

# Self-Reset Password Step by Step 'How to' Guide

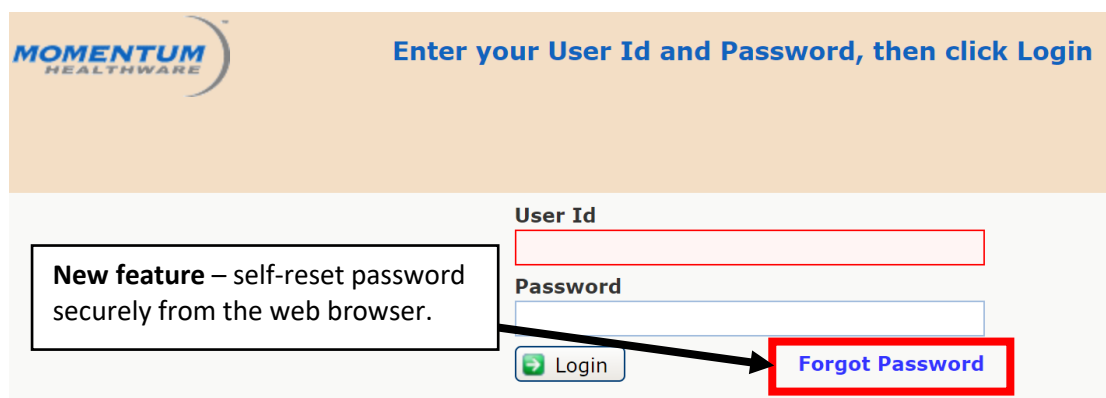
interRAI Upgrade May 2019

## Purpose of this Guide

The purpose of this step by step 'how to' guide is to provide administration and assessor staff an overview of how to self-reset their own password on the National interRAI Software following the May 2019 Upgrade.

## Logging into the interRAI Software after the upgrade

There is now a new way for all users on the National interRAI Software to proactively and securely self-reset or change their own login password. This feature empowers users, so they do not have to call the help desk when they have forgotten their password or triggered an intruder lockout requiring authentication.



The screenshot shows the interRAI login interface. At the top left is the 'MOMENTUM HEALTHWARE' logo. To the right, it says 'Enter your User Id and Password, then click Login'. Below this are two input fields: 'User Id' and 'Password'. A 'Login' button with a green arrow icon is positioned below the 'Password' field. To the left of the 'Login' button is a text box that reads: 'New feature – self-reset password securely from the web browser.' To the right of the 'Login' button is a link labeled 'Forgot Password' in blue text, which is highlighted with a red rectangular box. An arrow points from the 'New feature' text box to the 'Forgot Password' link.

