

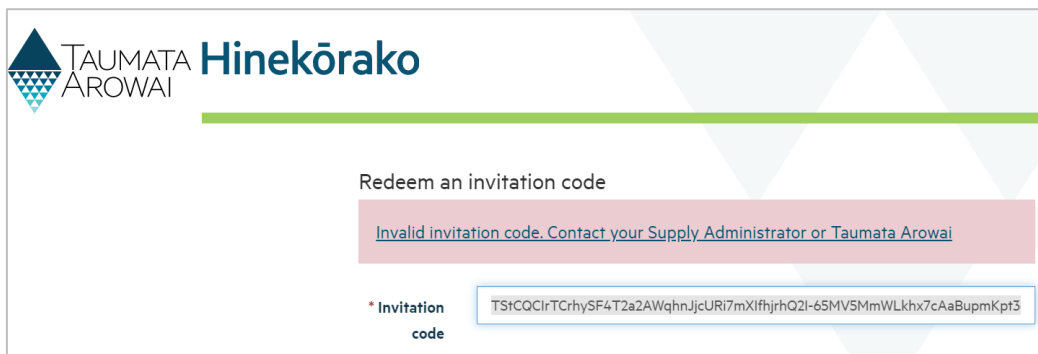
Correct an invalid invitation code

(for all users)

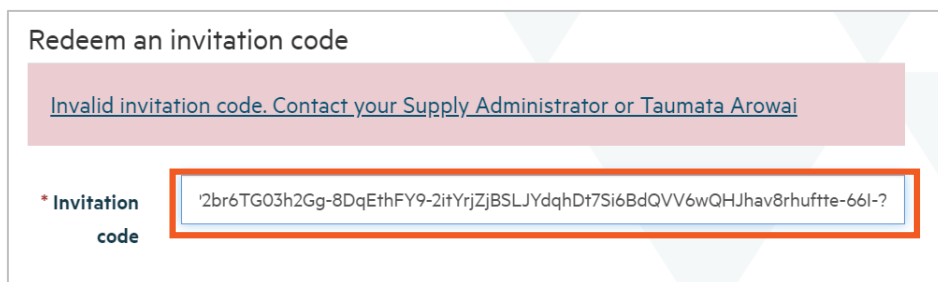
If your email security set up does not recognise taumataarowai.govt.nz as a safe domain it may encrypt the invitation link in our email for your protection. It will then unencrypt it when you click on it but may change the invitation code included in the link in the process, leading to an Invalid Invitation Code error.

This QRG takes you through the steps to correct the invitation code so that it works.

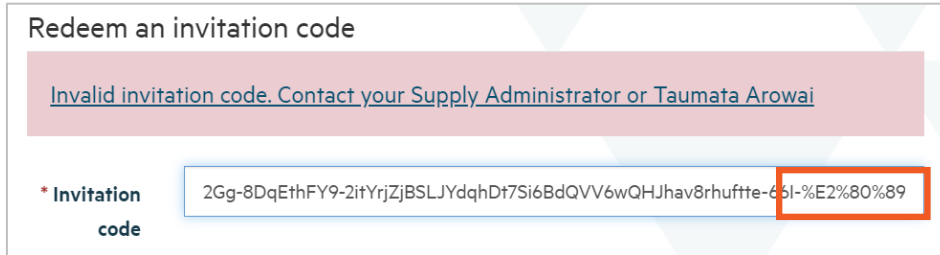
Step	What to do
1	If you do not have the screen with the Invalid Invitation Code error message open, click on the email link to open that screen again and wait for the error to appear.



Step	What to do
2	Click anywhere within the Invitation Code field and then use your right arrow key to move to the end of the invitation code:



Step	What to do
3	The last character should be a '?'. If it is, delete the '?' and hit <Enter>. If the last character is not a '?' then you have a different issue and will need to contact us. You can contact Taumata Arowai at info@taumataarowai.govt.nz .



Step	What to do
4	You should be taken to the RealMe® login screen below, where you can continue your process of setting up your Hinekōrako account. If you are not taken to this screen, contact Taumata Arowai at info@taumataarowai.govt.nz .

