

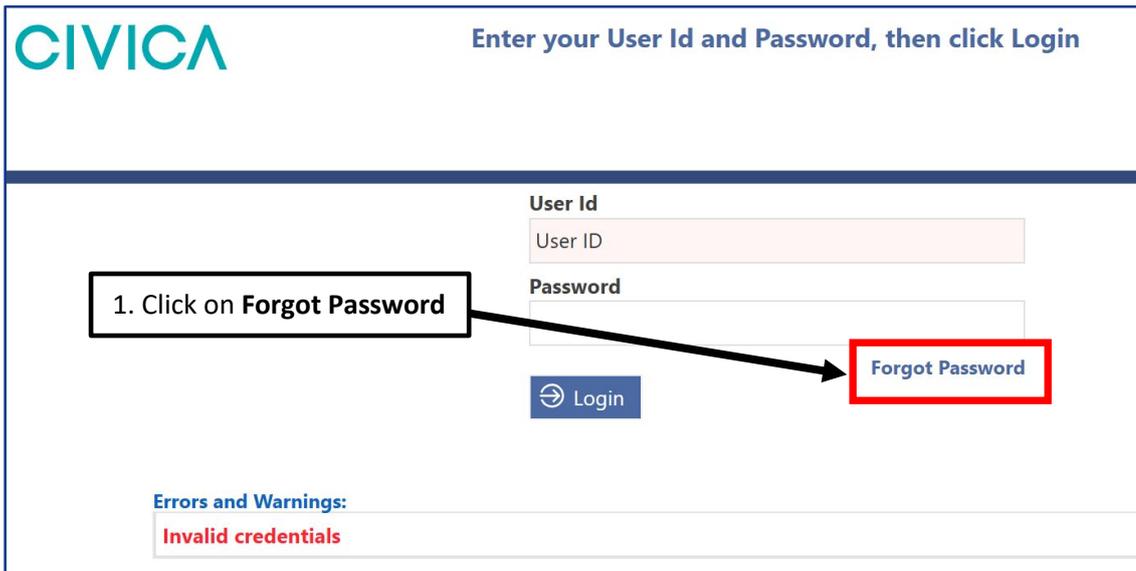
Reset your interRAI software password

Good news! You don't need to call the service desk when you forget your interRAI Assessment Software (iAS) password. Simply follow the steps below, and you can reset it yourself.

Note: this method will only work if you have set up your security questions.

How to self-reset

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



CIVICA Enter your User Id and Password, then click Login

User Id
User ID

Password

1. Click on **Forgot 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.



CIVICA Security Authentication

Reset Password Cancel

User ID: sctest

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

Answer: [Red box]

Show answer

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

Answer: [Red box]

Show answer

2. Type the answers to two of your security questions in the **Answer** fields provided

Note:

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

CIVICA Security Authentication

[Reset Password](#) [Cancel](#)

User ID: sctest

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

Answer: Wellington

Show answer

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

CIVICA Security Authentication

[Reset Password](#) [Cancel](#)

User ID: sctest

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

Answer: Wellington

Show answer

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

Answer: Gisborne

Show answer

4. Click **Reset Password**

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

CIVICA **Change Password**

5. Enter your **New Password** and then **Retype New Password** in the two available fields

Save Cancel

User Id
sctest

New Password

Retype New Password

Note:

- Your new password must be at least 8 characters long, including at least one capital letter and at least one number. It cannot be a password you have used before.

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

CIVICA **Change Password**

6. Click **Save**

Save Cancel

User Id
sctest

New Password
.....

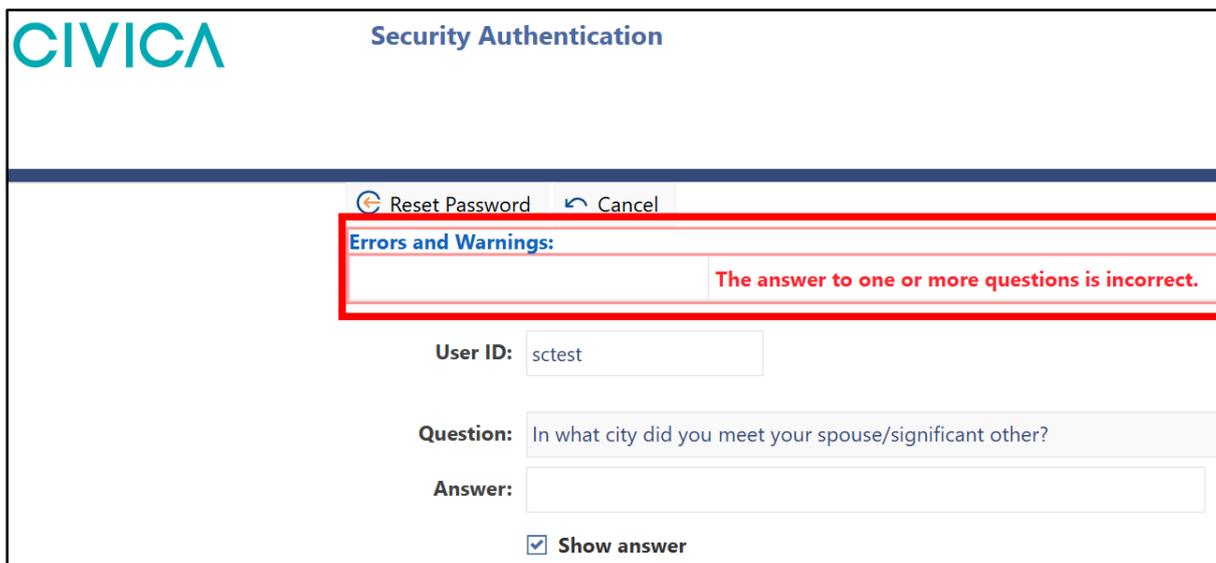
Retype New Password
.....