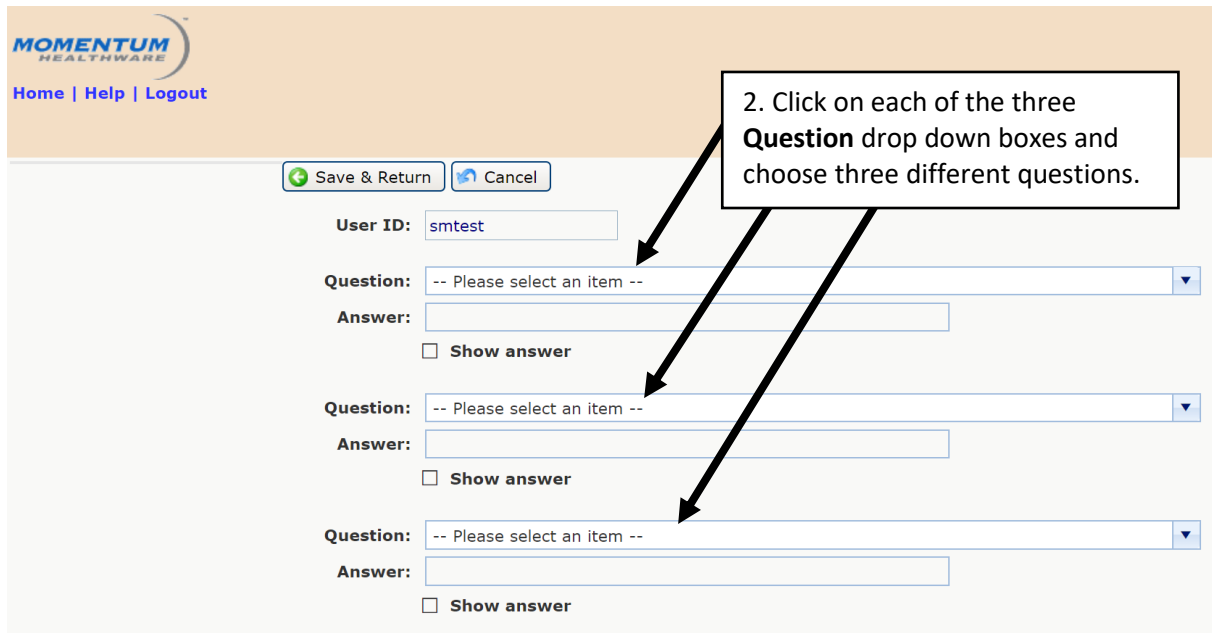
## How to login

To log into the National interRAI Software following the upgrade, you will enter your User ID and Password as normal.



This screenshot is similar to the previous one, showing the login form. A black arrow points from a numbered instruction box to the 'Login' button. The instruction box contains the text: '1. Enter your **User ID** and **Password** and click on **Login**.' The 'User Id' field contains the text 'UserID', and the 'Password' field is filled with dots. The 'Login' button and 'Forgot Password' link are also visible.

You will automatically be re-directed to an authentication screen where you must choose three authentication questions and answers. Please note that this will only happen the first time you login after the upgrade. You cannot bypass this new feature.



MOMENTUM HEALTHWARE  
Home | Help | Logout

Save & Return Cancel

User ID: smtest

Question: -- Please select an item --

Answer:

☐ Show answer

Question: -- Please select an item --

Answer:

☐ Show answer

Question: -- Please select an item --

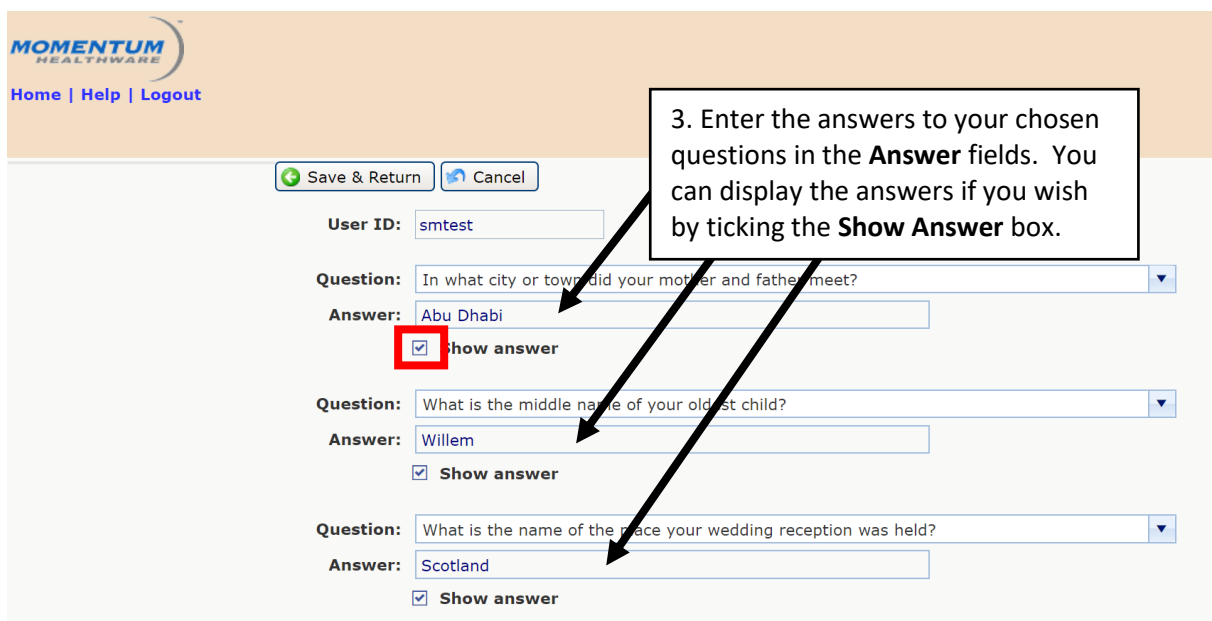
Answer:

☐ Show answer

2. Click on each of the three **Question** drop down boxes and choose three different questions.



**Note:** When you choose a question, you will need to click off the question drop down box to enter the answer. Click once anywhere else on the screen.



