Introduction: This guide is to assist users to set up their security questions that will allow them to reset their password in the event of it expiring or being forgotten. This process must be carried out first to allow users to change or reset their passwords when necessary.

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/](https://reset.waikatodhb.health.nz/)

Register for Password Reset

1. Click the Register for Password Reset button.

   Please enter your login information below

   Username:  
   Password:  

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.

   ![Answer field](Please enter the answer below)

4. Click the **Next** button.

5. Type an answer to five different security questions using the fields provided.

   - You can select a different question from the list if desired.
   - Each question must be different and each question must be answered.
   - Answers are NOT CASE sensitive.
   - You must give different answers to each question.
   - Each answer must be at least 3 characters.

   - **When were you married (DD/MM/YY)?**
   - **What is your mothers maiden name?**
   - **What was the colour of the first car you owned?**
   - **What year did you leave high school (YYYY)?**
   - **What town, city or village were you born?**

   **Note:** Each drop-down list contains 15 questions to choose from.

6. Click the **Next >>** button.

7. The **Registration Complete** page will display, click the **Continue >>** button to finish.

   **Registration Complete**

   Congratulations you are now registered.