

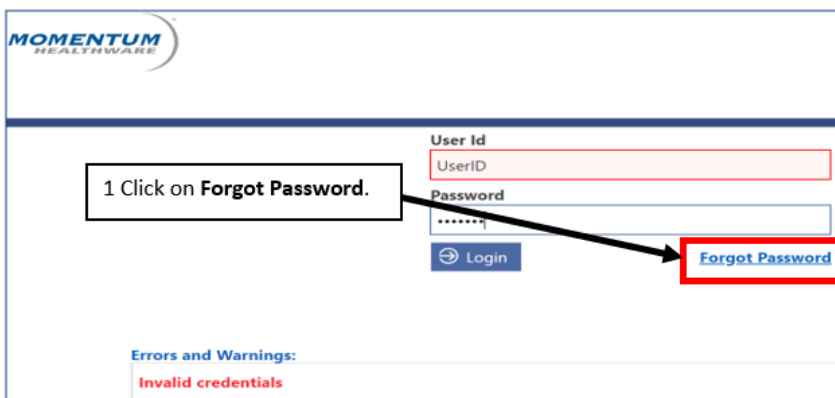
Reset your interRAI software password

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](#)

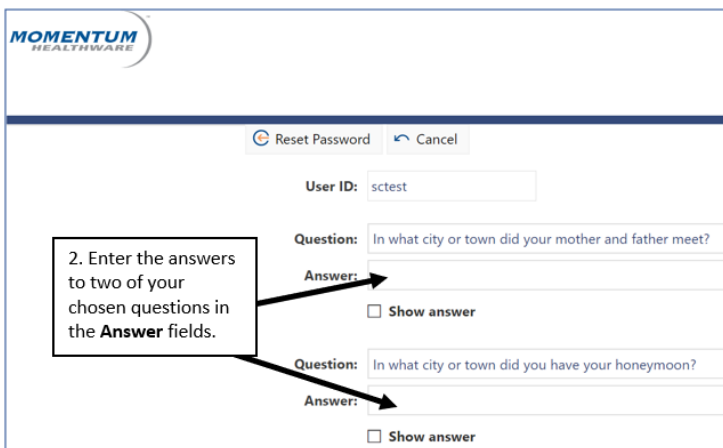
How to self-reset

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



The screenshot shows the Momentum Healthware login interface. At the top left is the Momentum Healthware logo. Below it are two input fields: 'User Id' (containing 'UserID') and 'Password' (containing '*****'). Below the password field is a blue 'Login' button. To the right of the password field is a red-bordered link labeled 'Forgot Password'. A black box with the text '1 Click on **Forgot Password**.' has an arrow pointing to the 'Forgot Password' link. At the bottom left, there is a section titled 'Errors and Warnings:' with the text 'Invalid credentials' in red.

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



The screenshot shows the Security Authentication page. At the top left is the Momentum Healthware logo. Below it are two buttons: 'Reset Password' and 'Cancel'. Below the buttons is a 'User ID:' field containing 'sctest'. Below that are two security questions, each with an 'Answer:' field. The first question is 'In what city or town did your mother and father meet?' and the second is 'In what city or town did you have your honeymoon?'. Below each answer field is a 'Show answer' checkbox. A black box with the text '2. Enter the answers to two of your chosen questions in the **Answer** fields.' has two arrows pointing to the 'Answer:' fields.

Note:

- 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

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.