MOMENTUM HEALTHWARE  
Home | Help | Logout

Save & Return Cancel

User ID: smtest

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

Answer: Abu Dhabi

☒ Show answer

Question: What is the middle name of your oldest child?

Answer: Willem

☒ Show answer

Question: What is the name of the place your wedding reception was held?

Answer: Scotland

☒ Show answer

3. Enter the answers to your chosen questions in the **Answer** fields. You can display the answers if you wish by ticking the **Show Answer** box.



**Note:** You must enter **all** three questions and answers. You will not be able to get past this screen without entering the required information. The answers to your questions have a requirement of at least 6 characters.

**MOMENTUM HEALTHWARE**  
Home | Help | Logout

4. Click **Save & Return**.

**Save & Return** **Cancel**

User ID:

Question:

Answer:

☒ Show answer

Question:

Answer:

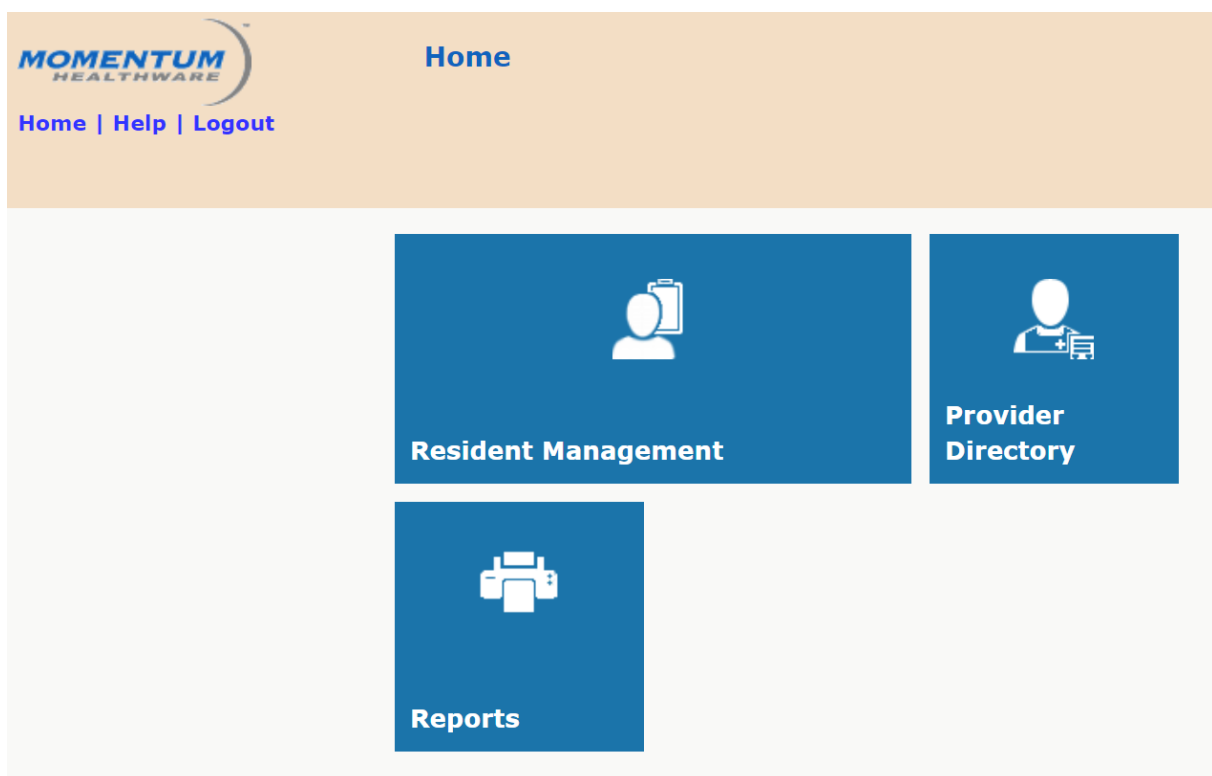
☒ Show answer

Question:

Answer:

