Establish supply portal and RealMe® account
(for all users)

This quick reference guide takes you through the steps to create a user account in the *Supplier 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 know about RealMe®, the New Zealand Government's identity management service, you can find out more here.

If you don't have a RealMe® account, you'll be able to create one during this process. Thereafter whenever you come to the Hinekōrako Supplier Portal you'll log in with that RealMe® account.

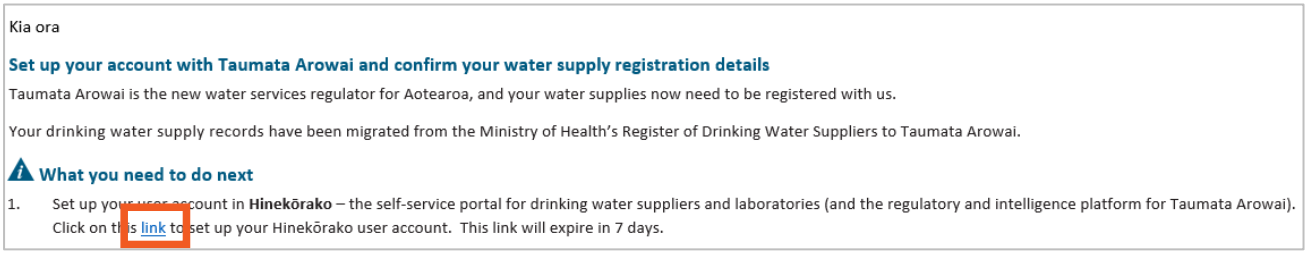
If you already have a RealMe® account that you use to access work and/or personal services, you can use this account here. Your RealMe® account is only tied to your Hinekōrako account for the purposes of making sure it really is you who is logging in. You can do that with an existing RealMe® account. You do not need to create a separate RealMe® account for this purpose if you already have one.

Note: RealMe® is a registered trademark.

Email invitation

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 supplies you have some relationship with.

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


Kia ora

Set up your account with Taumata Arowai and confirm your water supply registration details

Taumata Arowai is the new water services regulator for Aotearoa, and your water supplies now need to be registered with us.

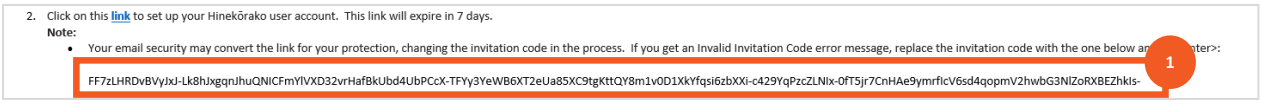
Your drinking water supply records have been migrated from the Ministry of Health's Register of Drinking Water Suppliers to Taumata Arowai.

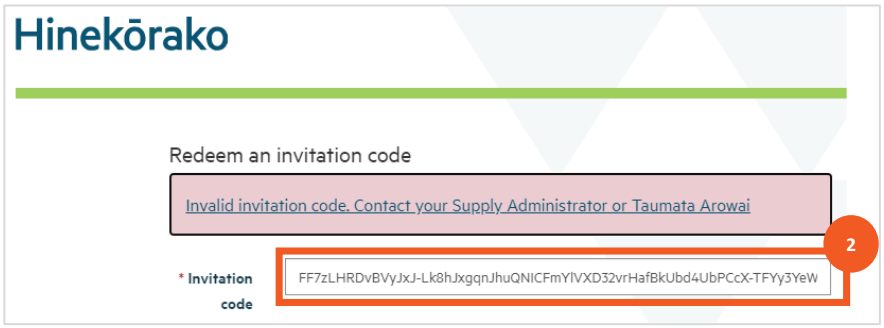
What you need to do next

1. Set up your user account in **Hinekōrako** – the self-service portal for drinking water suppliers and laboratories (and the regulatory and intelligence platform for Taumata Arowai). Click on this link to set up your Hinekōrako user account. This link will expire in 7 days.

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.

Step	What to do
3	It is possible that for your protection your email platform may have encrypted the link in the email and then unencrypted it when you clicked on it, in the process changing the invitation code in the link. In this case you may receive an *Incorrect Invitation Code* error. If you do: 1. Go back to the invitation email and select and copy the invitation code included in it. 2. In the Hinekōrako screen where the error is displayed, delete the current invitation code, paste in the invitation code copied from the email and hit *<Enter>.* Please see the ***Correct an invalid Hinekōrako invitation code (for all users)*** quick reference guide on the Taumata Arowai website, if you need more information. If you still experience an error, contact Taumata Arowai at info@taumataarowai.govt.nz.

