

Help & Support


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Therap Help and Support

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Search for all support materials | *Detailed searches get better results, indicate state name for state specific results*

Frequently Searched Pages

- Can't Login/Forgot Password
- State specific information
- Recent Release Notes
- Minimum hardware/software requirements
- FAQs
- Therap 2016.4.0 Released

Need help in finding appropriate support, [Contact us](#)

Find the right Therap support material for you

Module	Courses/Videos Learn differences between Courses/Videos	User Guides	Quick Guides
New User (Staff)	New User (Staff) (Course Video)	New Users	New Users
GER (Offline Forms)	What is GER (Course Video) Creating GER (Course Video) Search GER (Course) Delete GER (Course)	Create New GER Edit GER Search GERs Delete GERs	Event Summary Using the search option
Individual Data (Offline Forms)	Individual Data Form (Course Video) Filling out Individual Data Form (Course Video)	Edit Individual Data Searching for Individuals	
T-log (Offline Forms)	Create New T Log (Course Video) View And Search T-Logs (Course Video)	Create New T Log View And Search T-Logs	
MAR (Offline Forms)	What is MAR (Course Video) Locating MAR on your Dashboard (Course Video)	New Medication History Form Configure and approve	
ISP Data (Offline Forms)	ISP Data Intro (Course Video) Search ISP Data (Course Video)	Enter ISP Data Search ISP Data	Enter ISP Data
Attendance	Introduction (Course Video) Recording Attendance Data (Course Video)	Getting Started Creating New Attendance Data	
Health Tracking (Offline Forms)	Intake and Elimination (Course Video) Seizures (Course Video)	Vital Signs Module Appointments Module	Searching and printing an Appointment report

[View All Modules](#)

This is the tool bar that is seen at the bottom of almost every page.

Help and Support, Live Help, and Feedback will be the most common that you'll use.

Help & Support

Left click on Help & Support and you can search for information by using the specific header you are looking for. This is a way to Self Help yourself in learning Therap.



Feedback

Community Support Services, Inc.

Feedback to Therap Customer Support Track Feedback

Category: Question
 Suggestion
 Problem
 Comment

* Summary:

Attachments: [click to attach file](#)

* Description:

Close Window Submit

To Do	General		Issue Tracking
Individual	Provider	Preferences Password Policy Archive Preference	My Issues
Health	User	New List Import from Excel Titles	SComm
Agency	Physician Information	List Physician List	Inbox (68) Sent Items Compose Drafts



Website



Live Help

Have you tried the wide variety of our support and training materials?

Can't Login?

Due to security reasons we are unable to provide users with their login information. If you can not login for any reason you must go to your agency Provider Administrator and they will give you your login credentials.

Need Step-by-Step Instructions?

Try out the User Guides for detailed information on how Therap Modules work. Use the Search box on our support site if you are having trouble finding the user guide you are looking for.

Have a Therap Question?

Check out the FAQs for answers to common Therap questions. Use the Search box on our support site to see if we've already provided an answer to an issue you are facing.

Click the button below to start chatting with a support agent



Feedback

Left click on Feedback and let Therap know if you have a question, suggestion, problem or comment. Enter a summary title and then explain the issue under Description. If you have an attachment click on the blue "click to attach file" and follow the directions. Left click Submit when you're done.

When you receive a response within a few days, it will appear in "my Issues" on the top right of your dashboard.

Feedback should not be used for something that needs an immediate response!

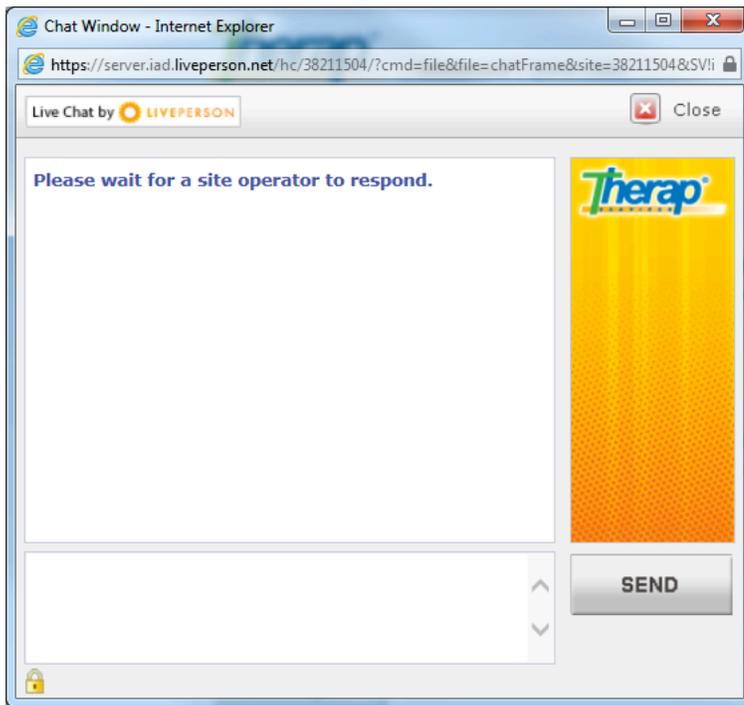
Website

Left click on this icon to be taken to the Therap Website.

Live Help

Left click on the Live Help and you will be able to "live chat" with a support person at Therap. You can ask them a question and they will type back to you within minutes (live help is not always available- you may have to use feedback).

Left click on Live Help (if



This screen will pop up and ask you to wait for the operator. Once the operator is on, the screen will let you know who you are talking with and how they can help.

In the smaller box below the chat box, type your question and left click Send. Your question will appear in the chat box. Once they have a response it will appear in the chat box under your question.