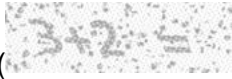


Introduction: This guide is to assist users to update their email address and mobile phone number.

Key things to note:

- The email address used must not be a Waikato DHB email address (relevant to clinicians working at both Waikato DHB and at a private practice).
- When entering a user name into a field this is not case sensitive but passwords are case sensitive.
- When entering security questions () answer the question do not copy the question e.g. for this question type 5 not 3+2=.
- You must register for Password Reset first to be able to reset your password as this process involves setting up specific security questions. See 'how to' guide: **Register for Password Reset – 3PPR1** for instructions.
- Do not use the **back** button on the browser.

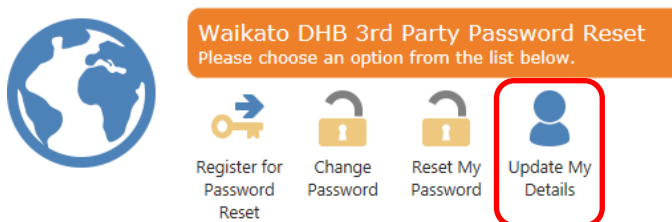
Accessing the 3rd Party Password Reset Application

1. The 3rd Party Password Reset application can be accessed by clicking the following link (this will be sent to all users via email):

- <https://reset.waikatodhb.health.nz/>

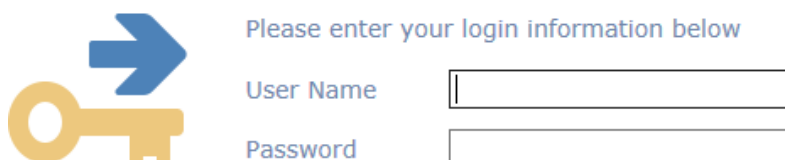
Update Details

1. Click the **Update My Details** button.



2. Type the **User Name** and **Password** in the fields provided.

Note: The username is not case sensitive, the password is case sensitive.



3. Answer the security question by typing the answer in the **Answer** field.

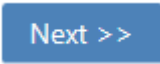
Note: Do not type the question as it appears, type the answer e.g. the answer below is 5 not 3+2.



(Please enter the answer below)

Answer

4. Click the **Next** button.



5. Type into the **Mobile number** and **eMail Address** fields to update as appropriate.

Note: Do not add spaces when updating a mobile number e.g. 02567891011

[Update Details](#)

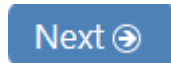
My Details

① The mobile number is used to send authorisation codes for password change/reset. Format 021234567, no space or hyphen.

Mobile number

eMail Address

6. Click the **Next** button.



7. The details will be updated. Click the **Click here to return to the menu** link to finish.

[Update Details Complete](#)

Updating user Dexter R Smith

Changed Values:

Name	Current Value	New Value
Mobile		0219876543

[Click here to return to the menu](#)