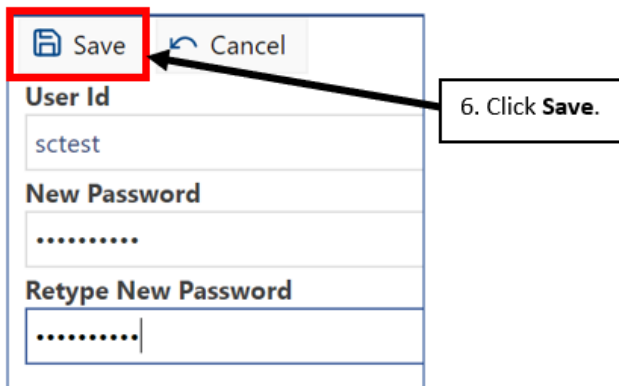
Save Cancel

User Id
sctest

New Password

Retype New Password

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

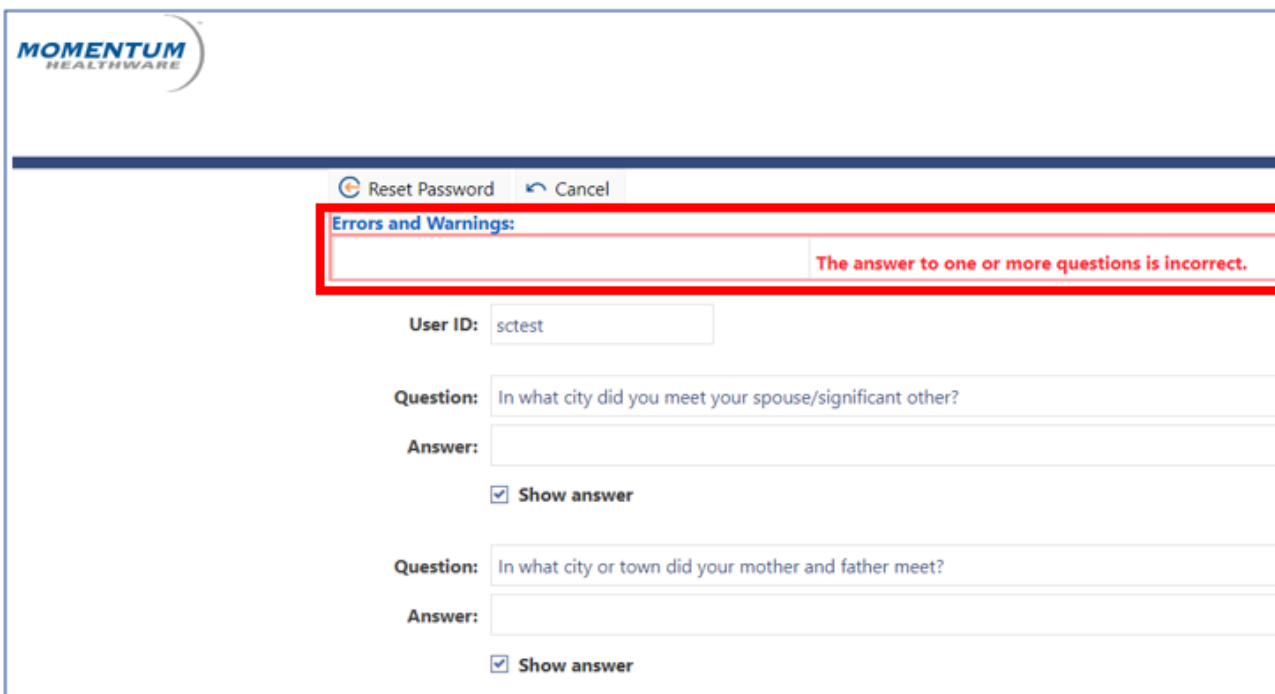


A screenshot of a password reset form. At the top, there are two buttons: 'Save' (with a floppy disk icon) and 'Cancel' (with a circular arrow icon). The 'Save' button is highlighted with a red rectangular box. A black arrow points from this box to a text box containing '6. Click Save.'. Below the buttons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



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 the 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 error message: 'The answer to one or more questions is incorrect.'. Below this box are three input fields: 'User ID:' containing 'sctest', 'Question:' containing 'In what city did you meet your spouse/significant other?', and 'Answer:' with a 'Show answer' checkbox checked. Below this are two more 'Question:' and 'Answer:' pairs, both with 'Show answer' checkboxes checked.

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.