☒ Show answer

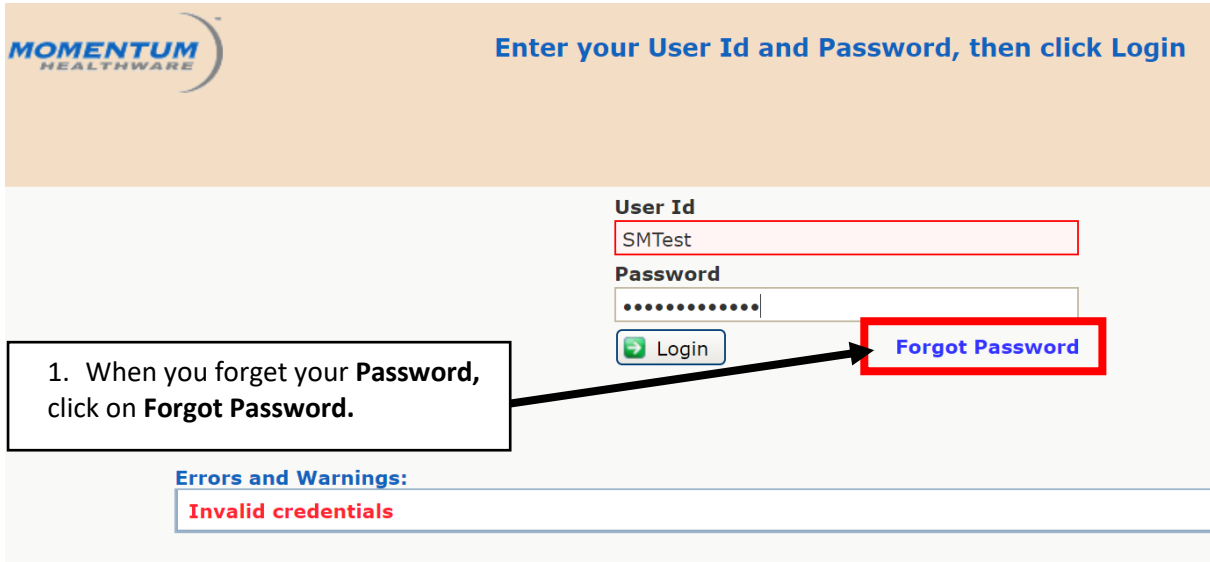
If you have chosen all three of your questions and answers, by clicking on **Save & Return**, you will proceed as normal to the **Home** page (or to the **Select Working Organisation** page if you have access to more than one Facility/DHB).



**Note:** Your chosen questions and answers have been saved to your account and are attached to your password. If you change your password, your three questions will remain the same.

## How do I reset my password myself if I have forgotten it?

There may be occasions when you forget your password; when this happens, an error will display of **Invalid Credentials** on the software landing page as shown below. You will need to click on the **Forgot Password** link.



The screenshot shows the Momentum Healthcare login interface. At the top, the logo and the instruction "Enter your User Id and Password, then click Login" are visible. Below this, there are input fields for "User Id" (containing "SMTTest") and "Password" (masked with dots). A "Login" button is present. To the right of the password field, a "Forgot Password" link is highlighted with a red box. A callout box with a lightbulb icon points to this link, containing the text: "1. When you forget your Password, click on **Forgot Password**." Below the login fields, an "Errors and Warnings:" section displays the message "Invalid credentials" in red text.



**Tip:** Always keep your passwords private and secure . You can try several times to guess your Password before moving to the **Forgot Password** option.

By clicking on the **Forgot Password** link, you will be taken to the **Security Authentication** page where two of your three security questions will display.



The screenshot shows the "Security Authentication" page. At the top, the Momentum Healthcare logo and the title "Security Authentication" are visible. Below the title, there are "Reset Password" and "Cancel" buttons. The "User ID:" field contains "SMTTest". Two security questions are displayed: "What is the name of the place your wedding reception was held?" and "What is the middle name of your oldest child?". For each question, there is an "Answer:" field and a "Show answer" checkbox. Callout boxes provide instructions: Box 2 points to the "Show answer" checkboxes, stating "2. Enter the answers to your two chosen questions in the **Answer** fields. You can display your answers by ticking the **Show answer** box." Box 3 points to the "Reset Password" button, stating "3. Then click **Reset Password**." The "Answer" fields contain "Scotland" and "Willem" respectively, and the "Show answer" checkboxes are checked.



