Establish laboratory portal and RealMe® account

(for all lab users)

This quick reference guide takes you through the steps to create a user account in the Laboratory Portal part of Hinekōrako, the Taumata Arowai regulatory and intelligence system. To access your Hinekōrako account you'll need a RealMe® account. If you don't have one, you'll be able to create one during this process. Each time you log into Hinekōrako you will log in with your RealMe® account.

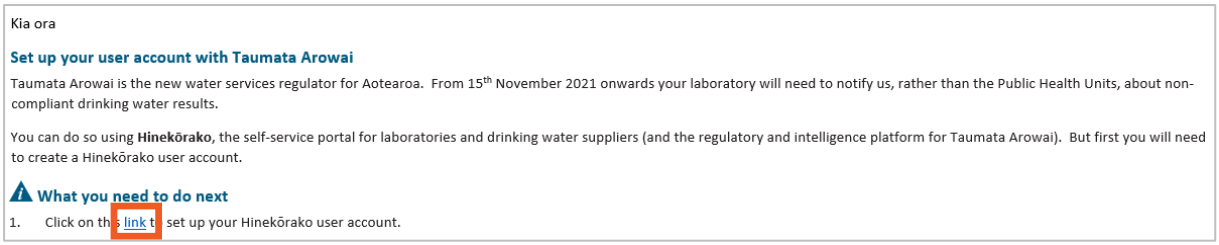
It does not matter if your RealMe® account is not a work account. Your RealMe® account is only tied to your Hinekōrako account for the purposes of making sure it really is you who is logging in. You can do that with a personal RealMe® account. You do not need to create a separate RealMe® account for this purpose if you already have one.

Note: RealMe® is a registered trademark.

Where to start

This process assumes you have received an email with an invitation link to create an account. That email could have been sent to you by Taumata Arowai or by an administrator of the laboratory you work at.

Step	What to do
1	Click on the *link* in the email.



Kia ora

Set up your user account with Taumata Arowai

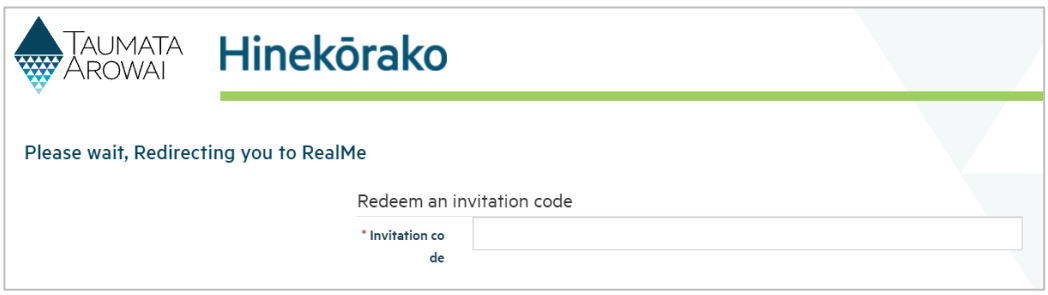
Taumata Arowai is the new water services regulator for Aotearoa. From 15th November 2021 onwards your laboratory will need to notify us, rather than the Public Health Units, about non-compliant drinking water results.

You can do so using **Hinekōrako**, the self-service portal for laboratories and drinking water suppliers (and the regulatory and intelligence platform for Taumata Arowai). But first you will need to create a Hinekōrako user account.

What you need to do next

1. Click on this link to set up your Hinekōrako user account.

Step	What to do
2	You'll be taken to the Hinekōrako portal and from there transferred to RealMe®. The transfer might take a moment. If it does, you may see this page. Please wait until you are redirected. ***Note:*** RealMe® is a secure way to prove your identity online. If you already have a personal or business RealMe® account, you can use this to verify your identity. Your RealMe® account is only used to confirm your identity when you log into Hinekōrako. Taumata Arowai will not receive or store any of your RealMe® information.



