

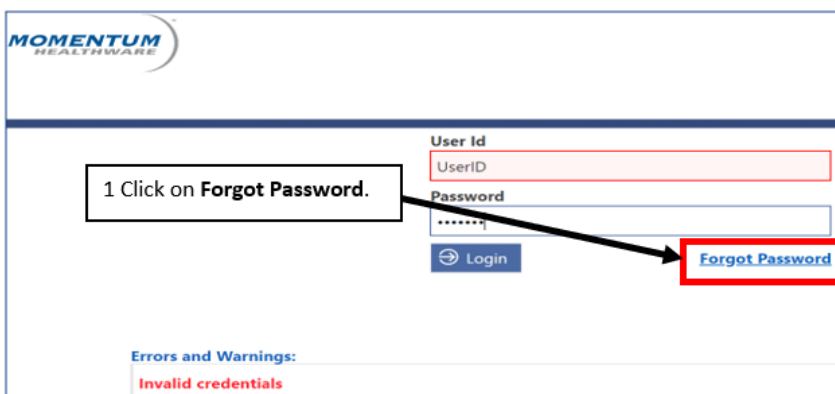
# Reset your Momentum password

Good news. You don't need to call the help desk when you forget your Momentum password. Simply follow the steps below, and you can reset it yourself.

Note that this will only work if you have set up your security questions. Get instructions for how to do that by following the link. [here](#)

## How to self-reset

If you see **invalid credentials** when logging in, you have entered the wrong password. Click on the **Forgot Password** link.



MOMENTUM HEALTHWARE

User Id  
UserID

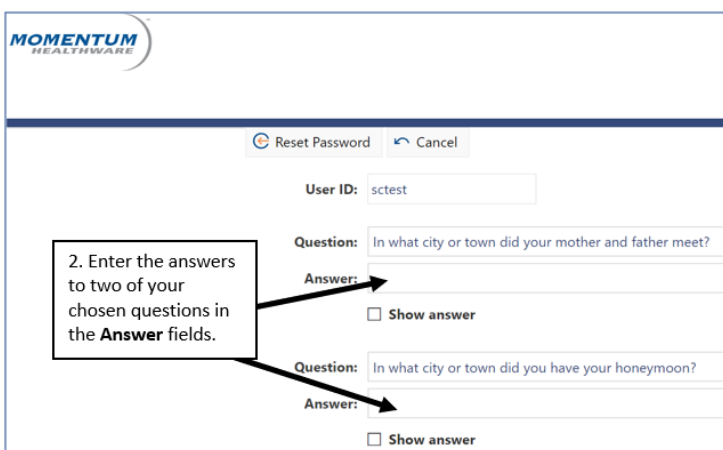
Password  
.....

Login

**Forgot Password**

Errors and Warnings:  
Invalid credentials

You will be taken to the **Security Authentication** page where two of your three security questions will be displayed.



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

### Notes:

- Answers are case sensitive
- You can't change your questions on the Security Authentication page

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.

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

4. Click **Reset Password**.

If you have answered the questions correctly, you will be taken to the **Change Password** page.