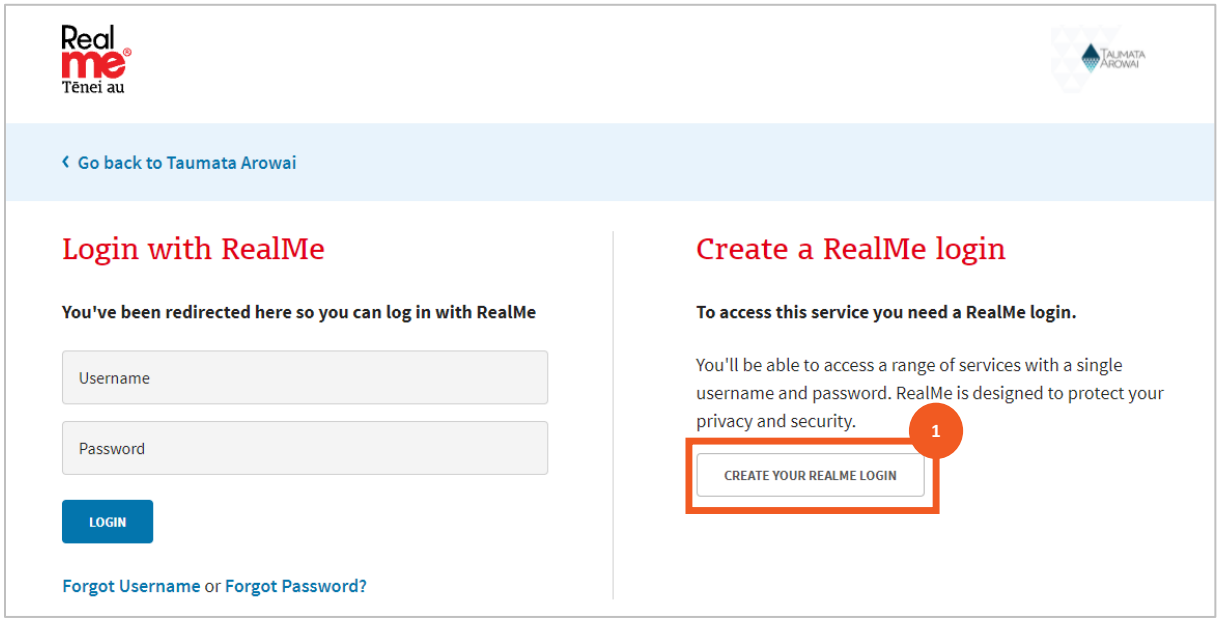




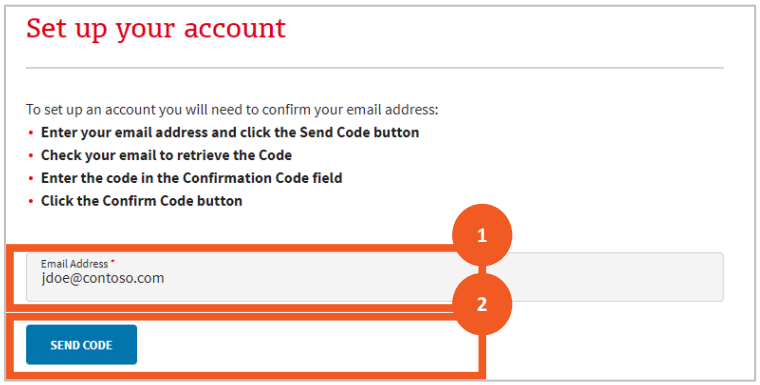
Options
Once you are on the RealMe® page, you have the following options: • Create a new RealMe® account, go to **Step 3**. • Retrieve your forgotten RealMe® username or password, go to **Step 8**. • Link an existing RealMe® account to your Hinekōrako account, go to **Step 9**.

Creating a new RealMe® account

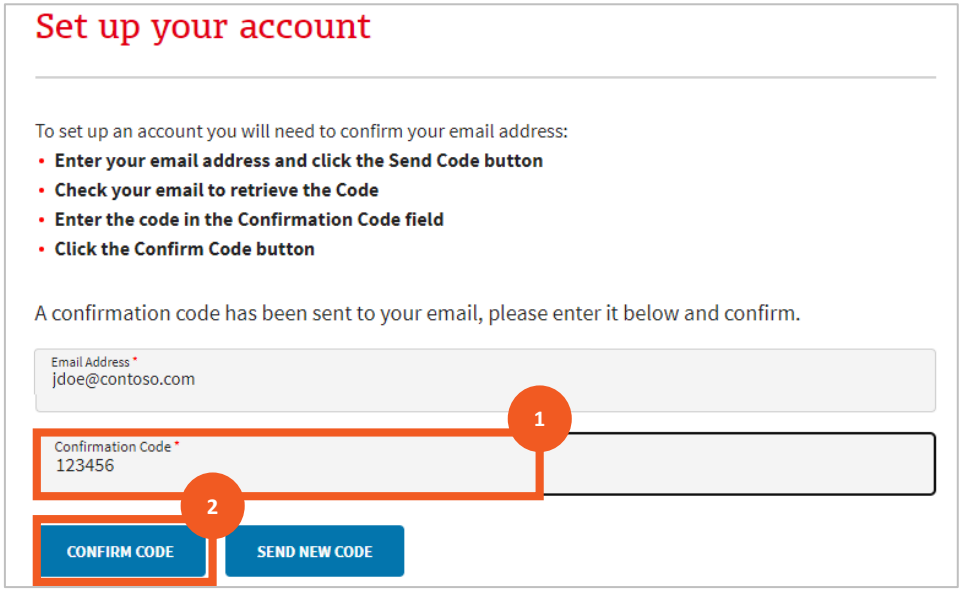
Step	What to do
4	Click on the *Create Your RealMe® Login* button. Before you go further, we recommend you read the guidance available on the RealMe® website for those creating a new account.