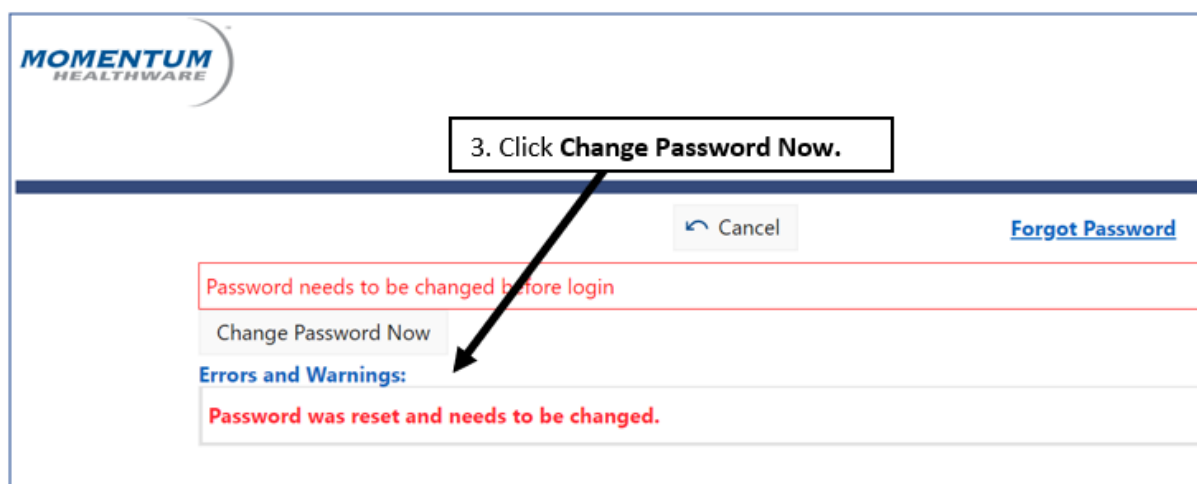
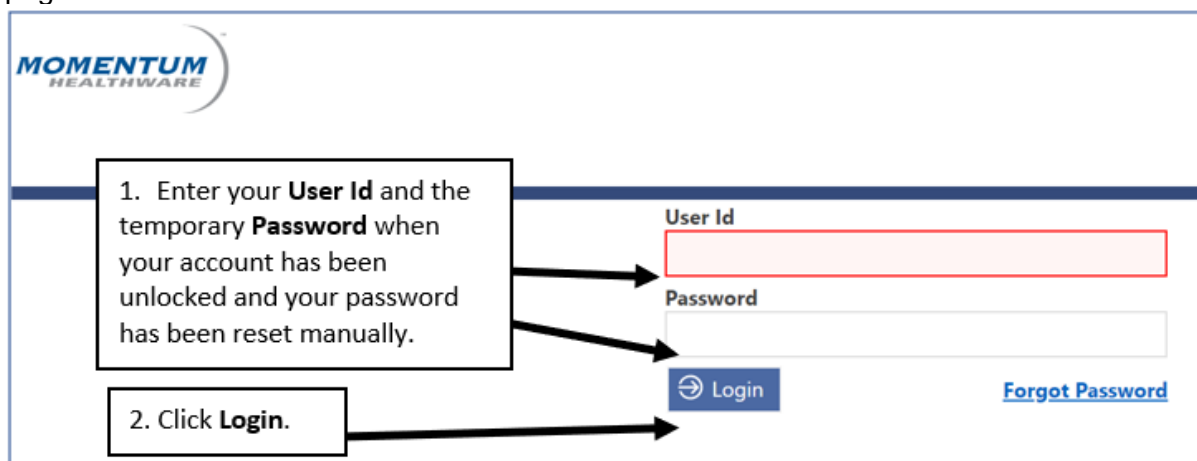
If this happens, you must contact the interRAI Software Service Desk to get your account unlocked and your password reset manually.

interRAI Software Service Desk - all regions

Ring: 0800 10 80 44 (choose option 1)

Email: interRAI@tas.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

Resident Search

Common Tasks

Search for a Resident

My Recent Residents

My Checked Out Residents

To Do Dashboard

Information Recap Dashboard

Bed Occupancy

Bed Swap

Change Working Facility

Incomplete MDS / Assessment

Review Draft Items

User Preferences

Last Name

Organization

Training Practice Office CDHB

Date of Birth

Employing Organisation

All

Search Clear Search

Primary ID

No records to display.