MOMENTUM HEALTHWARE

Save Cancel

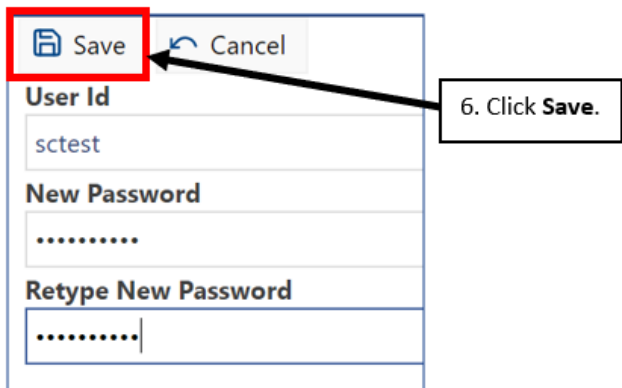
User Id  
sctest

New Password

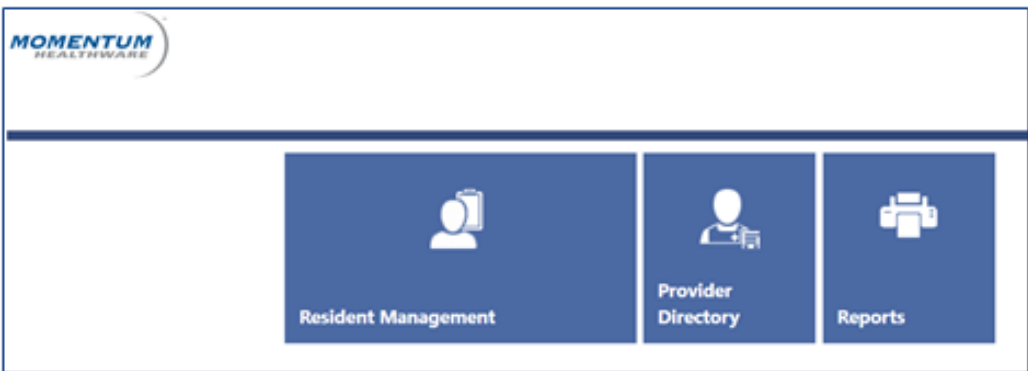
Retype New Password

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 and at least one number.

When you click **Save**, you will be taken back to the **Home** page. Your password is now reset.

