

## Momentum password help

### Information for assessors and managers

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#### What to do when you have forgotten your Momentum password

If you have forgotten your password Telephone: **0800 10 80 44** and select:

**Option 1 – If you are based in the South island, Auckland or Northland**

**Option 2 – If you are based elsewhere**

Alternatively you can call the Service Desk direct on the number listed below for your DHB.

**NB – Email requests for password resets will not be actioned.**

**You must call for a password to be reset so your access can be verified.**

In order to re-set your password, you will be asked your security question(s) and username to verify your credentials prior to resetting the password.

**Remember do not share your password with other colleagues.**

	Telephone	Email address	Your site
Northern and Southern Host Site			
	03 378 6555	<a href="mailto:interRAI.servicedesk@cdhb.govt.nz">interRAI.servicedesk@cdhb.govt.nz</a>	
<b>For districts:</b> Auckland Canterbury Counties Manukau Nelson - Marlborough Waitemata South Canterbury Northland West Coast Southern			
Central and midland Host Site			
	06 753 7766	<a href="mailto:IT.servicedesk@tdhb.org.nz">IT.servicedesk@tdhb.org.nz</a>	
<b>For districts:</b> Bay of Plenty Capital and Coast Lakes Hawke's Bay Tairāwhiti Hutt Valley Taranaki MidCentral Waikato Wairarapa Whanganui			

**This help line is open from 08:00 – 23:00 daily for residential care facilities.**