**Note:** You cannot change your questions on the **Security Authentication** page.

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

**MOMENTUM HEALTHWARE** **Change Password**

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.

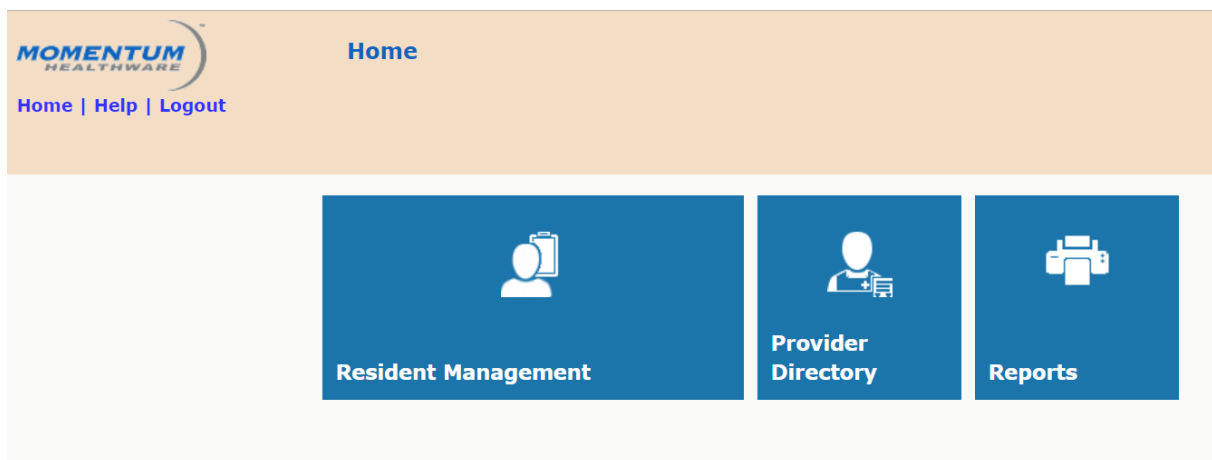
**User Id**  
SMTTest

**New Password**  
.....

**Retype New Password**  
.....

5. Click **Save**.

When you click **Save**, you will be taken to the **Home** page, having successfully reset your password yourself.



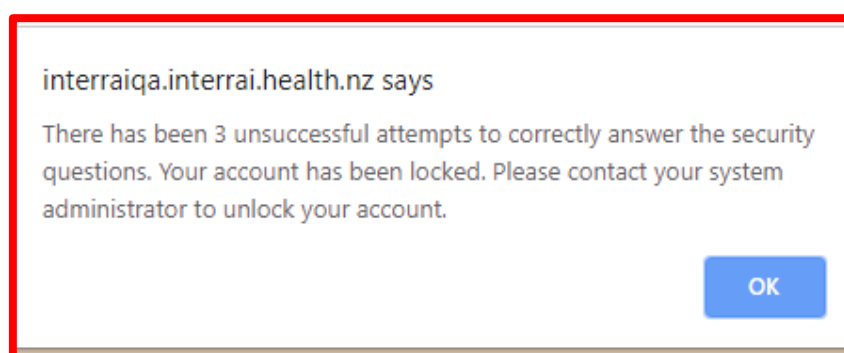
## What happens if I cannot remember the answers to my three questions?

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.



The screenshot shows the 'MOMENTUM HEALTHWARE' logo and 'Security Authentication' header. Below the header are 'Reset Password' and 'Cancel' buttons. A red-bordered box highlights an 'Errors and Warnings:' section containing the message: 'The answer to one or more questions is incorrect.' Below this, the 'User ID' is 'SMTTest'. Two security questions are listed: 'What is the name of the place your wedding reception was held?' with the answer 'Scotland', and 'What is the middle name of your oldest child?' with the answer 'Willem'. Both questions have a 'Show answer' checkbox checked.

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.



The pop-up message box has a red border and contains the text: 'interraiqa.interrai.health.nz says', 'There has been 3 unsuccessful attempts to correctly answer the security questions. Your account has been locked. Please contact your system administrator to unlock your account.', and an 'OK' button.

