



User Frequently Asked Questions (FAQ)

1. Why can't I log in to myStrength?

- Most frequently this is related to login issues associate with the user's email address/password; please see email address/password FAQ (#2, below).
- If user still is not able to access myStrength submit email request to customerservice@mystrength.com, and myStrength will troubleshoot.

2. How can I reset my password?

- The majority of all email address/password issues are related to one of two issues:
 1. Email address and password are case sensitive. Ask user if they are entering their e-mail and password in the same case.
 2. User forgot their password. Let user know that there is a "Forgot your password?" link on the login page. This will send an e-mail link 24/7 to the user with the ability to click through the link and reset their password automatically.
- Users can reset the password at any time within the 'my Profile' link – this is advisable if you believe your password may have been compromised.
- **NOTE: Passwords must contain between 8-30 characters, 1 uppercase letter, 1 lowercase letter, and one number.**
- If user is still unable to access the site, send an email to customerservice@mystrength.com and myStrength will resolve.

3. Can I change my Profile after I have set it up initially?

- Yes, once the user logs in to their personalized home page, they can change their profile settings by clicking on the **myProfile** tab at the top of the page. Any changes the user makes will take effect on their **myHome** page the next day.

4. Can my organization/therapist see my information?

- An individual user's information on myStrength is private and is not provided to or accessible by the member's organization or therapist/counselor. A user may choose to print off their information and share it with his/her therapist/counselor. A user may also log into his/her profile during an appointment, but this is at the user's discretion. myStrength DOES NOT share or sell any personal information!

5. Is my personal information safe and secure?

- At myStrength we have a very strong privacy policy that can be accessed from our home page at <https://www.mystrength.com/privacy-policy/>. Our site is encrypted and hosted securely, so you can be assured your personal information is safe and secure within the myStrength site.

6. How do I Bookmark / Save as a Favorite the Online Referral Form?

It's easy to make a myStrength referral using the Online Referral Form, and even easier if you have that form at your fingertips, in your favorites or bookmarks menu! Here's how:

- Copy and paste the Online Referral Form website URL into your internet browser address bar, and press enter.
- Bookmark / Save the Online Referral Form as a Favorite.
 1. In Internet Explorer, click on the **Favorites button** (star icon) just below the browser address bar, on left corner of the page.
 2. In Chrome, click on the **white star icon** within the **browser address bar** (where you type in the web address). The star will turn yellow when the bookmark has been saved.
- To return to the Bookmarked / Saved form:
 1. In Internet Explorer, click on the myStrength Referral icon in your Favorites bar.
 2. In Chrome, click on Bookmarks menu, then select **myStrength Referral**.