

Building Digital Health

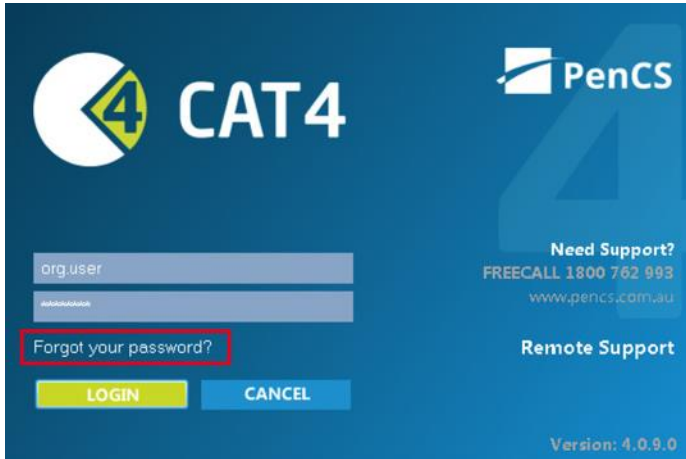
CAT4 and Topbar User Details

Practice Name:

Name		User Name	Password	Topbar Access
Generic	Account			Clinical
				Reception

PASSWORD RESET FOR PRACTICES

RESET YOUR PASSWORD FOR CAT4



1 If you can't log on to CAT4 due to a forgotten username and/or password, CAT4 allows users with a registered email address to reset their password. Click on the 'Forgot your password' link on the CAT4 logon screen to access the reset password web page.

Request password reset email

Please provide either your MyPEN username or the email address associated with your MyPEN account. An email will be sent to your MyPEN accounts associated email address containing both your MyPEN username and a link to a password reset page.

Please note, if providing an email address, this functionality is only available for MyPEN accounts that do not share an email address with other MyPEN accounts.

Username

or Email

[Request password reset email](#)

2 On the reset password page you need to enter your username OR registered email address and click on the 'Request password reset email' button.

MyPEN Password Reset

You requested a password reset email for your MyPEN account.

Your MyPEN account username is Matthias

Click [HERE](#) to be sent to the password reset page for your account.

Please do not reply to this automatic email.

3 After a short time (please allow up to 5 minutes and check your spam folder, too) you will receive an email with a reset link:

Reset Password

Password

Confirm Password

[Change password](#)

4 Clicking on the 'HERE' link will open your browser and allow you to enter your new password – please enter it twice and then click on the 'Change password' button:



Changing your password as described above will change the password for CAT4 and Topbar users

PASSWORD RESET FOR PRACTICES

RESET YOUR PASSWORD FOR TOPBAR

If you don't have anyone at your clinic with administrator access to the CAT Plus Licensing Portal you can reset your Topbar password by using this direct link:

<https://users.pencs.com.au/admin/sessiontoken/resetpassword.aspx>

This link will open the same request password webpage as described above for CAT4. To reset the Topbar password follow the process described above.

CAT PLUS LICENSING PORTAL

If your organisation has a user with administrator rights, they can log onto the CAT Plus Licensing Portal at:

<https://users.pencs.com.au>

and reset passwords for all users at their organisation. Non-administrator users can log on to the portal using the same link to reset their own password only.

TROUBLESHOOTING

For further assistance with CAT Plus, please contact the Pen CS Help Desk on 1800 762 993 or email support@pencs.com.au