

My Health Record User guide

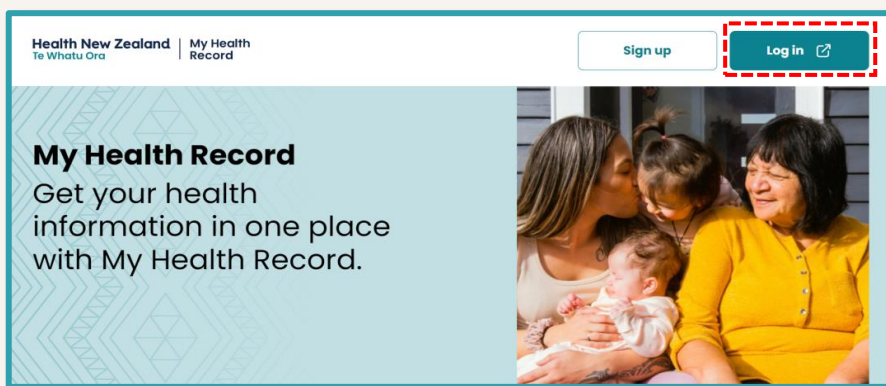
Logging in to My Health Record
Create your My Health Account
Upgrading your My Health Account

Logging in to My Health Record (via your My Health Account)

You will need:

1. A device with an internet connection.
2. An email address.
3. A 'My Health Account' login
4. A valid New Zealand or Australian identity document (i.e. drivers licence) AND/OR the name of the GP or medical centre you are enrolled in.
5. To be aged 16 years or older.

To access your My Health Record your identity is verified through a partner system called My Health Account to access your wider health information. If you have a My Health Account log in, go to <https://my.health.nz> and select 'log in'.



This will take you to the My Health Account log in page. From here, you can enter your **existing My Health Account login**, or you can login using your **RealMe** account if you have one.

My Health Account log in option

Log in to your account

Email address

Password [Show](#)

[Forgot password?](#)

[Log in](#)

OR

Log in with RealMe, only if you have already created a My Health Account with RealMe.

[Log in](#)

Don't have a My Health Account? [Sign up](#)

RealMe log in option

RealMe

Go back to My Health Account

Log in with RealMe

You've been redirected here so you can log in with RealMe

Username

Password

[Log in](#)

[Forgot Username or Forgot Password?](#)

Create a RealMe login

To access this service you need a RealMe login.

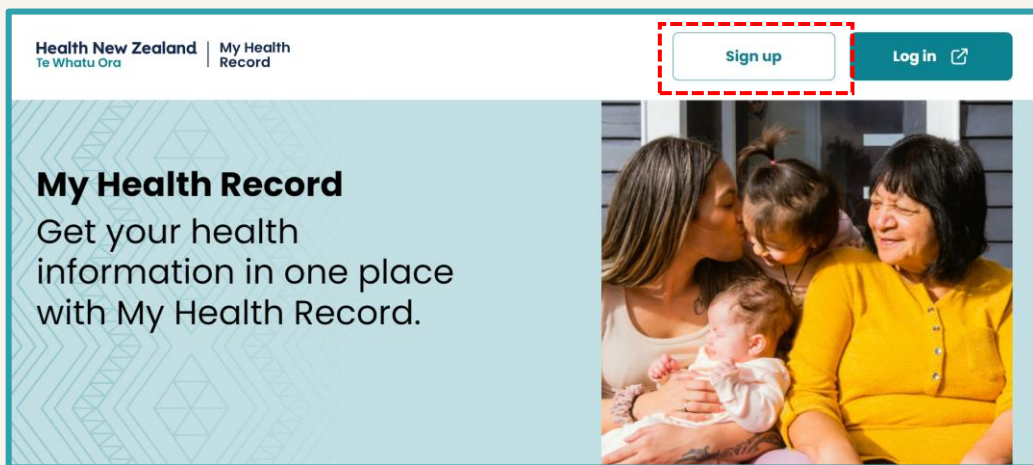
You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.

[Create a RealMe login](#)

