I've lost my encryption key….

For data security reasons, neither PreViser nor Denplan know your encryption key. It is stored in your computer, but if your computer crashes / you run a virus check / you replace your computer you may lose it. Please print out the Helpkit, either when prompted or from your Support page in DEPPA and save this safely offline.

Please don't lose it. But if you do….

- Any encryption key will let you into DEPPA. If it is not the one with which you created your patient records, however, you will not be able to see your patient list. Enter what you / your practice manager / nurse think the encryption key might be, then go to Adult Assessments; if you are correct, you will be able to see your patients. If the patient list is blank, then go to the Support Page, select Unregister Computer and when prompted, enter another possibility. Keep going until hopefully you hit upon the one that reveals your patients.
- Can you access DEPPA and view your patients on another computer / ipad in the practice? If so, go to the Support page on that device and select Encryption Key. This will tell you what it is and you can enter it into the other computer. Then please print out your Helpkit and store it safely.
- If the above fails but you have stored your DEPPA assessments outside of DEPPA, contact DEPPA Support to ask us to flick a switch to show you what we can see, ie your encrypted patients and the date of assessment. In Adult Patients there is a search box by Report ID. The Report ID appears in the blue bar underneath the header on the Risk side of the DEPPA patient report. Enter this in the Search box and it will locate the patient for which this report was created. You can then go into the patient record and replace the encrypted string with the patient's name and date of birth.

- If none of the above apply, then I am afraid we can't get your assessments back for you. This does not stop you from creating new assessments; you are just unable to view the prior ones.
- Should you locate your encryption key at a later date, we can run a program to translate the assessments done under the old encryption key to the new one. Please contact us for help with this.