

Keeping your Manage My Health account secure

Manage My Health has added extra security steps to help protect your health information. These steps are designed to keep your account safer while still making it easy to log in.

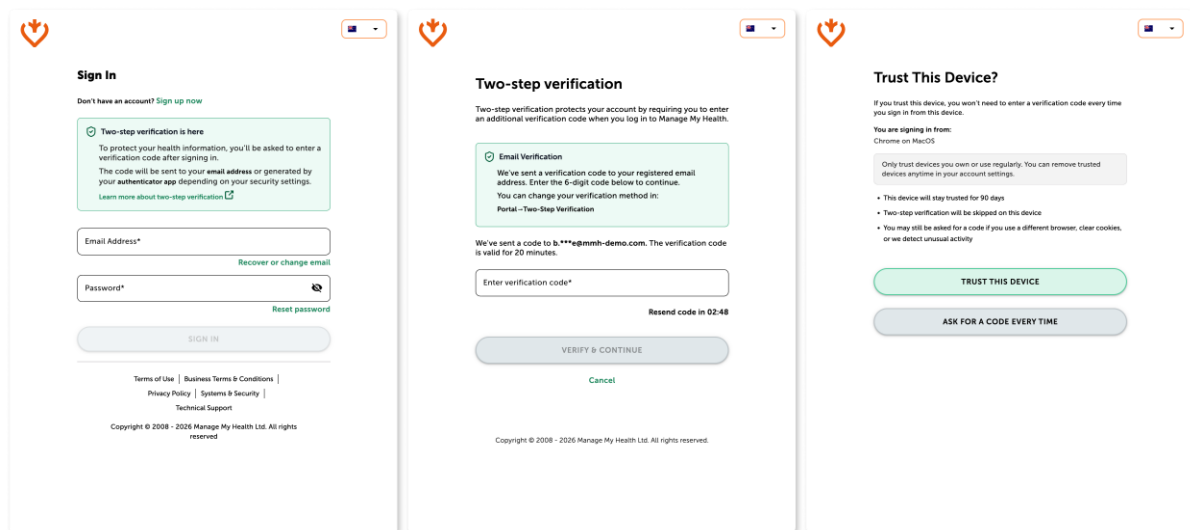
When you log in on the website

When you log in to Manage My Health through a web browser, you must enter your verification code to confirm your identity.

After you enter the code, you may see an option called “Trust This Device”.

You should only choose “Trust This Device” if you are using your own computer, tablet, or phone. For example, your personal device at home.

Once you have trusted your device, you should not need to enter a code every time you log in for the next 90 days.



You may be asked to enter a code again if you:

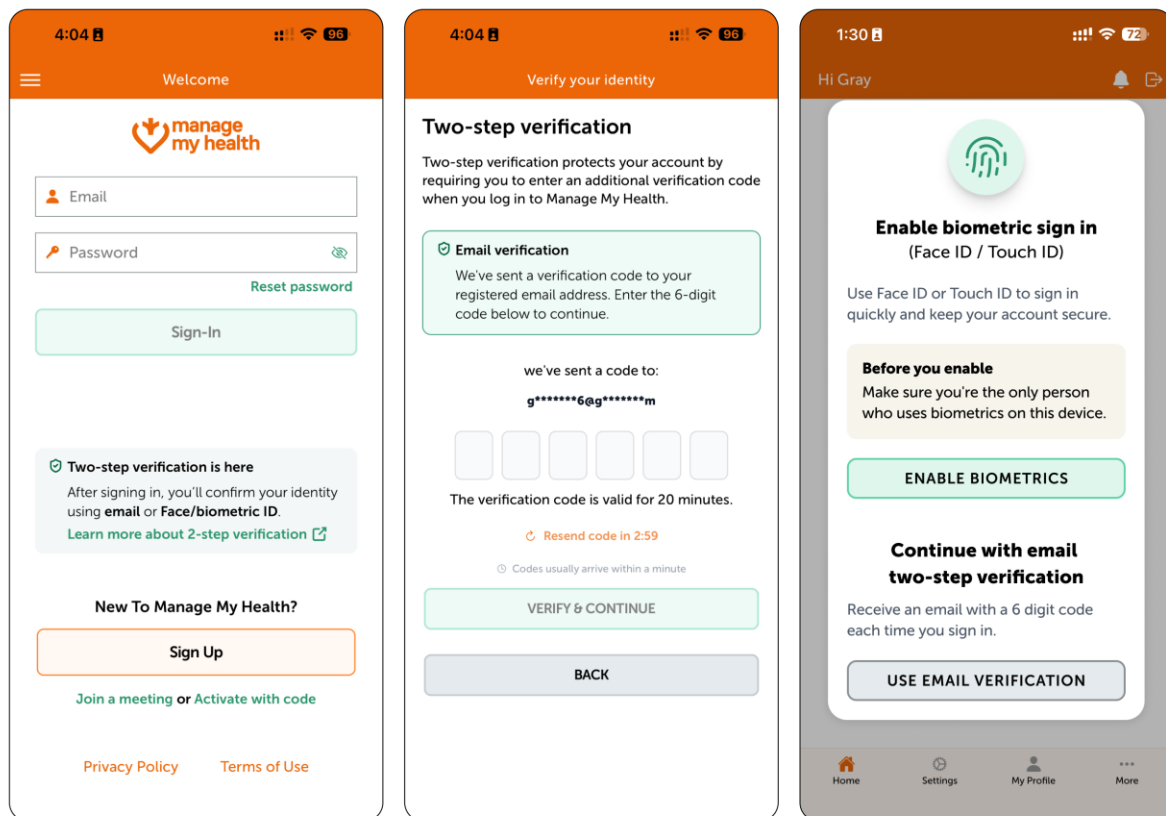
- Use a different device
- Clear your browser history
- Have not logged in for some time

Do not select “Trust This Device” on a shared or public computer, such as one at a library, workplace, or internet café.

When you use the mobile app

The Manage My Health mobile app can use Face ID or fingerprint login, depending on your phone or tablet.

This means you can log in using your face or fingerprint, instead of typing your password each time.



We recommend turning this on, as it makes logging in easier while helping keep your account secure.

- If you have trouble logging in
- If you forget your password, do not receive a security code, or cannot log in, you can:
- Use the Forgot password link on the login screen or email support@managemyhealth.co.nz

These extra steps are there to protect your personal health information. Once your device is trusted, logging in should be quicker and easier.