How to create a My Health Account

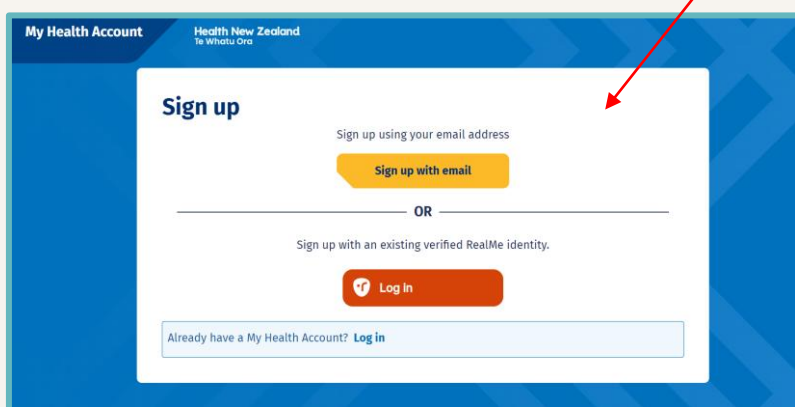
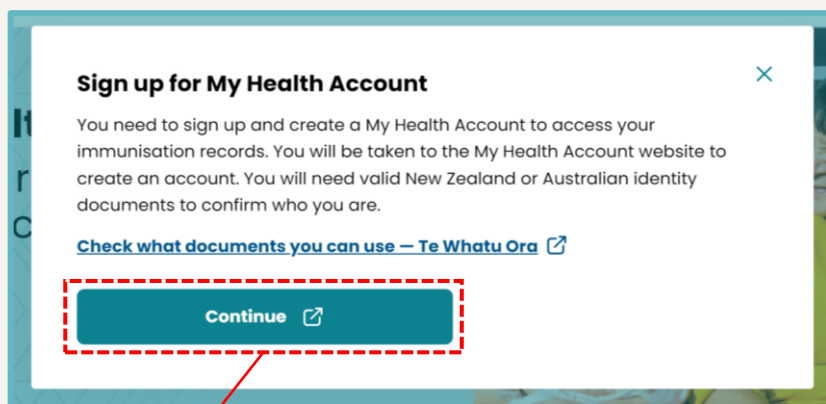
To access your My Health Record your identity is verified through a partner system called My Health Account to access your wider health information.

If you do not have a My Health Account log in set up, go to <https://my.health.nz> and select 'sign up'.



A pop-up window will appear with a link that will allow you to sign up to My Health Account.

Select 'Continue' to start the process.



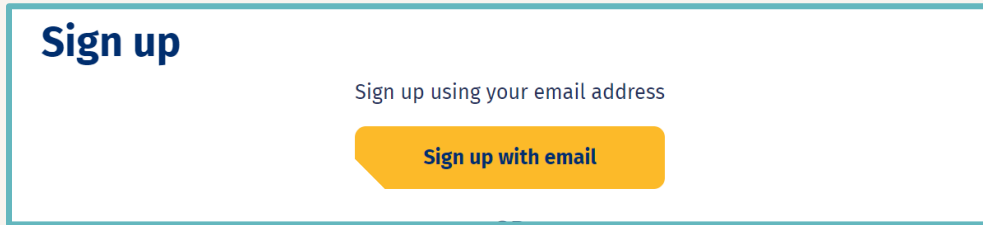
You will then be asked to sign up by **email** or **RealMe** log in.

For more information on My Health Account, including video user-guides, follow this link [Creating your account – Health New Zealand | Te Whatu Ora](#)

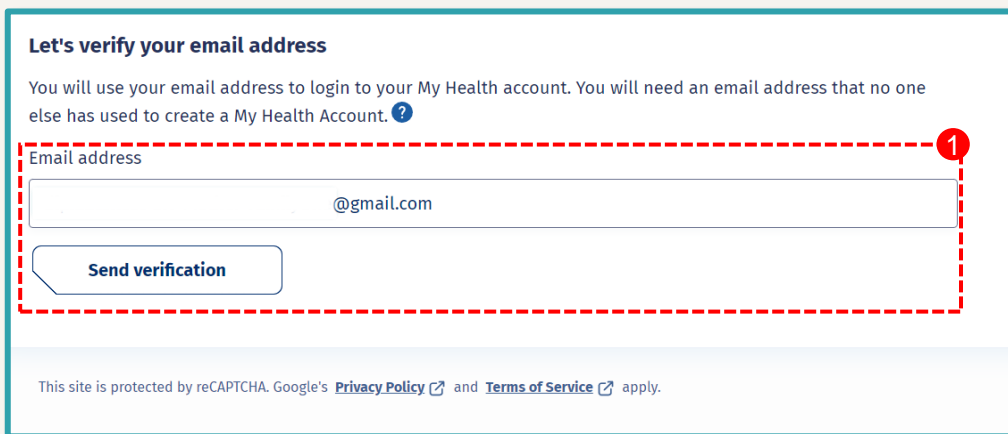
How to Create a My Health Account (cont)