Hinekōrako

Please wait, Redirecting you to RealMe

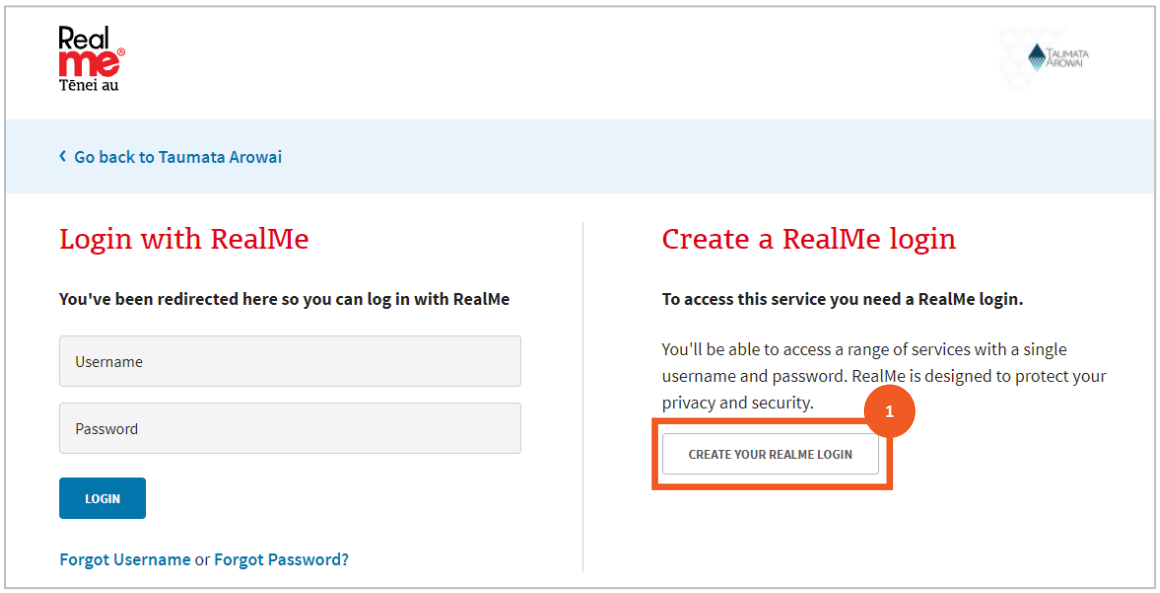
Redeem an invitation code

* Invitation code

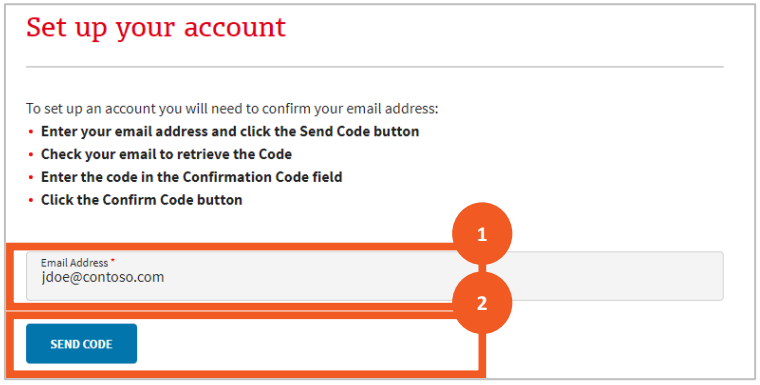
Options
Once you are on the RealMe® page, you have the following options: • Create a new RealMe® account, go to **Step 3**. • Retrieve your forgotten RealMe® username or password, go to **Step 8**. • Link an existing RealMe® account to your Hinekōrako account, go to **Step 9**.

