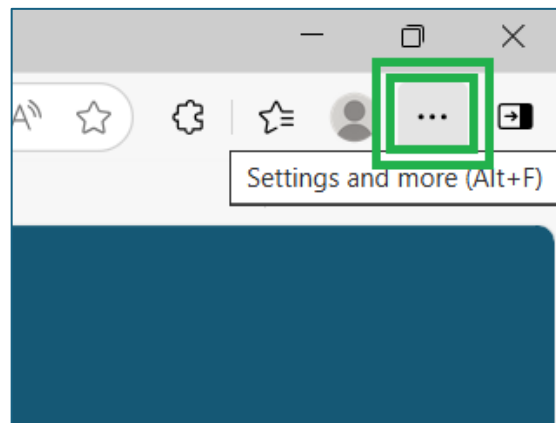
This will open the about:logins page in a new tab, where you can manage all your saved credentials.

Microsoft Edge

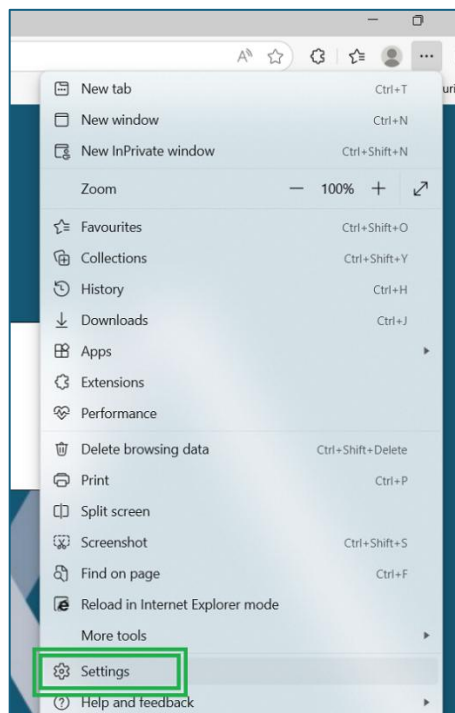
How to enable password saving:

Open Microsoft Edge.

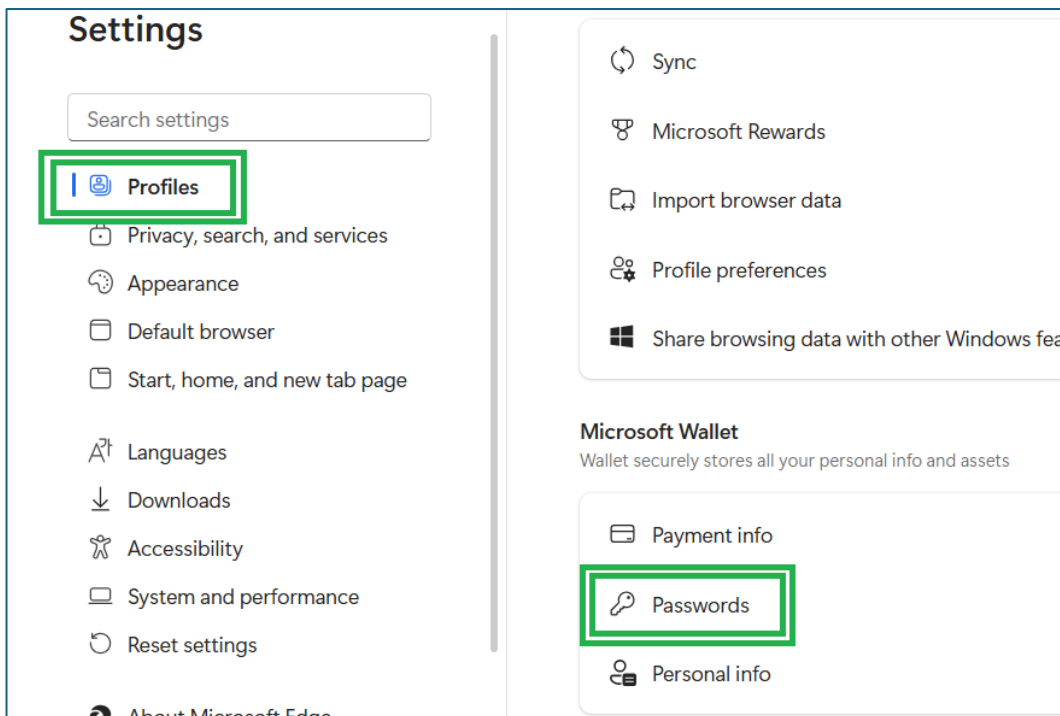
Click the Settings and more icon (three dots) in the top-right corner:



