

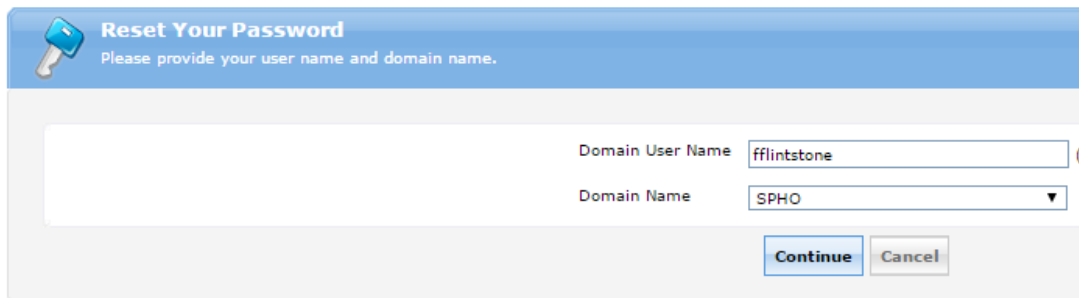
Password reset – HealthOne

Note: Your HealthOne password will always expire after 90 days.

1. Go to this link:

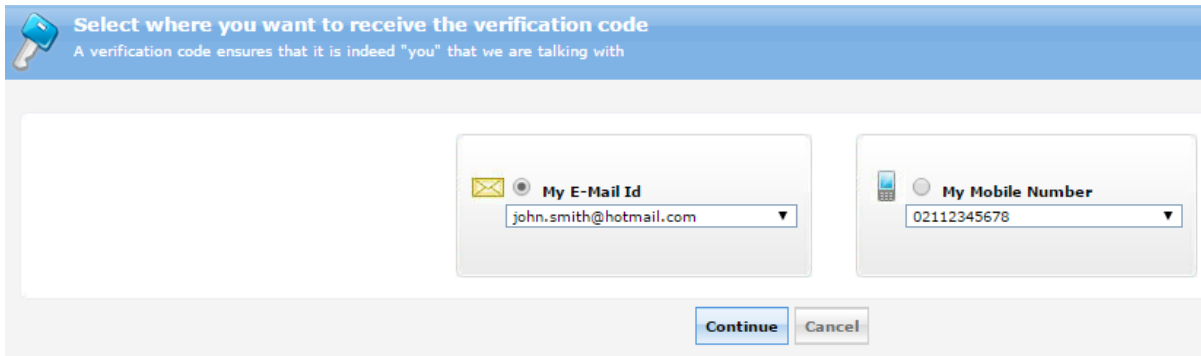
<https://selfservice.wellsouth.org.nz/accounts/Reset>

2. Type in your HealthOne username into the “Domain User Name” field, then click “Continue”:



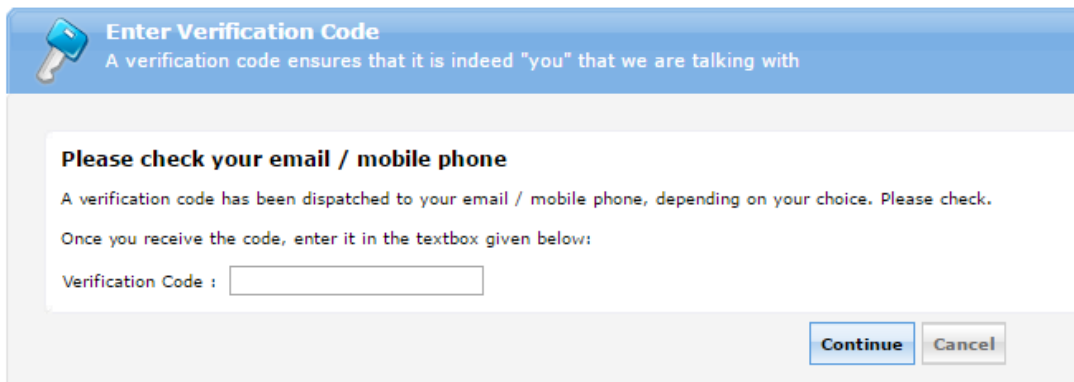
The screenshot shows a web form titled "Reset Your Password" with a blue header and a key icon. Below the header, it says "Please provide your user name and domain name." There are two input fields: "Domain User Name" with the text "fflintstone" and "Domain Name" with a dropdown menu showing "SPHO". At the bottom right, there are "Continue" and "Cancel" buttons.

3. Select from the following to send your verification code to and then click “Continue”:



The screenshot shows a web form titled "Select where you want to receive the verification code" with a blue header and a key icon. Below the header, it says "A verification code ensures that it is indeed 'you' that we are talking with". There are two selection boxes: "My E-Mail Id" with a dropdown menu showing "john.smith@hotmail.com" and "My Mobile Number" with a dropdown menu showing "02112345678". At the bottom right, there are "Continue" and "Cancel" buttons.

4. Check your email/phone for the verification code, key that into the “Verification Code” field, then click “Continue”:



The screenshot shows a web form titled "Enter Verification Code" with a blue header and a key icon. Below the header, it says "A verification code ensures that it is indeed 'you' that we are talking with". The main content area says "Please check your email / mobile phone" and "A verification code has been dispatched to your email / mobile phone, depending on your choice. Please check. Once you receive the code, enter it in the textbox given below:". There is a text input field labeled "Verification Code :". At the bottom right, there are "Continue" and "Cancel" buttons.

5. Enter in your new password and repeat in the confirm new password field, complete the passphrase at the bottom and finally click “Reset Password”:

Reset Password
Please enter a new password in the boxes below:

Reset Password

New Password :

Confirm New Password :

- Minimum length should be at least 8
- Must contain both upper and lowercase characters
- Must contain at least one number
- Must not be a palindrome
- Must not contain any character more than twice
- Must not have 3 consecutive characters from username
- Must not contain restricted patterns [List](#)

Type the characters you see in the picture below.

NOTE:

Your new password must meet the password requirements on that page, you should have **all** green ticks after typing in your new password – example below:

- ✓ Minimum length should be at least 8
- ✓ Must contain both upper and lowercase characters
- ✓ Must contain at least one number
- ✓ Must not be a palindrome
- ✓ Must not contain any character more than twice
- ✓ Must not have 3 consecutive characters from username
- ✓ Must not contain restricted patterns [List](#)

6. All going well you should have updated your password successfully:

✓ The password has been reset successfully.

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