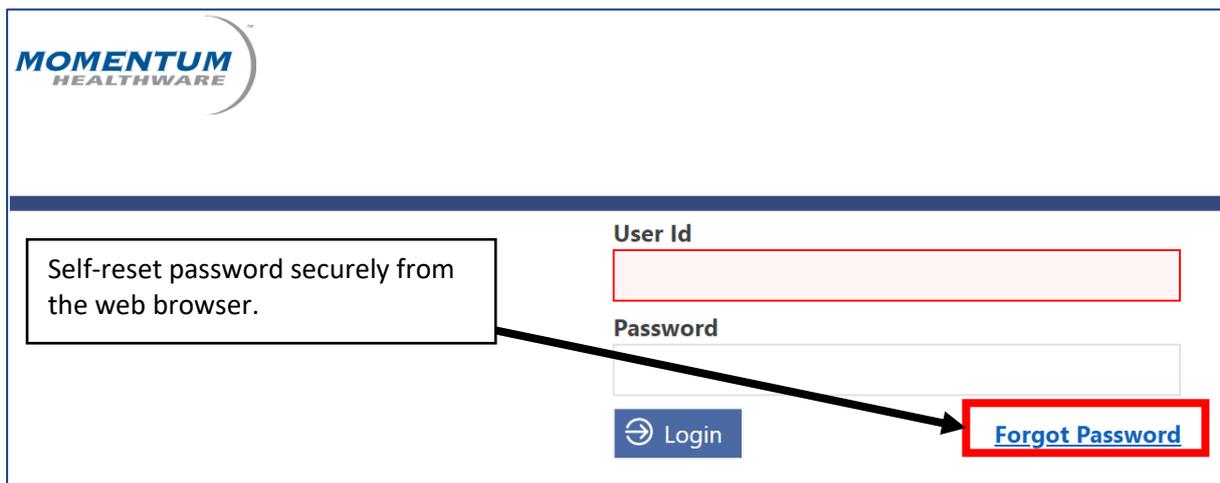# Self-Reset Password

A step-by-step guide on how to self-reset your password

Purpose

This guide is for all users on the Midland/Central host. It provides to administration and assessor staff an overview of how to self-reset their own password on the National interRAI Software following the Kotahi Two-to-One project, where the two hosts will be merged into one host at Canterbury DHB.

Logging into the interRAI Software after the Kotahi Two-to-One Project

All **Midland/Central users** will need to securely reset their own login password after the Go-Live date (15 June 2020). When the two databases are merged, all Midland/Central users (or users that were hosted solely on the Taranaki servers) will have their passwords automatically reset to a unique password. Use the **Forgot Password** option, so you do not have to call the Help Desk.