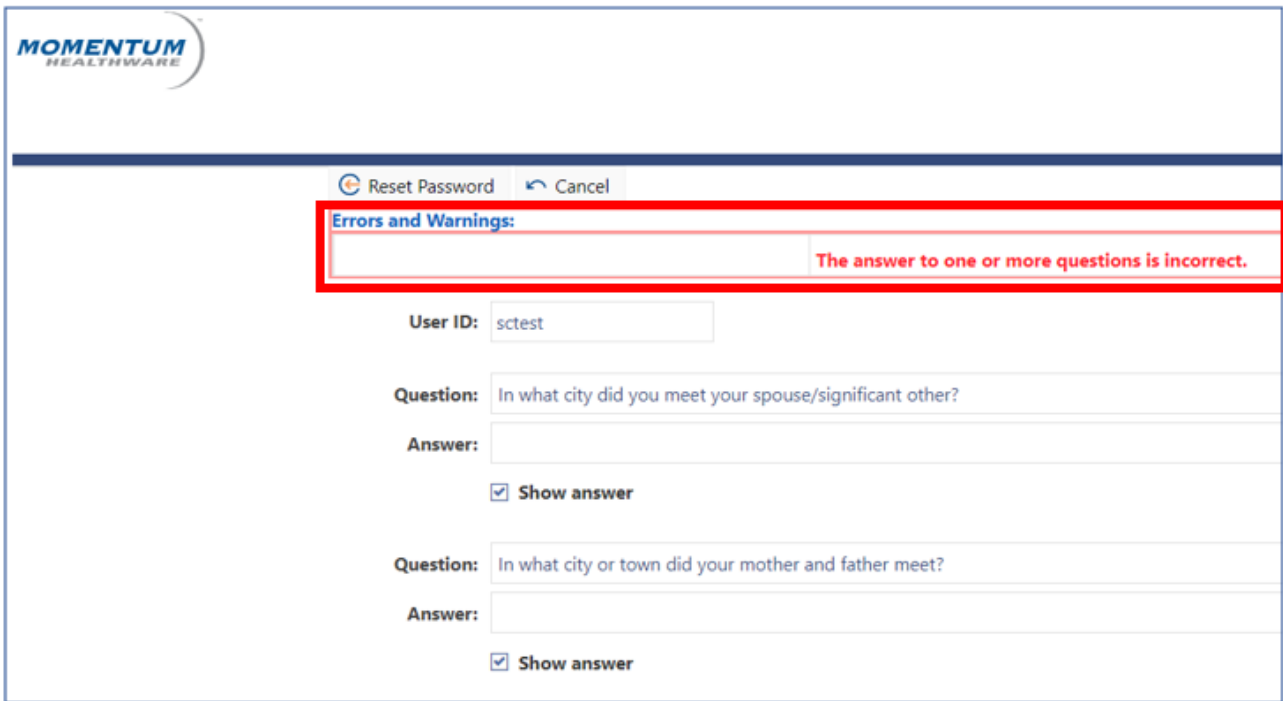


A screenshot of a password reset form. At the top, there are two buttons: 'Save' (with a floppy disk icon) and 'Cancel' (with a circular arrow icon). The 'Save' button is highlighted with a red rectangular box. A black arrow points from this box to a text box containing '6. Click Save.'. Below the buttons are three input fields: 'User Id' containing 'sctest', 'New Password' containing seven dots, and 'Retype New Password' containing seven dots.



## What happens if I forget the answers to my security questions?

If you enter incorrect answers, you'll see the error, **The answer to one or more questions is incorrect** as below.



A screenshot of a password reset form showing an error. At the top, there are two buttons: 'Reset Password' (with a circular arrow icon) and 'Cancel' (with a circular arrow icon). Below the buttons is a red-bordered box containing the text 'Errors and Warnings:' followed by a red-bordered