



## EXECUTIVE MEMO

To: Executive Directors, DSN Boards  
CEOs, Private Providers  
Therap Security Administrators

From: CFO Pat Maley

Re: Implementation of Therap Two Factor Authentication

Date: May 13, 2021

DDSN needs your help to implement two factor authentication (2FA) security for the Therap users in your agency. This 2FA rollout started on April 7<sup>th</sup> via a prior Executive Memo [\[click here to view\]](#). The initial strategy was to first identify and train each agency's Therap Security Administrators, also known as "Super Admins," and then these agency experts would lead their respective agencies through 2FA implementation. That has not worked well. Many of DDSN's 931 providers are small in size without a designated Therap Security Administrator. As a result, DDSN needs to shift its rollout strategy to now communicate direct with our individual 14,113 Therap users in the 931 provider agencies, and then have each user initialize their own 2FA with assistance, if needed, from their agency's Therap Security Administrator.

I ask each ED and CEO to disseminate the contents of this Executive Memo through their respective management chain down to all front-line Therap users. DDSN's new strategy will consist of having each user update their contact information in their "Personal Details" profile in Therap, and then contact them direct with simple instructions to have turned on their 2FA. The steps for this strategy are:

**Step 1:** From today through May 31<sup>st</sup>, each Therap user is requested to update their "Personal Details" profile screen after entering Therap. Users will need to go into the "Personal Details" section of Therap and update their physical address, email address, and at least one phone number. This information is critical for DDSN to communicate directly with all 14,113 users with upcoming 2FA instructions, as well as establish a reliable communication channel for future Therap information dissemination.

**Step 2:** On June 1<sup>st</sup>, DDSN will escalate enforcing all Therap users to update their "Personal Details" in Therap. For users with incomplete "Personal Detail" profiles, these users will immediately see the below screen notifying them their "Personal Detail" profile is incomplete. The minimum information required are physical address, email address; and phone number. In order to access Therap, users will be required to provide this information.

Below is the screen users will see on June 1<sup>st</sup> if their information is incomplete:

The screenshot shows the Therap user interface. At the top, there is a yellow header with the Therap logo on the left and a 'Logout' link on the right. Below the header is a yellow notification box with the text: 'NOTE: Please setup your Contact Information section.' The main content area is titled 'Personal Details' and contains a 'Personal Information' section. This section is divided into two sub-sections: 'Basic Information' and 'Contact Information'. The 'Basic Information' section includes fields for 'User Name' (Yvette Hower), 'User Initials' (JB), 'Title' (This is a sample text.), 'Gender' (radio buttons for Male and Female), 'Date of Birth' (MM/DD/YYYY), 'License Number', and 'SSN'. The 'Contact Information' section includes fields for 'Address' (Street 1, Street 2, City, State, Zip Code, Country), 'Phone Number' (Home, Mobile, Temporary, Extension), 'Phone Number Comments', and 'E-Mail Address'. The 'State' and 'Country' fields are dropdown menus.

**Step 3:** On June 15<sup>th</sup>, DDSN will send out an email to all the 14,113 users through their listed email in their Therap “Personal Details” profile, which will instruct them on how to configure their 2FA settings. These instructions will be identical to those in the above April 7<sup>th</sup> Executive Memo (link provided above).

**Step 4:** For all users who have not set up 2FA authentication by July 1<sup>st</sup>, they will not be able to login to the Therap system. On July 1<sup>st</sup>, we will be enforcing 2FA. It is imperative all users participate in this 2FA process to maintain access to Therap.

If you require assistance, please contact your agency’s Therap Security Administrator. Training for all provider Therap Security Administrators will be held on June 7<sup>th</sup> via webinar hosted by DDSN IT Department. Therap Security Administrators will be contacted using their email address contained in their “Personal Details” profile in Therap.

Your point of contact for 2FA is Chief Information Security Officer, Kareem Briggs. You can reach him via email [Kareem.Briggs@ddsn.sc.gov](mailto:Kareem.Briggs@ddsn.sc.gov) or phone# 803/898-9706.

Thank you in advance for your help, assistance, and patience -- Pat