## PROBLEMS LOGGING IN?
## LET'S HELP YOU TROUBLESHOOT THEM

**Login to the Triple P provider site, your one-stop community support network, with everything you need to make delivering Triple P easier.**

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If you're experiencing issues logging in or creating your account, please refer to this guide. Choose your topic from the list on page two to go straight to the section describing possible solutions.

Regards

**Your Triple P Support Team.**

**! ASRA**
**Are you trying to log in to ASRA (the Automatic Scoring and Reporting Application)? ASRA is a separate website, with a different log in process. Please ask your Triple P coordinator for more information, or log in to this provider site and look for "Scoring Application" under "Implementation".**

# INDEX

# WELCOME OR ACTIVATION EMAIL PROBLEMS

## My `Welcome email' hasn't arrived

Your Welcome Email is the first one you receive from us after your training, inviting you to log in to your provider site. It has the words "your login details" in the subject line.

If you don't receive it:
- **VERY IMPORTANT** – Check your junk/spam email folder in case it's gone there by mistake.
  To prevent this problem recurring, please add: communications@triplep.net to your safe senders list, so our emails can't get lost in your junk mail folder or get filtered as spam and rejected.
- Wait up to 30 minutes in case there is a server backlog.
- Check to see if any colleagues who trained with you have received their email. If not, contact your IT/computer support staff to see if they're able to identify a problem.
- Check in another couple of days in case there has been a delay in your training details being submitted. If your training has taken place between mid-December and mid-January, please allow an extra week to accommodate holiday closures.

## How do I put Triple P on my 'safe senders' list?

This may vary, depending on what system you are using. In the current version of Microsoft Outlook, follow these steps:
- Right click on any email.
- To the right of "Junk" you'll see an arrow. Hover your mouse until you see Junk Email Options at the bottom of the list.
- Click on Junk Email Options, then the Safe Senders tab at the top.
- Add the addresses you need to add to Safe Senders.

If your version of Microsoft Outlook is different or you're using a different system, we suggest you either ask your IT/computer support person or type the following into a Google search: "How do I add an address to my Safe Senders list", ideally adding the year and name of your email system (eg "Outlook 2010"). If you're using Microsoft Outlook and want to know which version it is, try this link: https://support.office.com/en-us/article/What-version-of-Outlook-do-I-have-b3a9568c-edb5-42b9-9825-d48d82b2257c ▶

## Can I create my provider account without a 'Welcome email'?

You can still create your account, as long as your email address has been registered on our system (usually this will be the case if you've done your Triple P training).
- Go to www.triplep-parenting.net/provider/provider_login/en/▶, and look for the button that says "Create New Provider Account".
- You'll need to create and confirm a password, then wait for your confirmation/activation email to be sent. If you still don't get the email, again check your junk/spam filter or mailbox, and/or ask your computer or IT support person for help to locate the email.

## I clicked on the link in my activation email, but it didn't work.

Your confirmation (also known as your activation or login email) is the one you get after you create your account password.
- Clicking on the activation link in this confirmation (login) email completes the account creation process.
- The link is only valid for 48 hours. If you need another link, please go to www.triplep-parenting.net/provider/provider_login/en/▶, and use the "Forgotten your password" link to reset your password and try again.
- Follow the steps in 'My Welcome Email hasn't arrived' to try to stop emails from accidentally going to your spam or junk mail folders.

# OTHER EMAIL ADDRESS PROBLEMS

## I got an error message saying my email isn't registered or you couldn't find me in your records.

If you received this message:

- You may need to simply go through the New Account creation process if this is your first time on the site. (See "My Welcome Email hasn't arrived" in this document).
- Check that you're using the same email address you did when you trained with Triple P.

## I can't remember the email address I used to register.

Search your inbox to see if you've received other emails from Triple P. If you find a previous email from us, that's probably the address we have on file for you.

If you've tried a few times to enter the email address, but still can't get it to work, you can help us locate your account by sending an email ▶ to us with the following information:

- Full Name (including former name if applicable).
- Where you live/work (which country and in what town or city).
- Possible email address(es) used previously.
- Levels of Triple P you've trained In.
- When you trained.
- Where you trained.
- Name of trainer.

