

How do I recover my username?

Customer Success Liaison - 2020-06-08 - in Client Portal

If you do not remember your username, click on “Sign In” and select “Forgot Username”, or you can directly go to this link:

https://www.therapylive.ca/forgot_username

Now follow the steps below:

1. Enter your email and phone number
2. Click on Submit and you will get a SMS with a 6-digit code.

The screenshot shows the 'Forgot Username' page on the Therapy Live website. The page title is 'Forgot Username' and the sub-header is 'Step 1: Verify Account'. There are two input fields: 'Email' with a placeholder 'Enter Email' and 'Cellphone Number' with a placeholder '(204) 234-5678'. A 'Submit' button is located at the bottom right. Red arrows and numbers 1 and 2 indicate the steps: 1 points to the input fields, and 2 points to the Submit button.

3. Enter your 6-digit verification code.
4. Click on “Submit” and you will be able recover your username.

The screenshot shows the 'Forgot Username' page on the Therapy Live website. The page title is 'Forgot Username' and the sub-header is 'Step 2: Confirm Authentication'. There is one input field: 'Verification Code' with a placeholder 'Verification Code'. A 'Submit' button is located at the bottom right. Red arrows and numbers 3 and 4 indicate the steps: 3 points to the Verification Code input field, and 4 points to the Submit button.