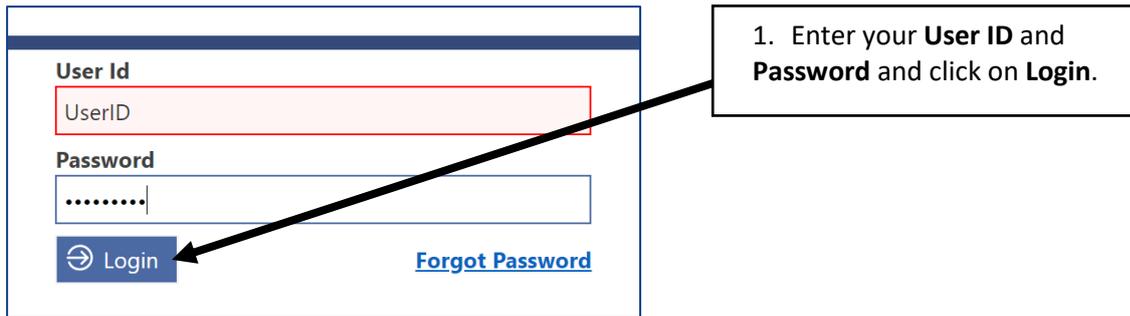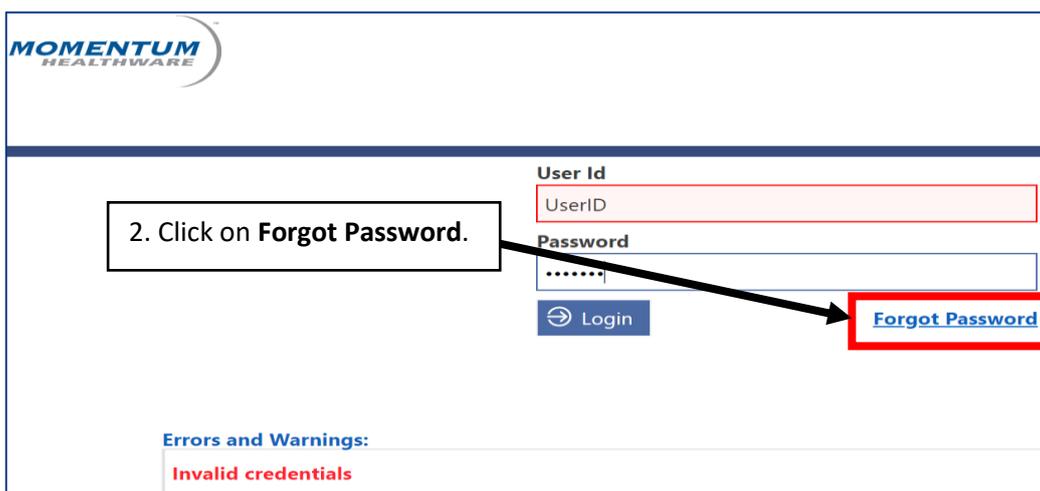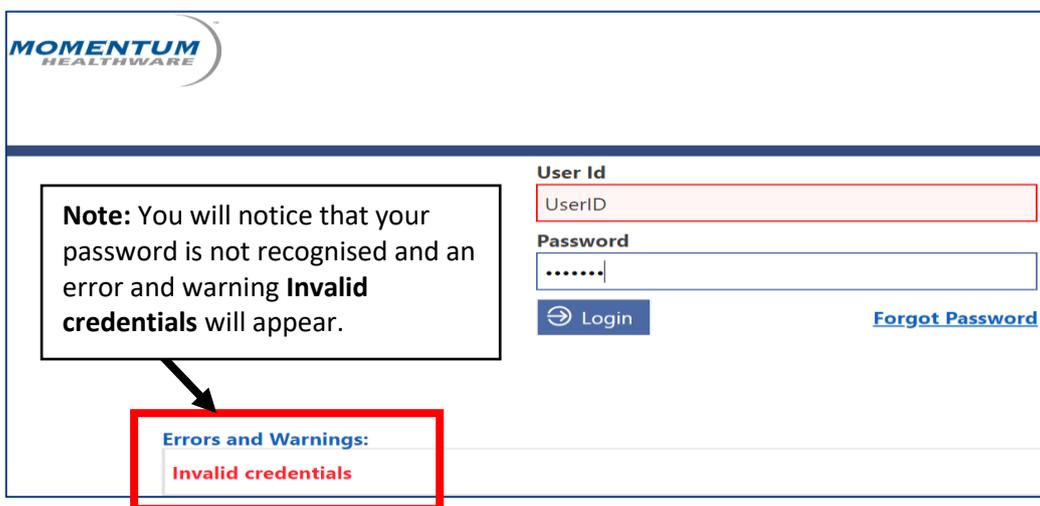## How to login following the Kotahi Two-to-One Project

To log into the National interRAI Software following the Kotahi Two-to-One Project, you will enter your User ID and Password as normal.

1. Enter your **User ID** and **Password** and click on **Login**.

If you are logging in following the Kotahi Two-to-One Project, your user password will automatically be reset to a unique password. This is because you are now logging into a fresh new instance of the interRAI database.

You may note that by trying to login, you will generate an **invalid credentials** error.

Note: You will notice that your password is not recognised and an error and warning **Invalid credentials** will appear.

2. Click on **Forgot Password**.

MOMENTUM HEALTHWARE

↻ Reset Password   ↶ Cancel

User ID: sctest

Question: In what city or town did your mother and father meet?

Answer:

☐ Show answer

Question: In what city or town did you have your honeymoon?

Answer:

☐ Show answer

3. Enter the answers to two of your chosen questions in the **Answer** fields.

↻ Reset Password   ↶ Cancel

User ID: sctest

Question: In what city did you meet your spouse/significant other?

