3rd Party Password Reset – Reset My Password

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) 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=.

![Security Question Image]

**Answer**

4. Click the **Next** button.

![Next Button]

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

![Security Questions Image]

6. Click the **Next** button.

![Next Button]

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

![Password Reset or Unlock Options]

8. Click the **Next** button.

![Next Button]

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

![Password Entry Image]

10. Click the **Reset** button.
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.