Creating a new RealMe® account

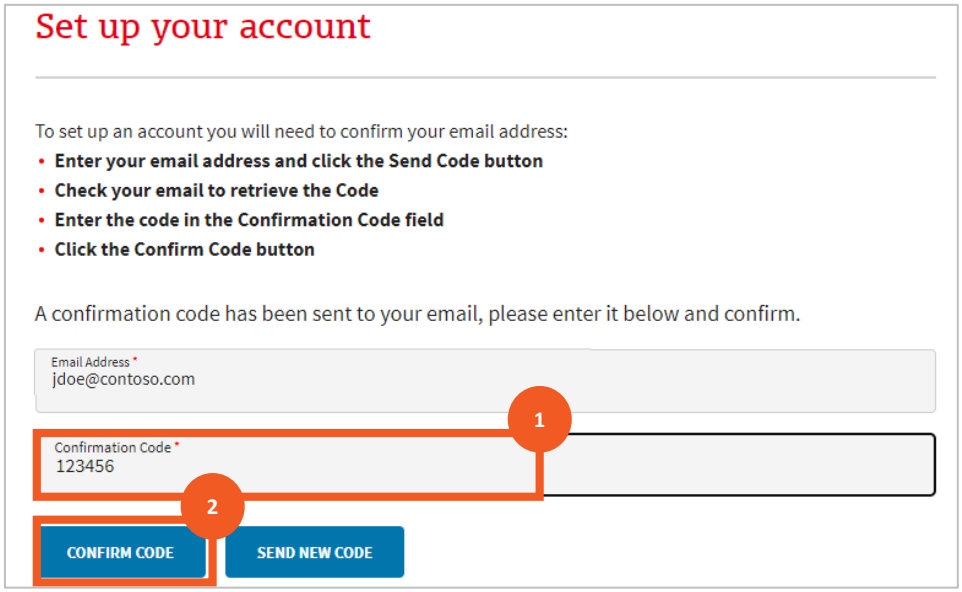
Step	What to do
3	Click on the *Create your RealMe® Login* button.



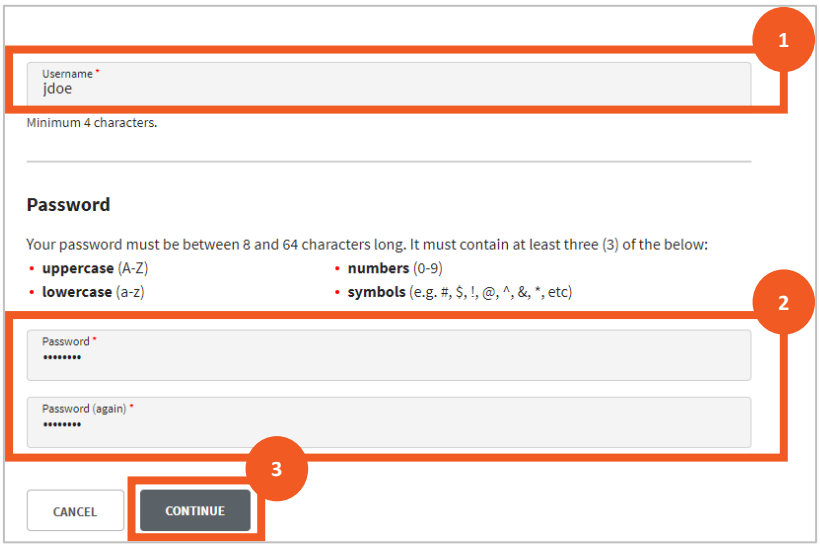
Step	What to do
4	You will be taken to a page where you can set up your RealMe® log in details. 1. Enter your *email address*. This does not have to be the same as the one on your Hinekōrako account. It will be the email address RealMe® use to send you emails relating to forgotten passwords or usernames. 2. Start the process of confirming the email address is yours by clicking *Send Code*.



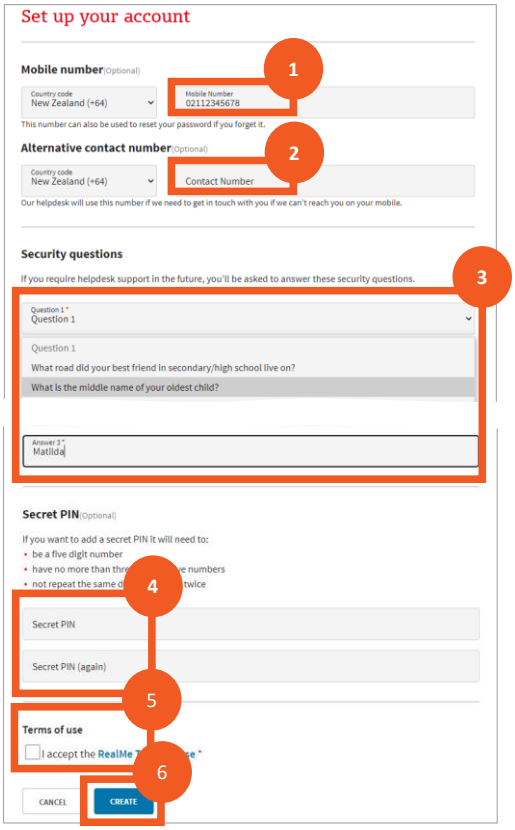
Step	What to do
5	A field will appear where you can enter the *Confirmation Code* sent to the email address you specified. 1. Enter the *code*. 2. Click *Confirm Code*.