Answer: Scotland

☑ Show answer

Question: In what city or town did your mother and father meet?

Answer: Abu Dhabi

☑ Show answer

3. You can display the answers if you wish by ticking the **Show Answer** box.

Note: You will only answer two of your three questions. Remember, the answers to your questions were at least 6 characters and if you used capital letters, these will be required.

4. Click Reset Password.

If you have entered the answers to your two chosen questions correctly, you will be taken to the **Change Password** page as shown below.

5. Enter your **New Password** and then **Retype New Password** in the two available fields. Remember, your new password must be at least 8 characters and include at least one capital letter, one lower case letter, one number and one special character (~!@#$%^&*_-+=`|(){}[]:;"'<>,.?/).

6. Click Save.

When you click **Save**, you will be taken to the **Home** page, having successfully reset your password yourself.
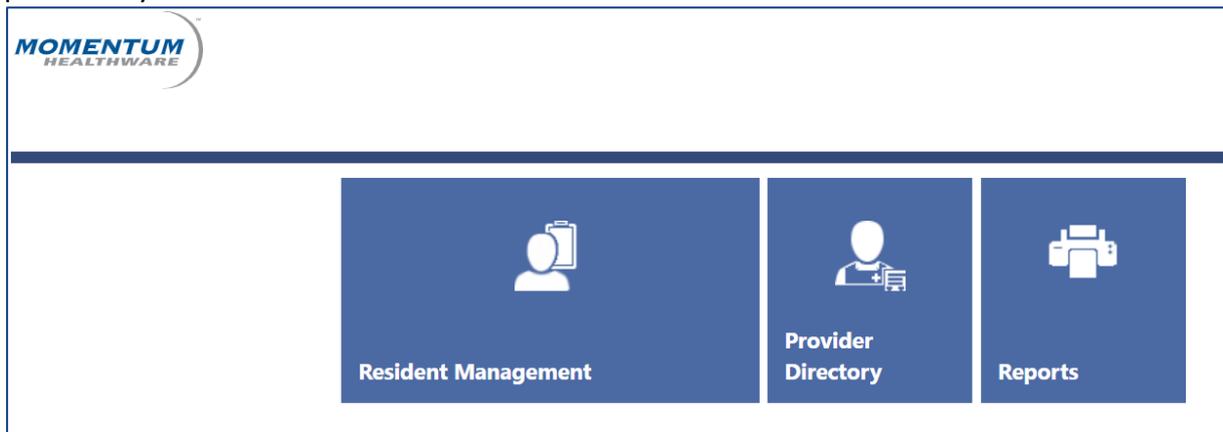
What happens if do not have any security question setup?

There may be occasions when you do not have any security questions setup. The software will alert you by displaying the error **No security questions are available for use in the password reset process. Password cannot be reset** as seen below.
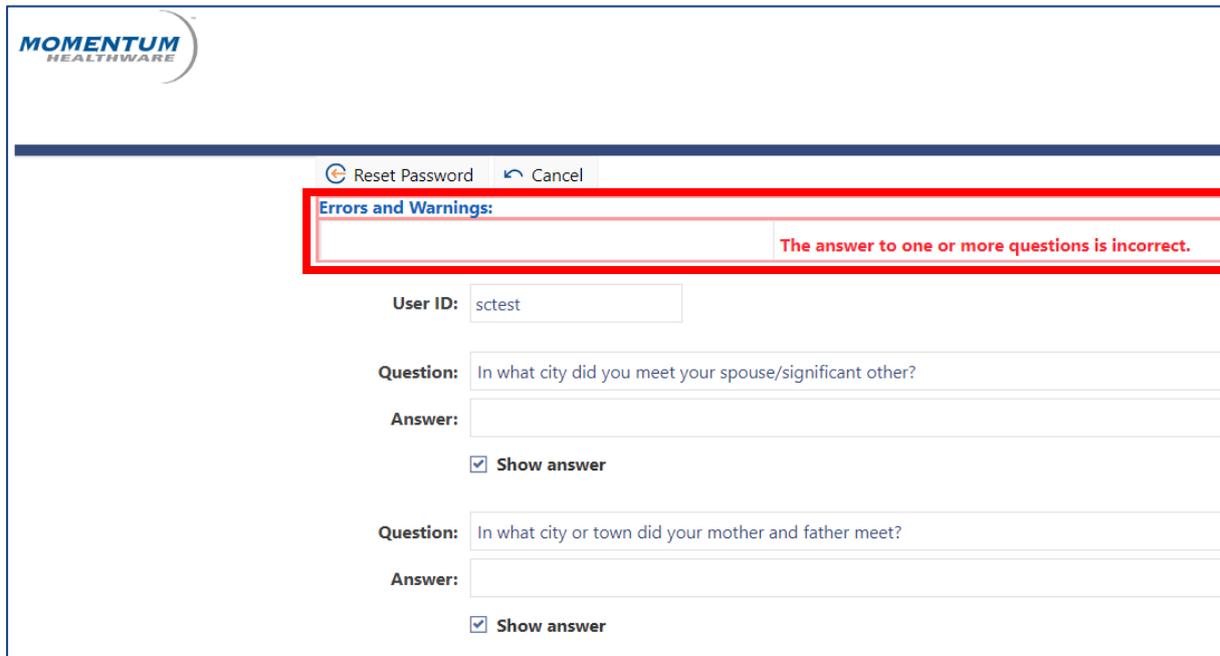

