My Health Record User guide

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

Te Kāwanatanga o Aotearoa New Zealand Government Health New Zealand Te Whatu Ora

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 <u>https://my.health.nz</u> 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

RealMe log in option

| Log in to your account | | Health New Zealand Te Whatu Ora |
|---------------------------------------------------------------------------------------|-----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Email address | Go back to My Health Account | |
| Email address | Log in with RealMe | Create a RealMe login |
| Password Show 📀 | You've been redirected here so you can log in with RealMe | To access this service you need a RealMe login. |
| Password | Username | 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. |
| Forgot password? | Password | Create a RealMe login |
| Log in | 😗 Log in | |
| OR | Forgot Username or Forgot Password? | |
| Log in with RealMe, only if you have already created a My Health Account with RealMe. | | |

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 <u>https://my.health.nz</u> 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.

Sign up for My Health Account

You need to sign up and create a My Health Account to access your immunisation records. You will be taken to the My Health Account website to create an account. You will need valid New Zealand or Australian identity documents to confirm who you are.

Check what documents you can use – Te Whatu Ora 🖸





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

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For more information on My Health Account, including video user-guides, follow this link <u>Creating your account – Health New Zealand | Te Whatu Ora</u>

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.

| Let's verify your email address | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| You will use your email address to login to your My Health account. You will need an email address that no one else has used to create a My Health Account. ? | | |
| Email address | | |
| @gmail.com | | |
| Send verification | | |
| | | |
| This site is protected by reCAPTCHA. Google's Privacy Policy (7) and Terms of Service (7) apply. | | |

Example Email: 🗲

| Here's your My Health Account verification code Reserved Wy Health Account Reserved Kia ora | 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. |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Please verify your email address. Enter the following code into the Verification code box on your screen. The code will expire in 20 minutes, so please enter it as soon as possible. If the code expires, please go back to the My Health Account screen and click on the 'Send new verification co link, and a new code will be emailed to you. Your verification code is: XXXXXX If you have any questions or need a hand, please get in touch wi our support team. Our contact details are below. Ngā mihi Health New Zealand | Enter your verification code We've sent a verification code to dip.auto.test+SIT-Mother-FamilyOne@gmail.com. Check your inbox for an email from no-reply-sit@np-identity.health.nz and enter the 6 digit verification code into the box below. If you can't find the email try checking your spam or junk folder. Your verification code will expire after 20 minutes. Send new verification code Use a different email address Verification code Verification code |

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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.

| Log in with RealMe | Security Check |
|---------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Username Password | Click the Send Code button to receive a 6 digit code on your mobile number: |
| Forgot Username or Forgot Password? | |
| A verification code has been sent. Please copy | y it to the input box below. |
| Click the Send Code button to receive a 6 digi Confirmation Code | it code on your mobile number: ******9113 |



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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 of medical centre).

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

- New Zealand driver license You need to be aged 16 or over to create an account New Zealand passport New Zealand birth certificate (8-) New Zealand citizenship certificate Using an identity document (eg. driver Kiwi Access Card licence) Australian passport for access to a range of health information Australian birth certificate. 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 Australia New Zealand Driver Licence Passport Birth Certificate Passport 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.

| | Confirm your identity Please choose an identity document from the list below that we can use to confirm who you are. | | | |
|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|----------------|------------|---|
| Identity document NZ Driver Licence | | | | |
| 2 Your details Please enter your details below as they appear on your driver licence. | | | | |
| | Mother | First | Family One |] |
| | Date of birth Day Monti 06 02 | h Year 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 or 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).

| | Ê |
|------------|--------------------------------------------------------------------------------|
| \bigcirc | 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.



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.

Overification code will expire after 20 minutes.

I didn't receive a text message



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