Please add: support@triplep.net ▶ to your safe senders list, so our emails can't get lost in your junk mail folder or get filtered as spam and rejected. (To find out how to do this, see "How do I add an email address to my safe senders list?" under "Problems with my Welcome Email" in this document.)

## I need to change my email address.

If you can remember your old email address and password, just log in and go to your My Page/ Home Page.
Click on "Edit Account" and submit changes by clicking on submit at the bottom of the page. You can also change your password here.

If you don't have access to your old email address, or can't remember your old email address and/or your old password, that's okay – we can update your email address to match the most recent one we have for you.

Send an email ▶ to us with the request to change your email address, and include the following information:

- Your full name (including former name if applicable).
- Old email address.
- Where you live/work (which country and in what town or city).
- Levels of Triple P you are trained in.
- New email address.

## I share an email address with another Triple P provider.

Your email address serves as your personal identifier within our database, so each Triple P provider needs to have a unique email address. Please talk to your Triple P coordinator about this.

Once you have your own unique email address, let us know (along with all the relevant details, similar to step 3 above ("I need to change my email address").

# PASSWORD PROBLEMS

## My password won't work/has expired.

Passwords are case sensitive so check your caps lock key isn't on and there aren't any extra spaces included (especially if you have copied and pasted). You may need to type it in rather than cut and paste.

Make sure your password meets our requirements such as number of characters etc. (See section on "I tried to create a new password but it didn't work".)

Try clicking "Forgotten Your Password? ▶" to reset your password.

## I can't remember my password.

If you're sure you've already created your account but just can't remember your password:

- Under "Existing User", click "Forgotten your password? ▶", then follow the instructions.
- Add support@triplep.net and communications@triplep.net to your email safe senders list. (To find out how to do this, see "How do I add an email address to my safe senders list?" under "Problems with my Welcome Email.") Check your email inbox, or your spam/junk folder/filter if you don't get a password reset email.

## My new temporary password won't work.

See previous sections, including My Password Won't Work, for some possible solutions.

Temporary password links are only valid for 48 hours. Follow the same steps as you did originally and make sure you activate the link within 48 hours.

## I want to change my password.

If you know your current password and want to change it:

- Log in and you will land on your Home Page/ My Page.
- Click "Edit profile".
- Scroll down to Change Password.

If you've just logged in with a temporary password link, use this as your "old password". You may need to type it in rather than cut and paste.

## I tried to create a new password but it didn't work.

If you've tried to use the reset your password link we emailed to you, and now you want to create a new password in your profile page, our site may ask for "old" password and "new" password. In this case, for the "old" password, use the temporary password you just received. For the "new" password, create a new one that meets the requirements.

Your new password:

- **must** be **8 characters** or more.
- **must** include **at least one uppercase letter (A-Z)**.
- **must** include **one numeral (0-9).**

For more security, you **may** (optional) also include one or more of these symbols: * & ( ) % $ # @ ! ?

# SOMETHING ELSE

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## My problem isn't covered above and I still need help logging in.

Sorry about that – we'll try to help sort things out.
Please make sure you've read through and tried all the applicable suggestions in this troubleshooting guide.
For further support, please email us at:
support@triplep.net ▶

- It may take several days for us to respond, so please be patient.
- To help us sort your query quickly, please indicate in the subject line the nature of the problem.
- Please let us know the error message you receive when you attempt to log in.
- Cut and paste the URL from your address bar to help us work out if this is the problem.
- If possible, please include what type of system you are using (Windows, Mac) and which internet browser (Internet Explorer, Google Chrome, Firefox, Safari, etc.).
- If possible, please include a screen shot of the problem. (For instructions on how to do this, see https://www.take-a-screenshot.org/▶)

## I emailed support but I haven't heard back.

Please add support@triplep.net ▶ to your safe senders list. (To find out how to do this, see "How do I add an email address to my safe senders list?" under "Problems with my Welcome Email".)

Please note this email address receives a high volume of queries and is not attended 24 hours per day. Please allow a few days for a response, or ten working days from mid-December to early January.