**Division of Public and Behavioral Health**

**Policy**

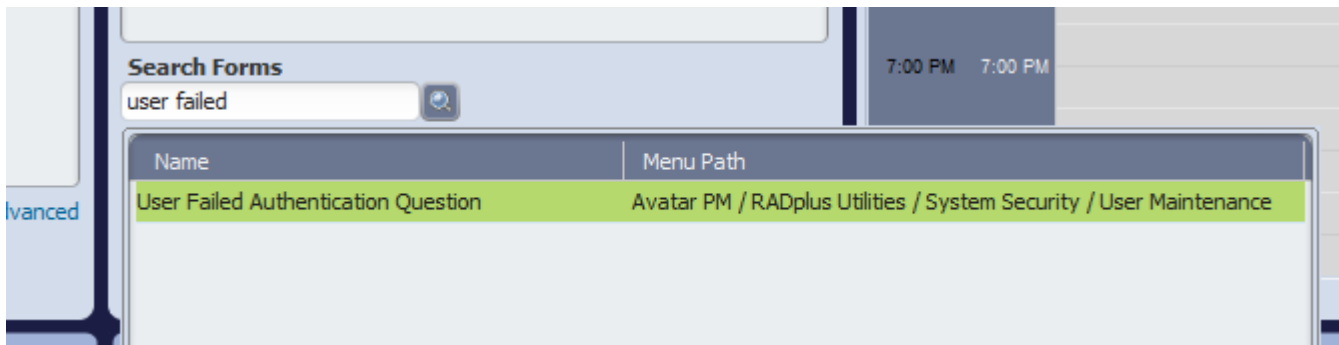| Control # | Rev. | Type | Title | Effective Date | Page |
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## 1.0 Policy

It is the Policy of the Division of Public and Behavioral Health (DPBH), Substance Abuse, Prevention, and Treatment Agency (SAPTA) that all providers, in accordance with 505 (a) of the Public Health Service Act (42 US code 290aa-4) which directs the Administrator of the Substance Abuse and Mental Health Services Administration (SAMHSA), to collect items including admission and discharge data.

## 2.0 Procedure

All users will establish their own failed authentication question in an effort to recover their password if they receive a "login failed." However, in order for password recovery to be successful, the wrong password must not have been entered three times. That causes the system to "deactivate" the user with which password recovery will not be successful.

1.  To begin, type **User Failed Authentication Question** in the **Search Forms** field on the **HOME** screen.



2.  Complete the following fields:
    -   **SYSTEM CODE:** the choices are VITALITY, STEP1, CCCCC, HELP, FCS, TYFS (all caps)
    -   **USERNAME:** enter your username (i.e. SROBBINS)
    -   **PASSWORD:** enter your CURRENT password to the system. You will not be able to complete these steps if you do not have a current password.
    -   **ACTIVATE QUESTION:** choose YES
    -   **FAILED AUTHENTICATION QUESTION:** enter a question for which the answer will assist in recovering your password.
    -   **FAILED AUTHENTICATION QUESTION ANSWER:** enter the answer to the question above. Note: this is extremely case sensitive. If your answer in this field is "Blue" and you enter "blue" when you're locked out, it will NOT recognize it as the same answer because of the capital versus lower case "b".
    -   **EMAIL ADDRESS:** enter your email address

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3. Click **Test Email** in order for Avatar to send a test email to ensure the process is operable.

4. When the user enters the wrong password upon attempting to login to Avatar, the failed authentication question will display.

5. If the user answers the question, an email with a system generated (temporary) password is sent to the user. The user logs in with the temporary password and is allowed to enter a new password.

6. Contact your facility's superuser or the Avatar Help Desk for further assistance, if needed.