### interRAI IT Service Desks:

Central host site – [IT.servicedesk@tdhb.org.nz](mailto:IT.servicedesk@tdhb.org.nz) or 06 753 7766

(Covers Bay of Plenty, Lakes, Tairāwhiti, Taranaki, Waikato, Capital & Coast, Hawkes Bay, Hutt Valley, Mid Central, Wairarapa, Whanganui).

North/South host site) – [interRAI.servicedesk@cdhb.health.nz](mailto:interRAI.servicedesk@cdhb.health.nz) or 03 378 6555

(Covers Auckland, Counties Manukau, Waitemata, Northland, Canterbury, Nelson Marlborough, South Canterbury, West Coast, Southern).

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

**MOMENTUM HEALTHWARE**

Enter your User Id and Password, then click Login

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**

Enter your User Id and Password, then click Login

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.

**MOMENTUM HEALTHWARE**

Change Password

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

SMTes

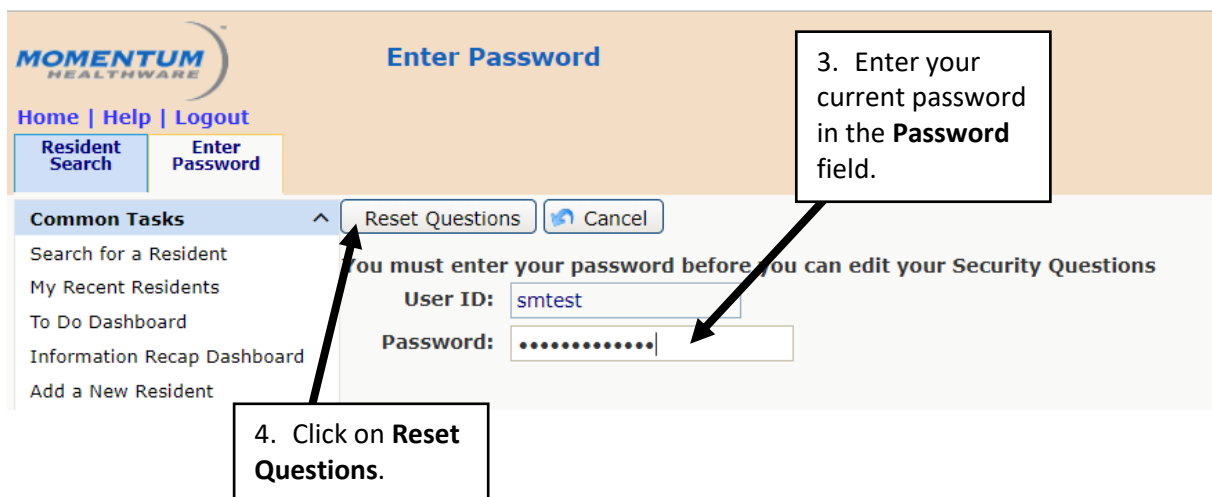
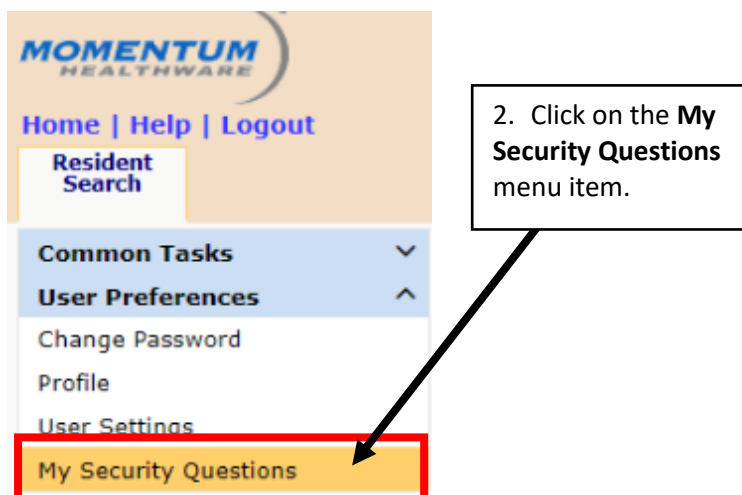
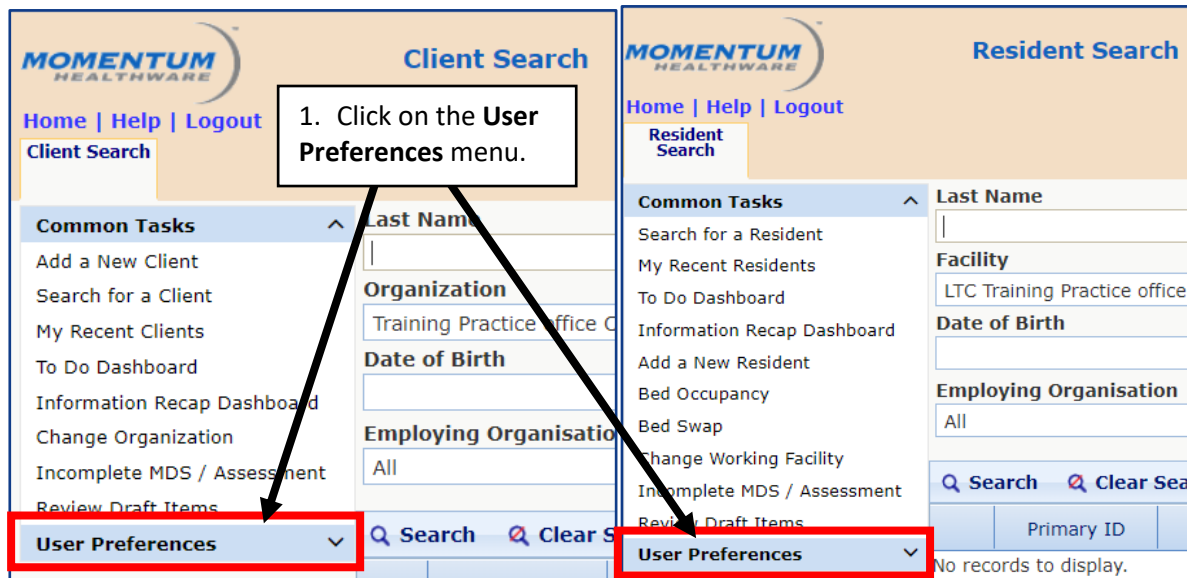
New Password