Step	What to do
6	Once you have entered the correct code: 1. Enter a unique *username*. RealMe® will tell you if the name you have selected is already in use. 2. Enter a password and then confirm that password. The passwords must match and must meet the security requirements listed on the page. 3. Click *Continue*.

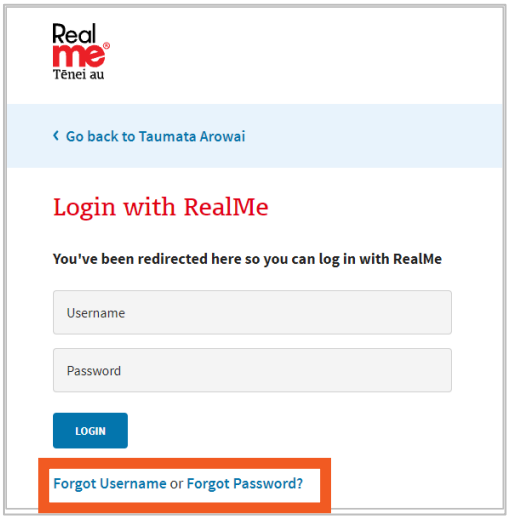


Step	What to do
7	You'll then be taken to a page where you can provide additional security details. You can: 1. Provide your mobile number. As with the password you'll be asked to click on *Send Code* and then enter the code received by text message to your phone in the field that appears. 2. Provide an additional contact number for RealMe® 's helpdesk. 3. Select and provide the answers to three security questions, which the RealMe® helpdesk will use to confirm you are who you say you are if you contact them. 4. Set up a secret 5 digit PIN, as another option for confirming your identity with the helpdesk or when resetting your password. Once you've set the above up, read and accept the *RealMe® terms of use*. Click *Create* to create your account.



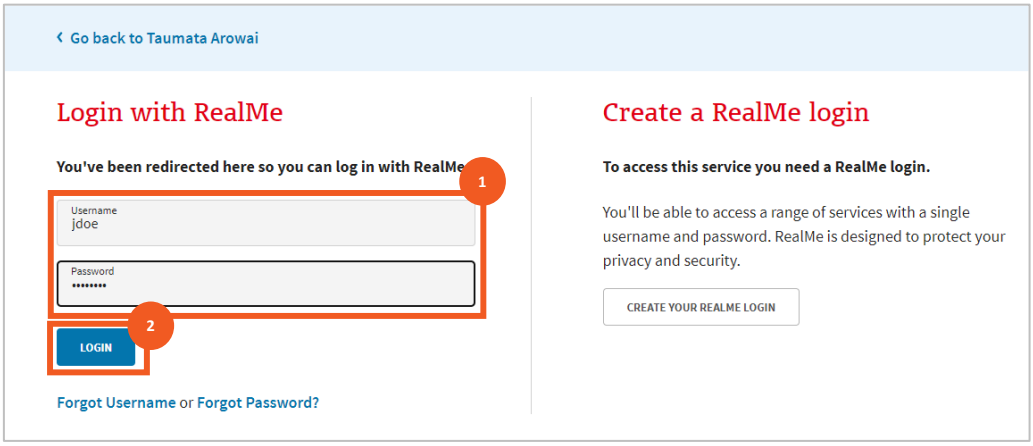
Retrieve your RealMe® username or reset your password

Step	What to do
8	If you have an existing RealMe® account you can use the links on the login page to: • Retrieve your RealMe® username if you have forgotten it, or • Reset your RealMe® password if you have forgotten that. For further instruction on how to do either, please refer to the RealMe® website: Help – RealMe®



