

Reset Password – new process for users April 2019

Option 1:

- Browse to <https://selfservice.nbph.org.nz/>
- Click on the words **Reset Password** (next to the little blue key below the login button)



Reset Password

Reset your forgotten password

Option 2:

From within patient context

Click on HHealthOne icon in tool bar



This will take you to HCS/HealthOne



Health Connect South
Regional Clinical Portal

HealthOne

User ID

Password

Organisation

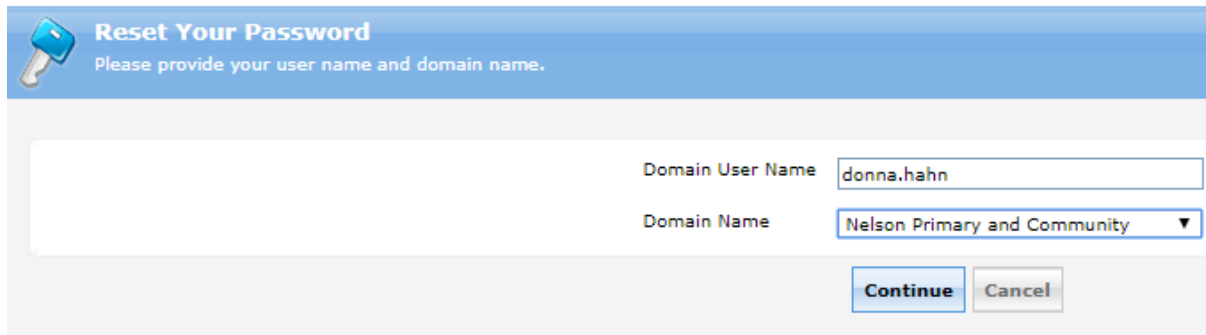
[Forgotten/Expired Password](#)
[I Wish to Change My Password](#)
[Manage My Account](#)

Click Forgotten/Expired Password

Then for Options 1 and 2:

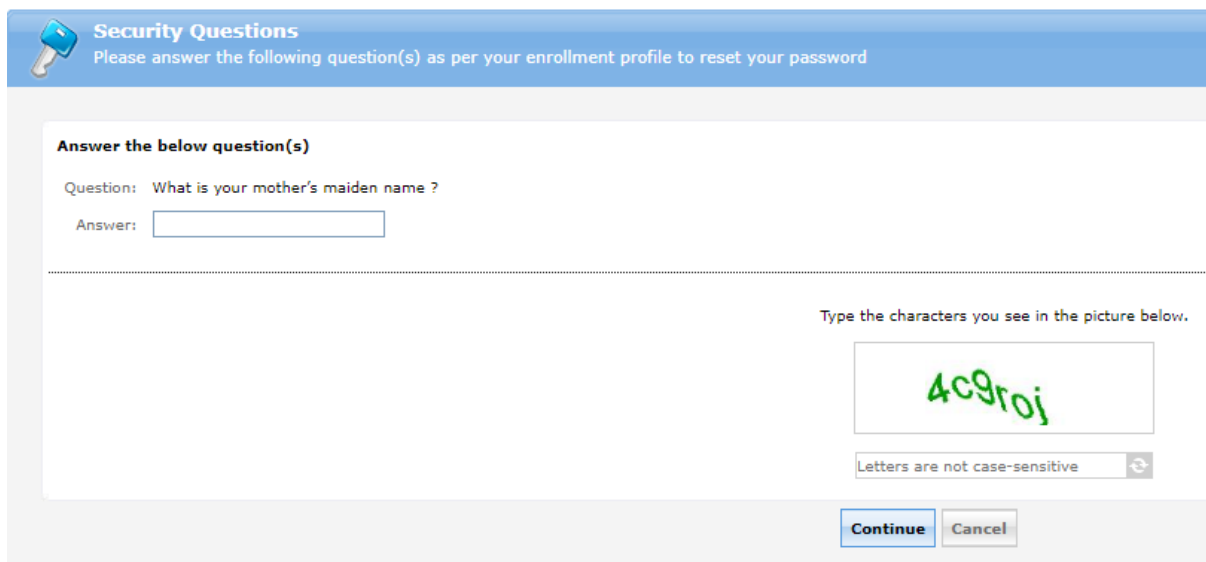
Enter

- **Domain User Name** [Firstname.Lastname](#)
- **Domain Name** Nelson Primary and Community
- click **Continue**



The screenshot shows a web form titled "Reset Your Password" with a key icon. Below the title is the instruction "Please provide your user name and domain name." The form contains two input fields: "Domain User Name" with the text "donna.hahn" and "Domain Name" with a dropdown menu showing "Nelson Primary and Community". At the bottom right are "Continue" and "Cancel" buttons.

- Answer the security question
- Type the characters
- click **Continue**



The screenshot shows a web form titled "Security Questions" with a key icon. Below the title is the instruction "Please answer the following question(s) as per your enrollment profile to reset your password". The form asks "Answer the below question(s)" and provides a question: "Question: What is your mother's maiden name?". Below this is an "Answer:" input field. A horizontal dotted line separates this from a CAPTCHA section. The CAPTCHA instruction is "Type the characters you see in the picture below." and shows a box with the characters "4c9roj". Below the CAPTCHA is a checkbox labeled "Letters are not case-sensitive" and a refresh icon. At the bottom right are "Continue" and "Cancel" buttons.

- **Select email or phone to receive verification code**
- Use drop down to select your details
- Click **Continue**

Select where you want to receive the verification code
A verification code ensures that it is indeed "you" that we are talking with

Send verification code to my

Email Id --- Select Email ID ---

Mobile --- Select Mobile No. ---

Continue **Cancel**

If you choose 'send verification code to email' you will receive the following message **by email**

We understand that you want to reset your TSH HealthOne password/unlock account. To prevent eavesdropping and substantiate your identity, please enter this verification code in the password reset/unlock account page: xxxxxxxx Regards, TSH HealthOne Support

Once you have entered the verification code you will receive the following message **by email**

You have successfully reset your TSH HealthOne password using ADSelfService Plus. If you did not reset your password, please contact support immediately at (03)539-1170 or email healthone@nbph.org.nz Regards, TSH HealthOne Support

You will also receive the following message **on your mobile**

TSH HealthOne password reset was successful. Your new password is xxxxx


If you choose 'send verification code to mobile' you will receive the following message **on your mobile**

We understand that you need a password reset/account unlock. In the verification page, please enter this verification code xxxx

Once you have entered the verification code you will receive the following message **on your mobile**

TSH HealthOne password reset was successful. Your new password is xxxxx


- Enter the verification code you have received on your mobile
- Click **Continue**

 **Enter Verification Code**
A verification code ensures that it is indeed "you" that we are talking with

Please check your email / mobile phone
A verification code has been dispatched to your email / mobile phone, depending on your choice. Please check.
Once you receive the code, enter it in the textbox given below:

Verification Code :

- Type in your new password
- Confirm your new password
- click **Reset Password**

 **Reset Password**
Please enter a new password in the boxes below:


Domain Password Policy Requirements

- The minimum password age is 0
- The maximum password age is 90
- The minimum password length is 8
- No. of Passwords Remembered is 24
- The password complexity property is Enabled

Reset Password

New Password :

Confirm New Password :

 The password has been reset successfully.