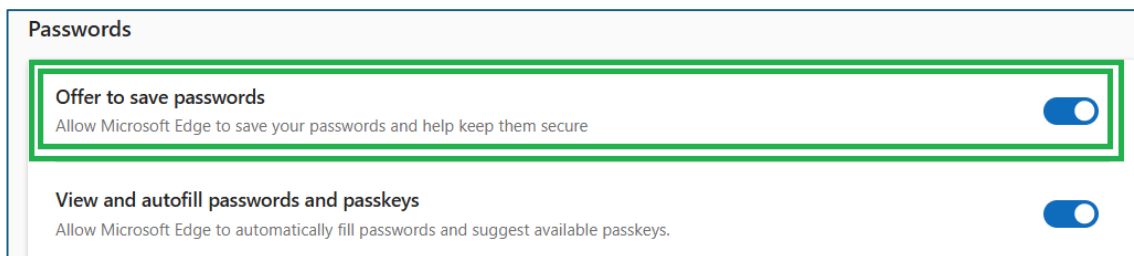
Select **Settings** from the dropdown menu:



Click on **Profiles** in the left sidebar. Click on **Passwords**:

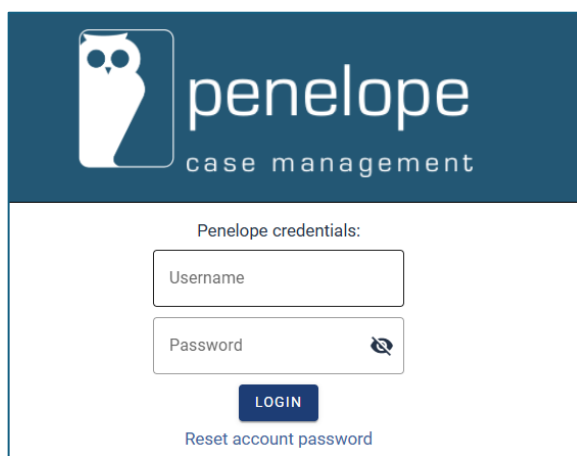


Ensure the toggle for **Offer to save passwords** is turned **On**:

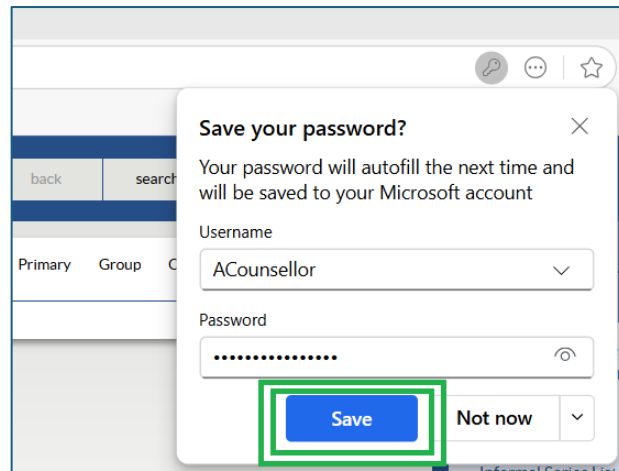


How to save a new password:

Login to [Penelope](#) using your credentials (Username and Password):



Click **Save** to save the new password:



Enhancing Security:

For increased security, you can require your device password before Edge autofills saved passwords for a website.

Go to <edge://settings/passwords>.

Under the **Sign in** section, select **With device password** and choose how often you want to be prompted for authentication.

How to manage saved passwords:

You can manage your saved passwords in the same **Passwords** settings section.

Here, you can view, edit, or delete existing saved passwords.

Apple Safari

How to enable password saving on iPhone/iPad:

Open the **Settings** app.

Scroll down and tap on **Passwords**.

Tap **AutoFill Passwords and Passkeys** at the top.

Toggle the switch to the **on** position to enable it.

For passwords to sync to other Apple devices, go to **Settings > Your Name > iCloud > Keychain** and turn on **iCloud Keychain**.

How to enable password saving on Mac:

Open Safari.

From the Safari menu, choose **Settings**.

Click on the **Passwords** tab.

Sign in with your user account password or Touch ID.

Ensure that **Allow AutoFill** or similar settings are enabled in the **Autofill** options.

How it works when signing in:

When you're signing up for a new account or logging into an existing one in Safari, a prompt will appear in the password field.

Click the Keychain icon in the password field to suggest a strong password or select **Use Strong Password**.

Safari will then save your new login and password in iCloud Keychain, making it available on your other devices.