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

Common Tasks

User Preferences

Change Password

Profile

User Settings

My Security Questions

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

4. Click on **Reset Questions**.

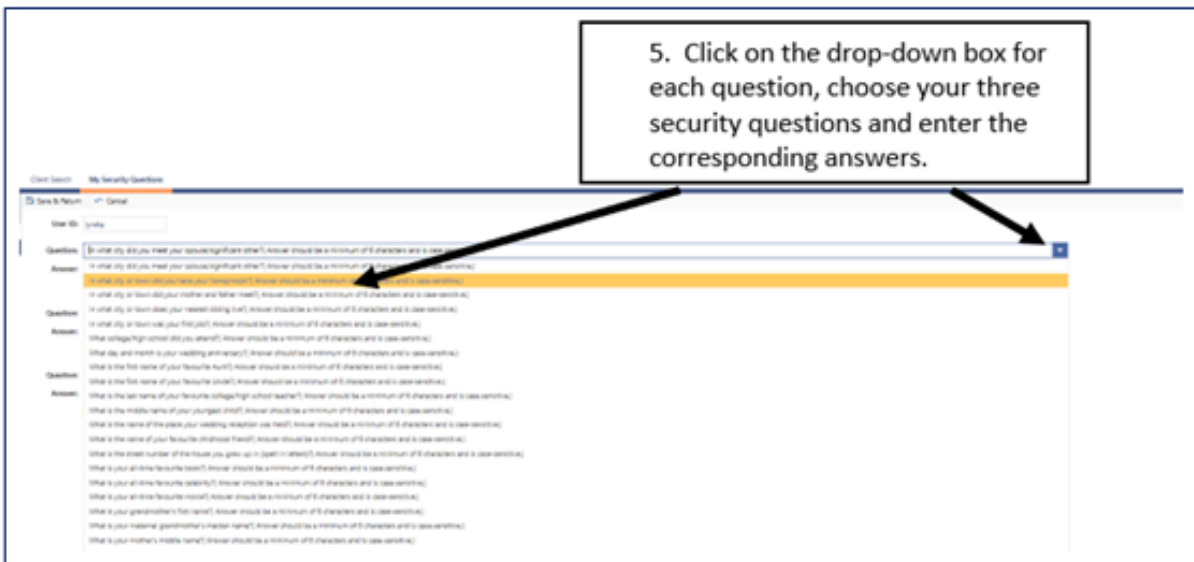
Client Search Enter Password

Reset Questions Cancel

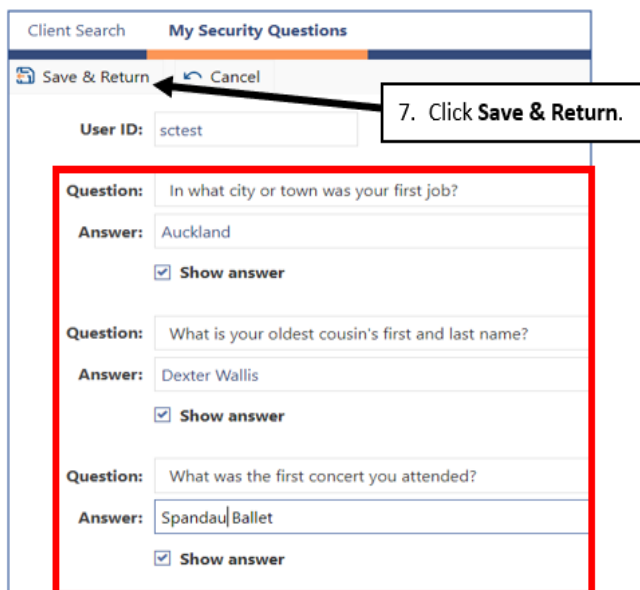
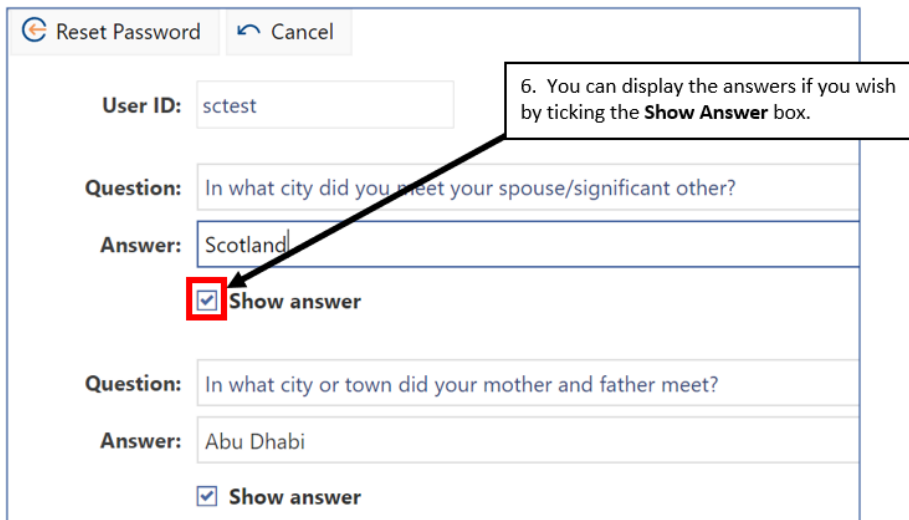
You must enter your password before you can edit your Security Questions

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