

Mental health,  
understood.




Penelope: Logging in for the first time

This document provides step-by-step instructions on how to log into Penelope for the first time.

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

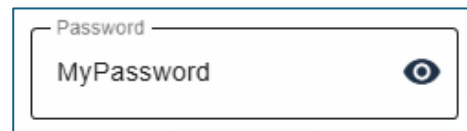


The image shows the Penelope login interface. At the top, there is a dark blue header with the Penelope owl logo and the text "penelope case management". Below the header, the text "Penelope credentials:" is centered. There are two input fields: "Username" and "Password". The "Password" field is masked with black dots and has a small eye icon to its right. Below the fields is a blue "LOGIN" button and a link that says "Reset account password".

For security, your password is not displayed on screen. It is masked by black dots. Clicking on  will reveal your password on screen

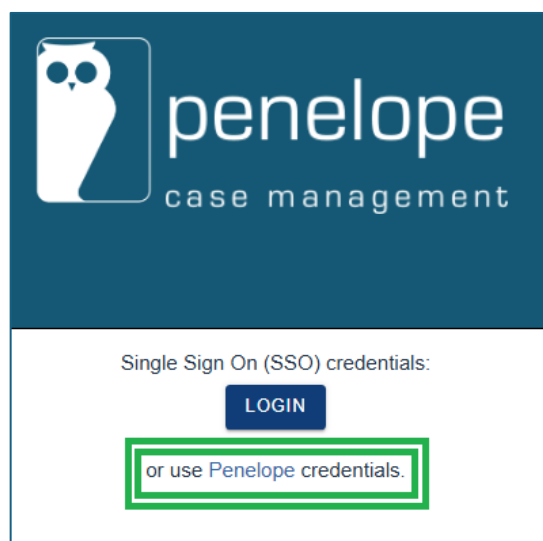


This image shows a close-up of the password input field. The label "Password" is at the top left. The input area contains several black dots. To the right of the input area is a small eye icon with a diagonal slash through it, indicating that the password is currently masked.



This image shows a close-up of the password input field with the password revealed. The label "Password" is at the top left. The input area contains the text "MyPassword". To the right of the input area is a small eye icon without a slash, indicating that the password is now visible.

Single Sign On (SSO) is used by Lena and Inspire staff only. Click on Penelope to navigate to the correct login screen:



The image shows the Single Sign On (SSO) login interface. At the top, there is a dark blue header with the Penelope owl logo and the text "penelope case management". Below the header, the text "Single Sign On (SSO) credentials:" is centered. There is a blue "LOGIN" button. Below the button is a link that says "or use Penelope credentials.", which is highlighted with a green rectangular border.

For account security, Penelope uses 2-step logins using trusted devices. Enter **Email** and/or **Phone** and click **Submit**:

Please set trusted device information.

Email

Phone

SUBMIT

**Choose** and **answer** a **security question**. You can scroll through the available questions using the arrows. Once you have entered an answer click **Add**. Repeat until you have selected at least 3 questions.

Security question options:

- Where were you born?
- What is your favourite book?
- What is your mothers maiden name?
- What is the name of your first pet?
- What is your favourite holiday destination?
- What day of the week were you born?
- What is your favourite movie?
- What is the name of your Primary School?

Choose a question to answer.

21 questions

< | >

Answer

where were you born

ADD

Current answers

SEND

As you answer and **Add** your security question answers they are displayed on screen:

Choose a question to answer.

< >

What is the name of your Primary School?


Answer

ADD

**Current answers**

- Where were you born?  
Belfast
- What day of the week were you born?  
Monday
- What is the name of your first pet?  
Lena

SEND

If you wish to remove a question and answer, click the minus (-) icon  located to the left of the question. Repeat as required.  
Click **Send** to save the selected questions and answers.

Choose a question to answer.

< >

What is the name of your Primary School?

Answer

ADD

**Current answers**

- Where were you born?  
Belfast
- What day of the week were you born?  
Monday
- What is the name of your first pet?  
Lena

SEND

Enter **New Password** to set password to value only you know:

Your password needs to be changed.

New password

Confirm password

SUBMIT

Enter new password in **Confirm password**. Click **Submit**:

Your password needs to be changed.

New password

strong

Confirm password

match

**SUBMIT**

You have now successfully changed your password and set your security questions. You will now be logged into Penelope and redirected to your My Home page.

My Home		
My Case Load	Presenting Client	Service File
<input type="radio"/> Case Name		
<input type="radio"/> KCL Case	KCL Test	High Intensity - Kings College
<input type="radio"/> Test Case	Test, EAP	Garda Psychological Support Programme
<input type="radio"/> Test Case	Test, EAP	NI Colleges - Staff
<input type="radio"/> Test Case	Test, EAP	NI Charities
<input type="radio"/> Test Case	Test, EAP	EAP Counselling (RoI)
<input type="radio"/> VWS Assessment Test	Test, EAP	High Intensity - VWS (Aftercare)
<input type="radio"/> Tipp CISM Case	Tipp CISM, Fire Authority	Critical Incident Stress Management