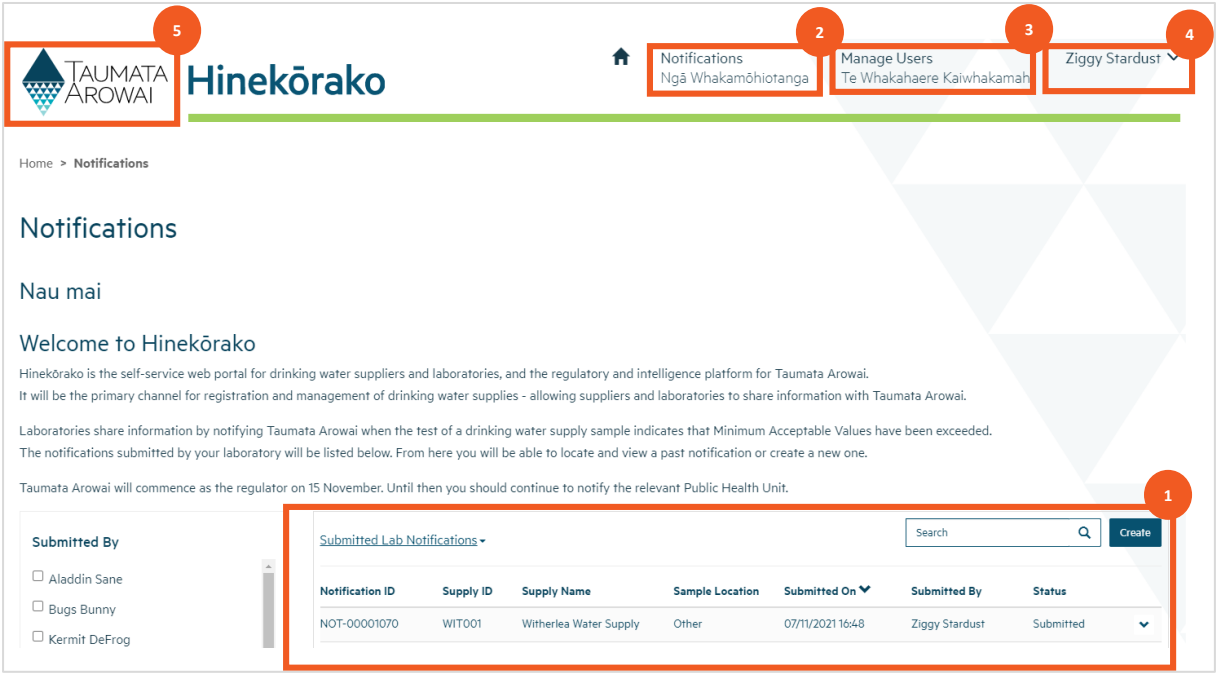
Link an existing RealMe® account to your Hinekōrako account

Step	What to do
9	To link your existing RealMe® account to your Hinekōrako account simply log in to RealMe® at this point by: 1. Entering your username and password 2. Clicking *Login*. **Retrieve Your Username or Reset Your Password** If you have forgotten your RealMe® username you can retrieve it by requesting it be emailed to you. If you have forgotten your RealMe® password you can reset it. For instruction on how to do this, please refer to the RealMe® website: Help – RealMe®



Read and accept the Hinekōrako Terms of Use and Privacy Statement

Step	What to do
10	Before you can access the Laboratory Portal you must acknowledge that you have read and agree to comply with the Hinekōrako terms of access and privacy statement: 1. Open and read the terms of access by clicking on the *terms of access link.* These open in a separate tab in your browser. 2. Return to the acknowledgment page and open and read the privacy statement by clicking on the *privacy statement link*. This will also open in a separate tab in your browser. 3. Click on *the acknowledgement* checkbox. 4. Click on *Continue*.

Familiarise yourself with the Laboratory portal home page

Step	What to do
11	After acknowledging the terms of access and privacy statements, you will be taken to the *Notifications* page. This is your *home page* for the *Laboratory Portal*. From here you will be able to: 1. See all notifications of exceedance of drinking water standards found in tests your laboratory has completed and: • Click through to view the notification details, including the test results documents uploaded with the notifications. • Create and submit a new notification record. See the ***Create and submit a laboratory notification (for all lab users)*** and ***Find a submitted laboratory notification (for all lab users)*** quick reference guides on the Taumata Arowai website for instructions on how to do these things and more. 2. Always return to this page, by selecting the *Notifications* menu option at the top. 3. If you are a *Laboratory Administrator*, choose the *Manage Users* menu option to set up and manage other users to be able to log in and submit notifications or also manage users. 4. *Sign Out* or update your own profile, including contact details, by selecting from the drop down menu by your name at the top right of the screen. 5. Go to the Taumata Arowai website by clicking on the *Taumata Arowai logo*. This is your *home page*, so clicking on the *home icon* will bring you here.