

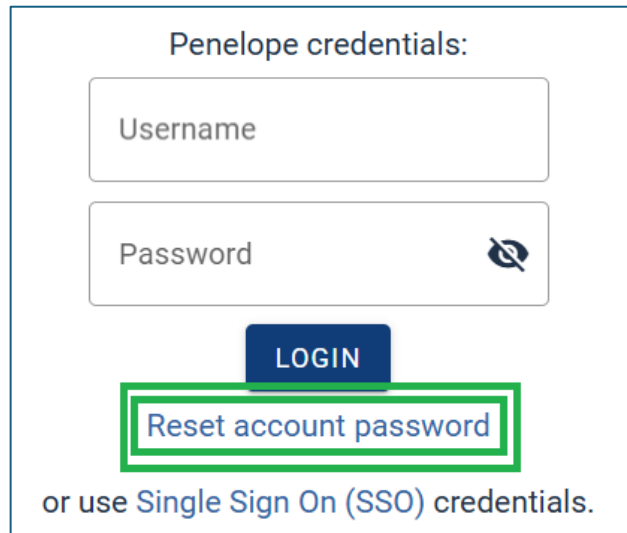
Mental health,  
understood.



Penelope: Reset account password


This document provides step-by-step instructions on how to reset your Penelope account password.

Click **Reset account password** on [Penelope](#):



Penelope credentials:

Username

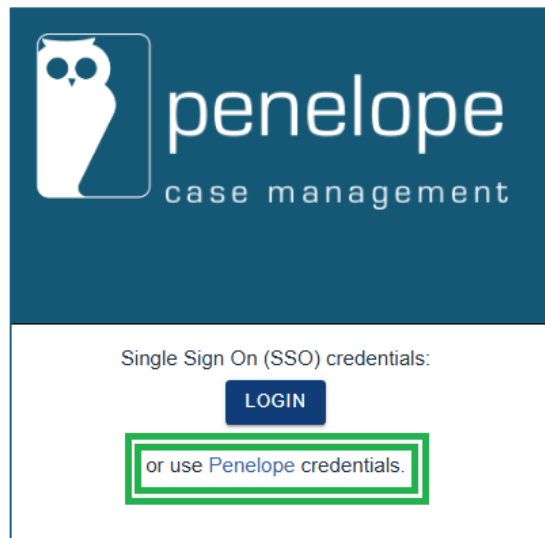
Password 


LOGIN

**Reset account password**

or use Single Sign On (SSO) credentials.

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



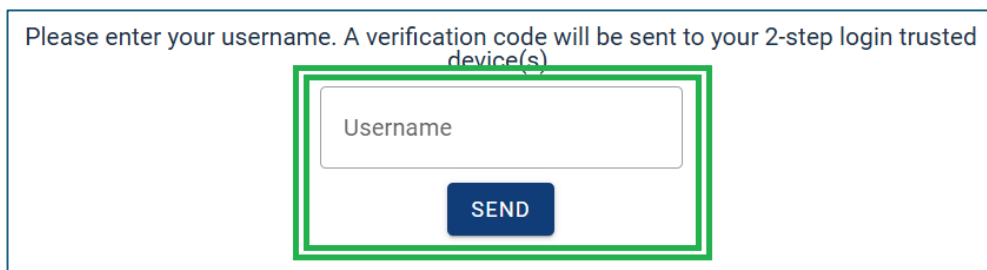
 **penelope**  
case management

Single Sign On (SSO) credentials:

LOGIN

**or use Penelope credentials.**

Enter your **Username** and click **Send**:



Please enter your username. A verification code will be sent to your 2-step login trusted device(s)

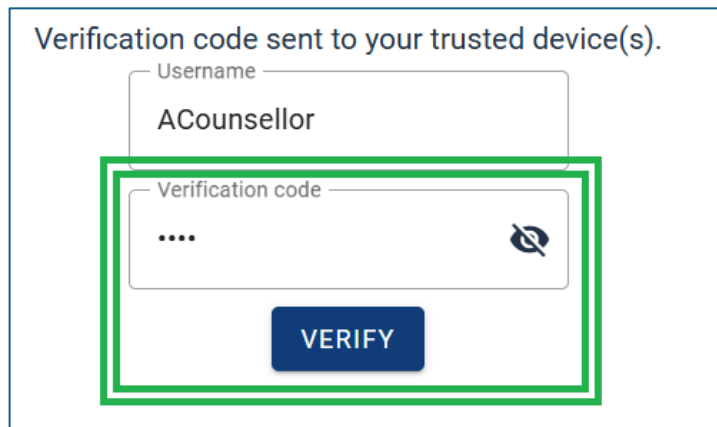
Username

SEND

Verification code will be sent to your trusted device (received by email or SMS).

Note: Username is case sensitive i.e. letters in uppercase and lowercase. If you enter incorrect username or username case sensitivity is incorrect, you will not receive a verification code. Penelope can only generate maximum of 3 verification codes per day. If this number is exceeded it will not be possible to reset your password. Please submit request for assistance via the Counsellor Hub Contact Us form.

Enter **Verification code** and click **Verify**:




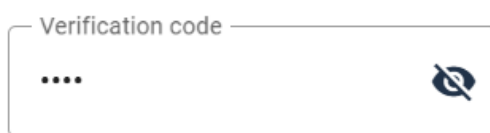
Verification code sent to your trusted device(s).

Username

Verification code

**VERIFY**

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

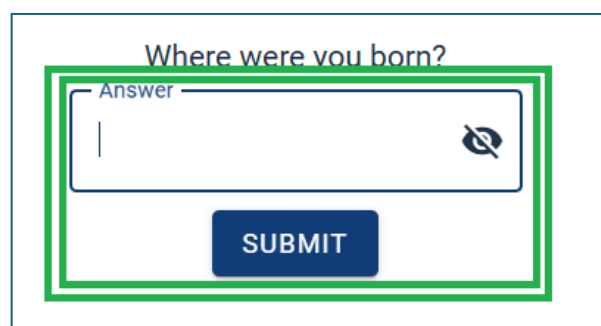


Verification code



Verification code

Enter the **Answer** to your security question:



Where were you born?

Answer

**SUBMIT**

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**

Note: Your new password cannot be the same as one of your last 10 passwords.

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

My Home		
My Case Load	Presenting Client	Service File
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