box containing the error message 'The answer to one or more questions is incorrect.' Below the error message are two sets of security questions. The first set has a 'User ID:' field containing 'sctest', a 'Question:' field containing 'In what city did you meet your spouse/significant other?', an 'Answer:' field, and a checked 'Show answer' checkbox. The second set has a 'Question:' field containing 'In what city or town did your mother and father meet?', an 'Answer:' field, and a checked 'Show answer' checkbox.

You can change your answer and click on **Reset Password** again up to three times before your account is locked. On your third unsuccessful attempt, your account will be locked and an error message will display in a popup box as below.



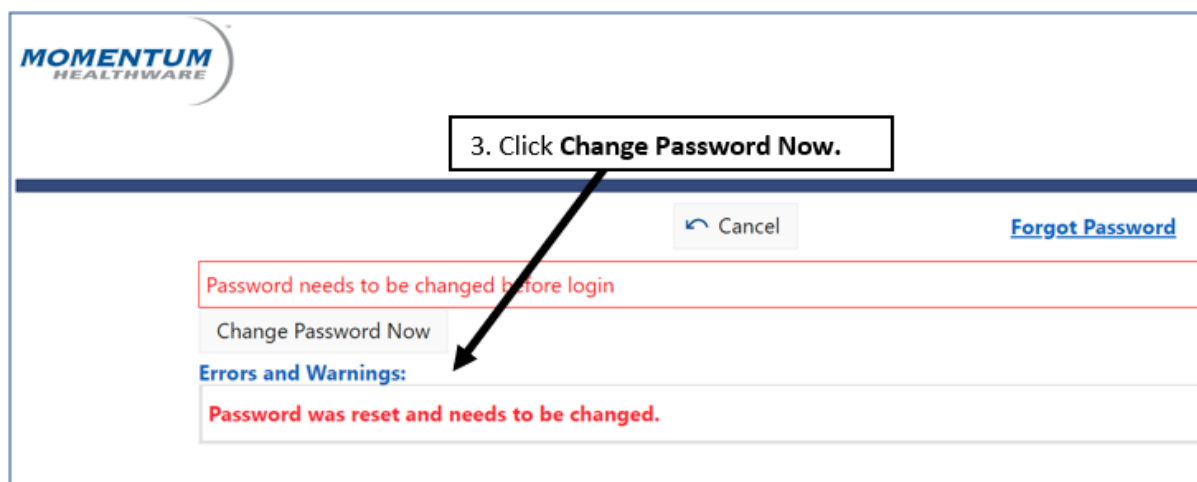
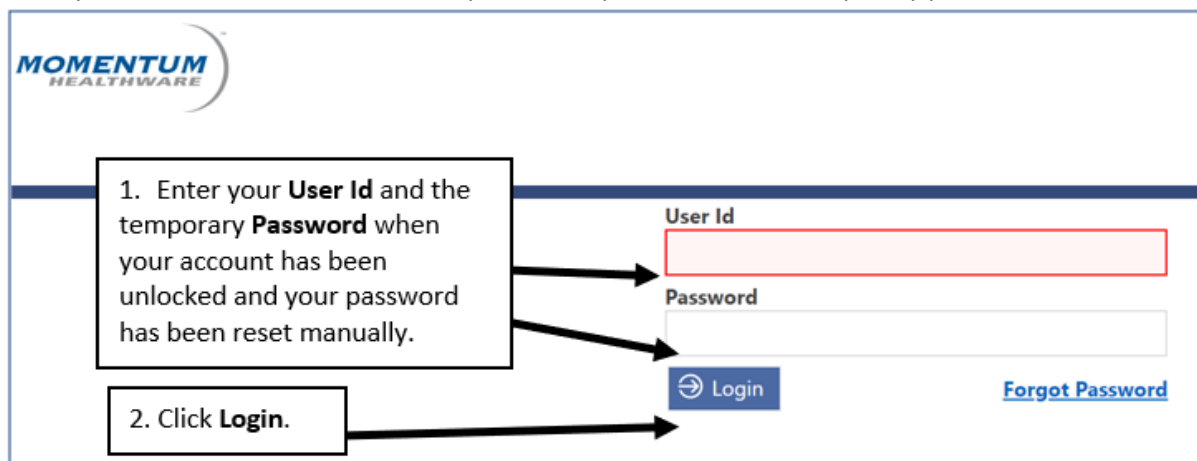
If this happens, you must contact the interRAI Software Service Desk to get your account unlocked and your password reset manually.