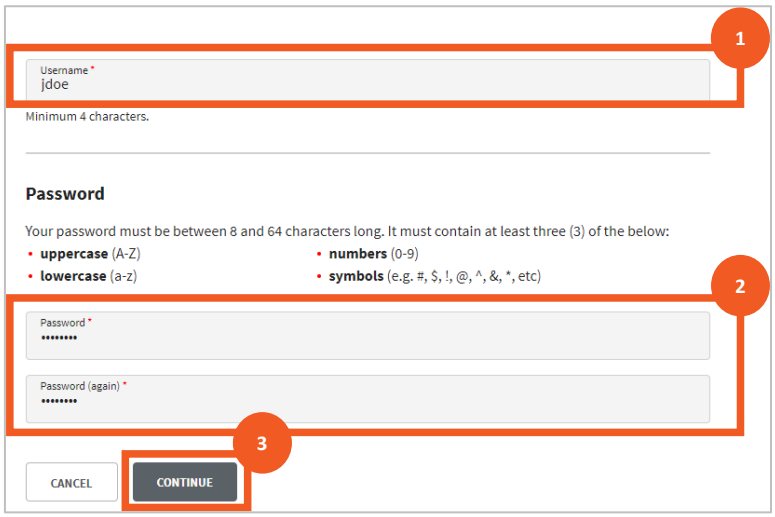
Step	What to do
5	You will be taken to a page where you can set up your RealMe® log in details. 1. Enter your email address. This does not have to be the same as the one on your Hinekōrako account. It will be the email address RealMe® use to send you emails relating to forgotten passwords or usernames.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



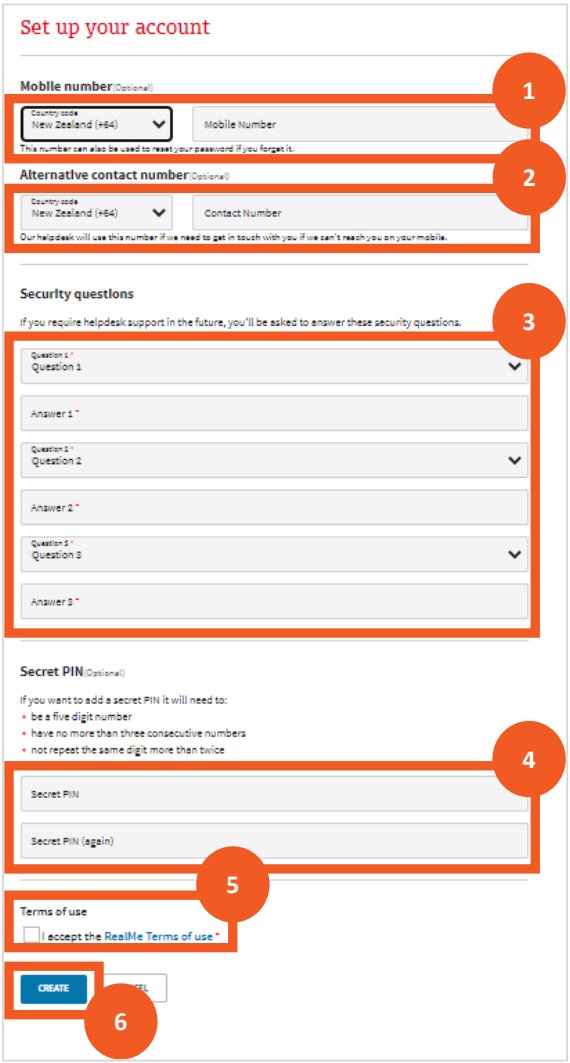
Step	What to do
6	A field will appear where you can enter the *Confirmation Code* sent to the email address you specified. 1. Enter the code. 2. Click *Confirm* Code.



Step	What to do
7	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*.

