3rd Party Password Reset – Change Password   3PPR2
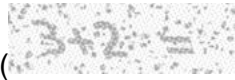
Introduction: The Waikato DHB security settings enforce all users (internal and external) to update their password at least every 90 days. This guide is to assist external users changing their password at any stage to avoid it expiring.

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=.

- 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/
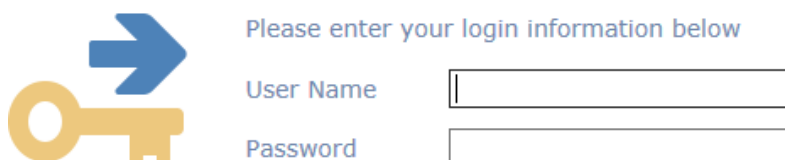
Change Password

Note: In order to use this option the user must know their current password and it must not be expired. If the password is unknown or expired, refer to the 'how to' guide: **3PPR3 Reset My Password**.

1. Click the **Change Password** button.
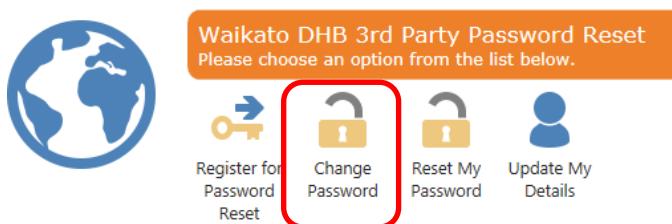
2. Type the **User Name** and **Password** in the fields provided.

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

3. Answer the security question by typing in the **Answer** field.
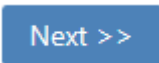
   Note: Do not type the question as it appears, type the answer e.g. the answer below is 5 not 3+2=.

(Please enter the answer below)

Answer [   ]

4. Click the **Next** button.

Next >>

5. Select an option from the **Pin Option** drop-down list. This is where the pin will be sent to in order to complete the change password process.

Send Pin

We will send you a code, and you are required to confirm it for security purposes. Please specify where you want the code sent to.

Pin Option | dr.smith@gp.practice.co.nz ▼ |
              | 025 6547 892 |

6. Click the **Next** button.

Next ⊛
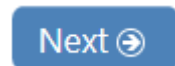
Note: At this stage a pin will be sent to the selected option (from step 5).

7. Type the pin that will have been sent into the **Enter Pin** field.

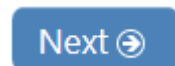   **Note**: Do not enter the # at the beginning of the pin.

Enter Pin

Pin

A new pin number has been sent to your registered external email address or phone number.

Pin #   [   ]

8. Click the **Next** button.
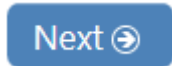

Next ⊛

9. Type the new password into the **New Password** field.

Enter Password

Password

New Password [   ]

10. Click the **Next** button.

11. The **Change Password Complete** window will display.

Change Password Complete

Click here to return to the menu