### interRAI Software Service Desk - all regions

Ring: 0800 10 80 44 (choose option 1) or 03 378 6555

Email: [interRAI.servicedesk@cdhb.health.nz](mailto:interRAI.servicedesk@cdhb.health.nz)

Once your account has been unlocked you will be provided with a temporary password. Go to the log in page.



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**.

Save Cancel

User Id  
sctest

New Password

Retype New Password

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

## How do I change my security questions?

Once you have set your three security questions, they can be changed by going to the **User Preferences** menu. This menu can be found on the **Client Search** or **Resident Search** screens.

1. Click on the **User Preferences** menu.

MOMENTUM HEALTHWARE

Common Tasks

Add a New Client

Search for a Client

My Recent Clients

My Checked Out Clients

To Do Dashboard

Information Recap Dashboard

Change Organization

Incomplete MDS / Assessment

Review Draft Items

User Preferences

Resident Search

Last Name

Facility  
LTC Training Practice office

Date of Birth

Employing Organisation  
All

Search Clear Search

Primary ID

No records to display.

User Preferences

2. Click on the **My Security Questions** menu item.

3. Enter your current password in the **Password** field.

4. Click on **Reset Questions**.

Common Tasks

User Preferences

Change Password

Profile

User Settings

My Security Questions

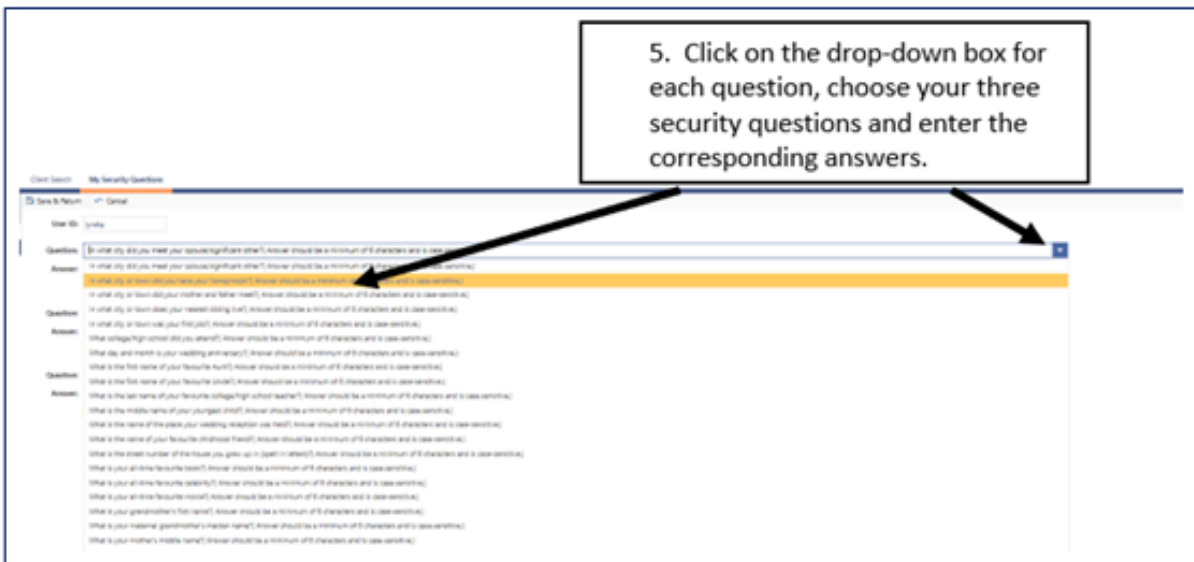
Client Search Enter Password

Reset Questions Cancel

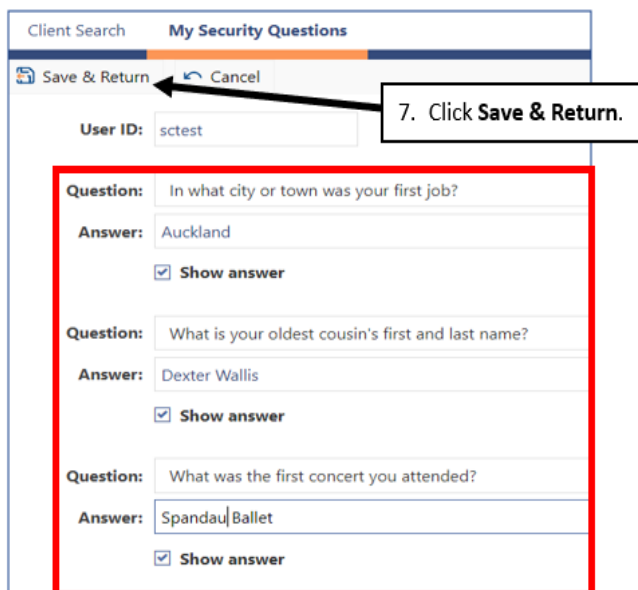
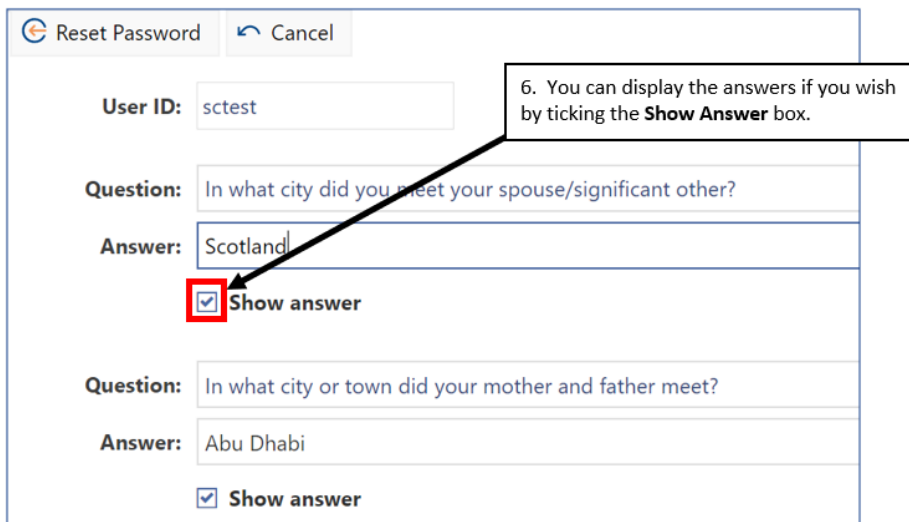
You must enter your password before you can edit your Security Questions

User ID: sctest

Password: .....



Remember, all your answers must be six or more characters.



Your new security question selection has been saved to your account.

## Any questions?

If you have any questions, please contact [interRAI@tas.health.nz](mailto:interRAI@tas.health.nz)