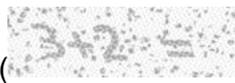


Introduction: Use this guide to reset your password in the case of the password being forgotten or expired.

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

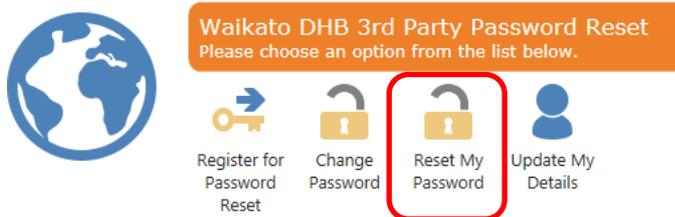
1. The 3rd Party Password Reset application can be accessed by clicking the following link (this will be sent to all users via email):

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

Reset Password

Note: Users can use this option if they have forgotten their password or it has expired as long as they have registered their security questions first, see 'how to' guide: **3PPR1 Register for Password Reset.**

1. Click the **Reset My Password** button.



2. Type the **User Name** in the field provided.

Note: The username is not case sensitive.

User Name

3. Answer the security question by typing 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.

Next >>

5. Type the answers to the security questions in the appropriate fields.



Please answer the following questions and click next.

Please enter the pin sent to

What is your mothers maiden name?:

What town, city or village were you born?:

What was the colour of the first car you owned?:

6. Click the **Next** button.

Next >>

7. Select the option (**Reset Password** or **Unlock My Account**) as appropriate.



Would you like to reset your password or just unlock your account?

Reset Password

Unlock My Account

8. Click the **Next** button.

Next >>

9. Type the new password into the **Password** and **Confirm** fields.



Please enter your new password.

- Your password must be at least 8 characters long.
- Your password should not be easy to guess.
- Use characters from at least 3 of the following categories:
- UPPER CASE ie. (A B C ... Z)
- lower case (a b c ... z)
- Numeric (0 1 2 ... 9)
- Symbols (! @ # \$...)

Password

Confirm

10. Click the **Reset** button.

Reset

11. The **Password Reset** will display, click the **Continue >>** button.

Password Reset



Congratulations your password has been reset.

Please click Ok or Continue and log on with your new password.

Continue >>

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