CIVICA Home

Client Management Provider Directory Reports Mobile Offline App

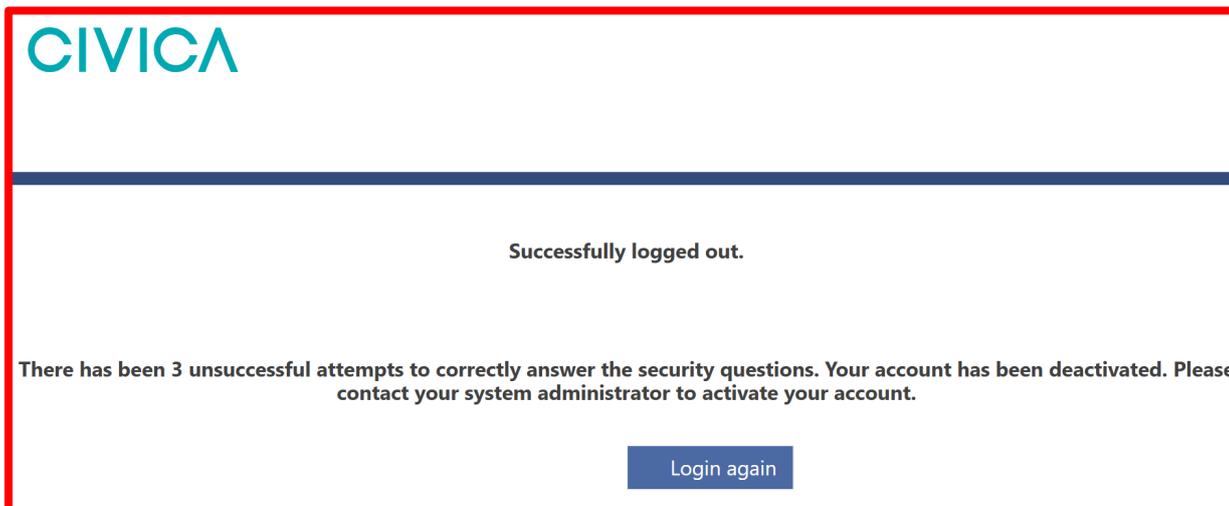
What happens if I forget the answers to my security questions?

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



The screenshot shows the CIVICA Security Authentication interface. At the top left is the CIVICA logo, and at the top right is the text "Security Authentication". Below this is a navigation bar with "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, there is a form with the following fields: "User ID:" with the value "sctest", "Question:" with the text "In what city did you meet your spouse/significant other?", and "Answer:" with an empty text input field. At the bottom of the form is a checkbox labeled "Show answer" which is 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.



The screenshot shows the CIVICA login page. At the top left is the CIVICA logo. The main content area displays the message "Successfully logged out." Below this, a red-bordered box highlights a message: "There has been 3 unsuccessful attempts to correctly answer the security questions. Your account has been deactivated. Please contact your system administrator to activate your account." At the bottom of this message is a blue button labeled "Login again".

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.

CIVICA Enter your User Id and Password, then click Login

1. Enter your **User ID** and the temporary **Password** provided by the interRAI Service Desk after your account has been unlocked and your password has been manually reset

2. Click **Login**

User Id

Password

Forgot Password

Login

CIVICA Enter your User Id and Password, then click Login

Cancel

Forgot Password

Password needs to be changed before login

Change Password Now

3. Click **Change Password Now**

Errors and Warnings:

Password was reset and needs to be changed.

CIVICA Change Password

Save

Cancel

User Id

SCtest

Current Password

.....

New Password

Retype New Password

4. Enter the **Current Password** (the temporary one provided by the interRAI Service Desk), then your **New Password** and then **Retype New Password** in the fields provided

5. Click **Save**

Note:

- Your new password must be at least 8 characters long, including at least one capital letter and at least one number. It cannot be a password you have used before.

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

The image shows two side-by-side screenshots of the CIVICA interface. The left screenshot is titled 'Client Search' and the right is 'Resident Search'. In both, the 'User Preferences' menu item at the bottom of the left-hand navigation pane is highlighted with a red box. A central text box with the instruction '1. Click on the User Preferences menu' has two arrows pointing to these red boxes.

2. Click on Reset Questions

3. Enter your current password in the Password field

4. Click on My Security Questions

The image shows a sequence of three screenshots. The first screenshot shows the 'Resident Search' screen with 'My Security Questions' highlighted in red. The second screenshot shows the 'Enter Password' screen with the 'Reset Questions' button highlighted in red. The third screenshot shows the 'Enter Password' screen with the 'Password' field highlighted in red. Arrows connect the instructions to these elements.

5. Click on the drop-down arrow for each question, choose your three security questions and enter the corresponding answers

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

6. You can display the answers by ticking the **Show Answer box**

7. Click **Save & Return**

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

Any questions?

If you have any questions, please contact interRAI@tas.health.nz