Creating your My Health Account with your email

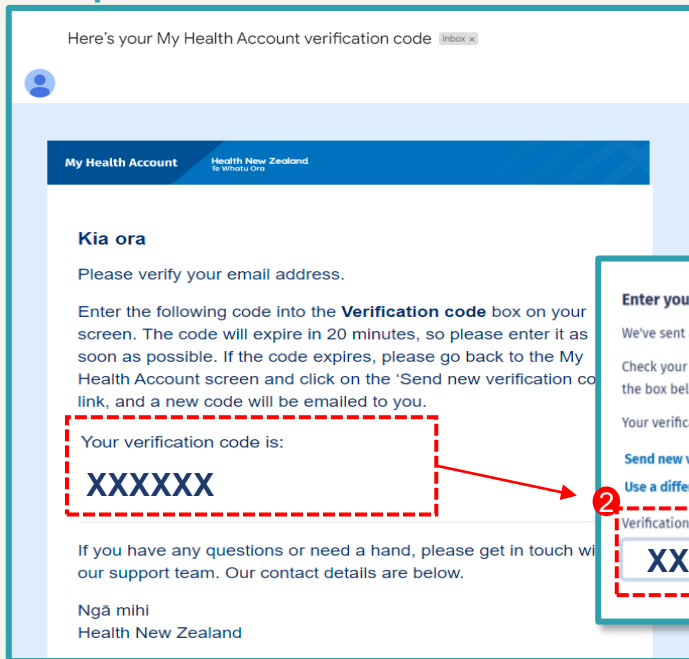
You can sign up to My Health Account using your email address.



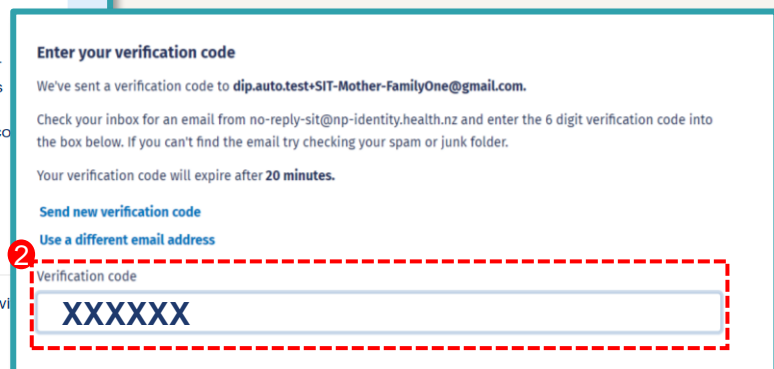
1) You will need to verify your email address, start by entering your email address into the field provided and select '**Send verification**'. A My Health Account verification code will then be sent to this email address.



Example Email:



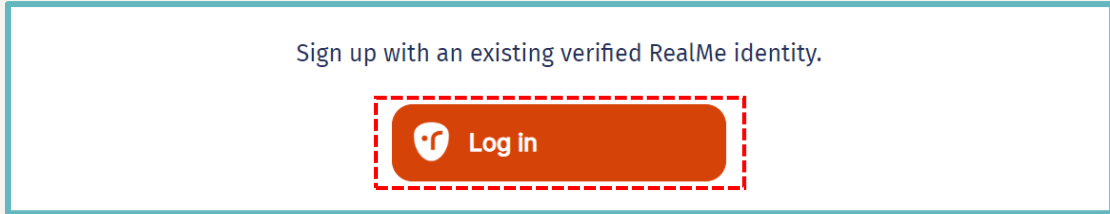
2) You will then need to enter the **verification code that was sent to your email into the available field**. You will then be directed to [verify your identity](#).