1. Click on **Forgot Password**.

2. An error and warning **No security questions** will appear.

Errors and Warnings:

No security questions are available for use in the password reset process. Password cannot be reset.

On this case, you will need to contact the interRAI IT Service Desk to get your password reset manually. Please check the section "How can I contact the interRAI IT Service Desk?" for more information.
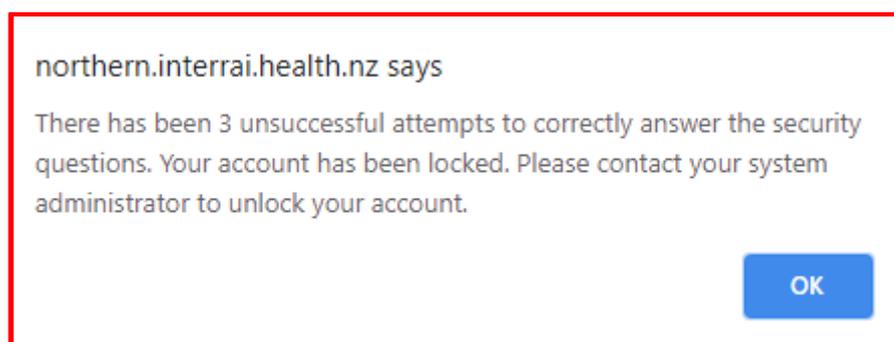
What happens if I cannot remember the answers to my three questions?

There may be occasions when you are trying to reset your password and have forgotten the answers to your questions or you spell the answers incorrectly. The software will alert you by displaying the error **The answer to one or more questions is incorrect** as seen below.

You can make changes to the **Answer** and click on **Reset Password** again up to three times before your account is locked. On your third attempt, an error message will display in a pop-up box as below. If you lock your account, you will need to contact the interRAI IT Service Desk to get your account unlocked and your password reset manually. Please check the section "How can I contact the interRAI IT Service Desk?" for more information.

How can I contact the interRAI IT Service Desk?

You can contact interRAI IT Service Desk through email interRAI.servicedesk@cdhb.health.nz or calling to 03 378 6555.

Once your password is reset manually by the interRAI IT Service Desk, you will enter your **User ID** and the default **Password**.

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1. Enter your **User Id** and the default **Password** when your account has been unlocked and your password has been reset manually.

2. Click **Login**.

User Id

Password

↪ Login

Forgot Password

MOMENTUM HEALTHWARE

3. Click **Change Password Now.**

↩ Cancel   **Forgot Password**

Password needs to be changed before login

Change Password Now

Errors and Warnings:

Password was reset and needs to be changed.

💾 Save   ↩ Cancel

4. Enter a new password. Your **New Password** must be at least 8 characters and include at least one capital letter and at least one number.

5. Click **Save.**

User Id

sctest

New Password

Retype New Password

When you click **Save**, you will be taken to the **Home** page as normal.

Any questions?

If you have any questions, please contact kotahi@cdhb.health.nz