Retype New Password

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

## How do I change my security questions?

Once you have set your three security questions, the only way to change them is to go to the **User Preferences** menu. This menu can be found on the **Client Search** or **Resident Search** screens.





**My Security Questions**

[Save & Return](#) [Cancel](#)

User ID:

Question: In what city does your nearest sibling live?  
 Answer: In what city did you meet your spouse/significant other?  
 In what city does your nearest sibling live?  
 In what city or town did your mother and father meet?

Question: In what city or town was your first job?  
 Answer: What is the first name of the boy or girl that you first kissed?  
 What is the middle name of your oldest child?  
 What is the name of a college you applied to but didn't attend?  
 What is the name of the place your wedding reception was held?

Question: What is the name of your favorite childhood friend?  
 Answer: What is the name of your favorite childhood friend?  
 What is your maternal grandmother's maiden name?  
 What is your oldest brother's birthday month and year? (e.g., January 1900)  
 What is your oldest cousin's first and last name?  
 What is your oldest sibling's birthday month and year? (e.g., January 1900)  
 What is your oldest sibling's middle name?  
 What school did you attend for sixth grade?  
 What street did you live on in third grade?  
 What was the last name of your third grade teacher?  
 What was the name of your first stuffed animal?  
 What was your childhood nickname?  
 What was your childhood phone number including area code? (e.g., 000-000-0000)  
 Where were you when you first heard about 9/11?  
 Where were you when you had your first kiss?

5. Click on the drop-down box for each question and choose your three security questions.

Remember all your answers must be six or more characters.

**MOMENTUM HEALTHWARE**

**My Security Questions**

[Home](#) | [Help](#) | [Logout](#)

[Resident Search](#) [My Security Questions](#)

**Common Tasks** **User Preferences**

[Change Password](#)  
[Profile](#)  
[User Settings](#)  
[My Security Questions](#)

[Save & Return](#) [Cancel](#)

User ID:

Question: In what city or town was your first job?  
 Answer: Auckland  
☒ Show answer

Question: What is your oldest cousin's first and last name?  
 Answer: Dexter Wallis  
☒ Show answer

Question: What was the name of your first stuffed animal?  
 Answer: Buffypuff  
☒ Show answer

6. Click Save & Return.

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

## Questions

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