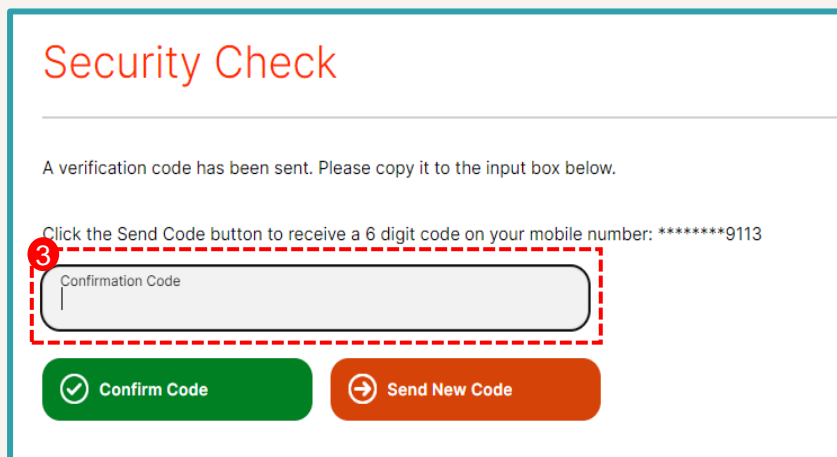
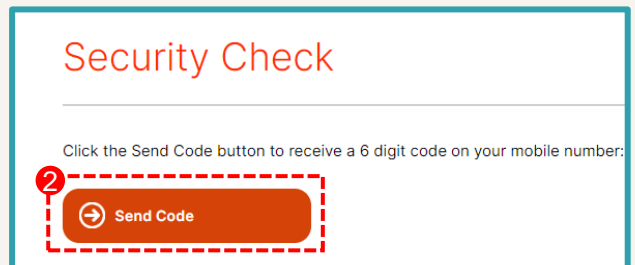
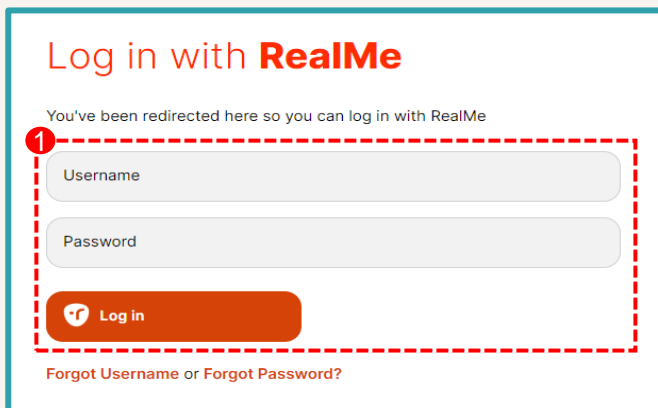
How to Create a My Health Account (cont)

Creating your My Health Account with RealMe

You can sign up to My Health Account using an existing **RealMe** identity.



- 1) Enter your RealMe username and password and select '**Log in**'
- 2) Select '**Send Code**' and a confirmation code will be sent to the mobile number registered against your RealMe account.
- 3) Enter this code and select '**Confirm Code**'. You will then be directed to verify your identity.



How to upgrade your My Health Account


Using the identity document check

To access your wider health information, you must update your My Health Account identity level from 'Basic' to 'Complete' by confirming your identity in your My Health Account. You can confirm your identity using an **identity document** (e.g. driver license) or using your healthcare provider (if you are registered with a New Zealand GP practice or medical centre).

You will need to provide details from one of the following documents:

- New Zealand driver license
- New Zealand passport
- New Zealand birth certificate
- New Zealand citizenship certificate
- Kiwi Access Card
- Australian passport
- Australian birth certificate.

You need to be aged 16 or over to create an account

 **Using an identity document** (eg. driver licence)
for access to a range of health information

Identity document

Providing an identity document is a way you can expand your account and the range of health information services you can access.

What you need

- You need to provide one of the following identity documents:

New Zealand	Australia
Driver Licence	Passport
Passport	Birth Certificate
Birth Certificate	
Citizenship Certificate	
Kiwi Access Card	

- You can choose to search for your **NHI number** as part of your account set up. If we can't automatically find it, we may need you to provide your NHI number or additional information.

1) Select your identity document from the dropdown list provided.

2) Enter the relevant details from your identity document.

Example for NZ Driver License

Confirm your identity

Please choose an identity document from the list below that we can use to confirm who you are.

1 **Identity document**
NZ Driver Licence

2 **Your details**
Please enter your details below as they appear on your **driver licence**.

First name	Middle name(s)	Last name
Mother	First	Family One

Date of birth

Day	Month	Year
06	02	1990


How to upgrade your My Health Account (cont.)

Using the health provider check

To access your wider health information, you must verify who you are in your My Health Account. You can confirm your identity using an identity document (e.g. driver license) or **using your healthcare provider (if you are registered with a New Zealand GP practice of medical centre)**.

You will need:

- The residential address you have registered with your healthcare provider
- Your mobile phone number (this needs to match the number registered with your healthcare provider).



Using your healthcare provider
You need to be registered with a New Zealand GP practice or medical centre.

1) After selecting to sign up 'using your healthcare provider' you must first agree to the relevant terms and conditions.

Healthcare provider check

We will check your identity details and NHI number with the GP practice or medical centre you are enrolled with.

What you need

- ◆ You need to be enrolled with a GP practice or medical centre.
- ◆ Your **mobile phone**. Your **mobile number** needs to match the number registered with your healthcare provider. You will be sent a text message with a code to confirm that you are the owner of that mobile number.

1 I agree to My Health Account accessing my mobile phone number from my GP practice or medical centre to be used to upgrade this account.

2) You will then need to search for and select your healthcare provider.

Search for your healthcare provider

3) A verification code will be sent to the mobile number you have registered with your GP. Enter this code into the field provided to confirm your My Health Account.

Verify your phone number

Check your phone and enter the 6 digit code into the box below.

1 Verification code will expire **after 20 minutes**.

[I didn't receive a text message](#)

3 Verification Code