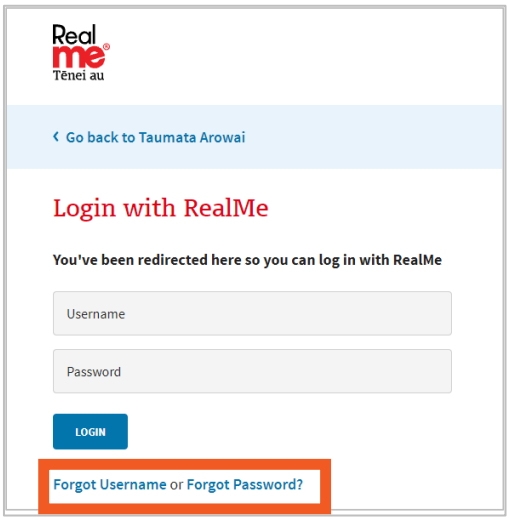


Step	What to do
8	You'll then be taken to a page where you can provide additional security details. You can complete your account by: 1. Optionally providing your mobile number. As with the password you'll be asked to click on *Send Code* and then enter the code received by text message to your phone in the field that appears. 2. Optionally provide an additional contact number for RealMe® 's helpdesk. 3. Select and provide the answers to three security questions, which RealMe® 's helpdesk will use to confirm you are who you say you are if you contact them. 4. Optionally set up a secret 5 digit PIN, as another option to confirm your identity with the helpdesk or when resetting your password. 5. Read and accept the *RealMe® terms of use*. 6. Click *Create* to create your account.



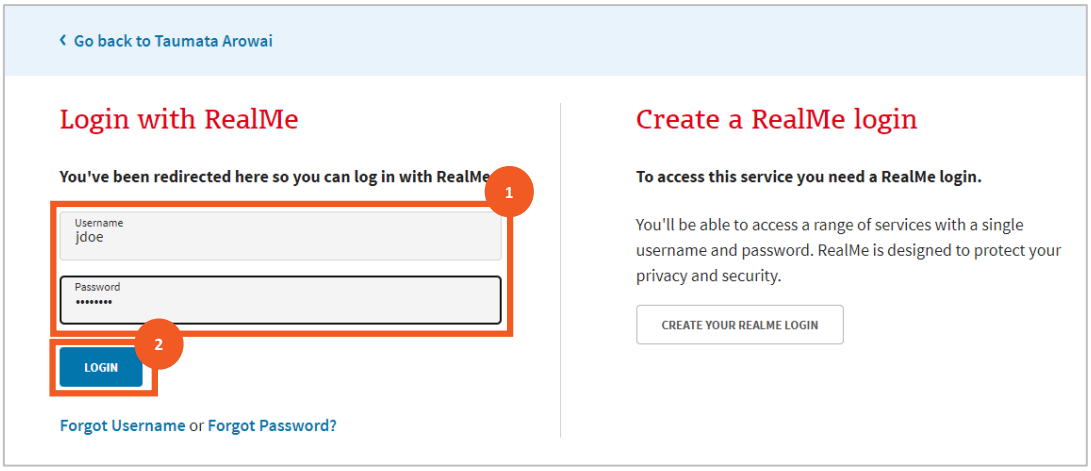
Retrieve your RealMe® username or reset your password

Step	What to do
9	If you have an existing RealMe® account you can use the links on the login page: • Retrieve your RealMe® username if you but 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®



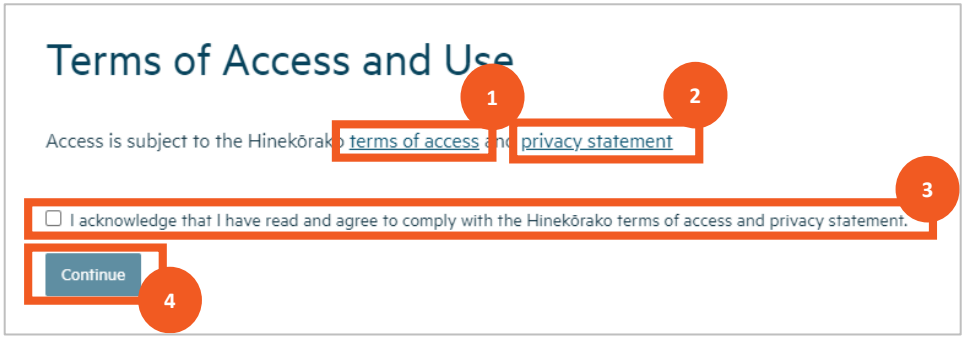
Link an existing RealMe® account to your Hinekōrako account

Step	What to do
10	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. Click *Login*.



Read and accept the Hinekōrako terms of use and privacy statement

Step	What to do
11	Before you can access the *Supplier 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 also open in a separate tab in your browser. 3. Click on the acknowledgement checkbox. 4. Click *Continue*.

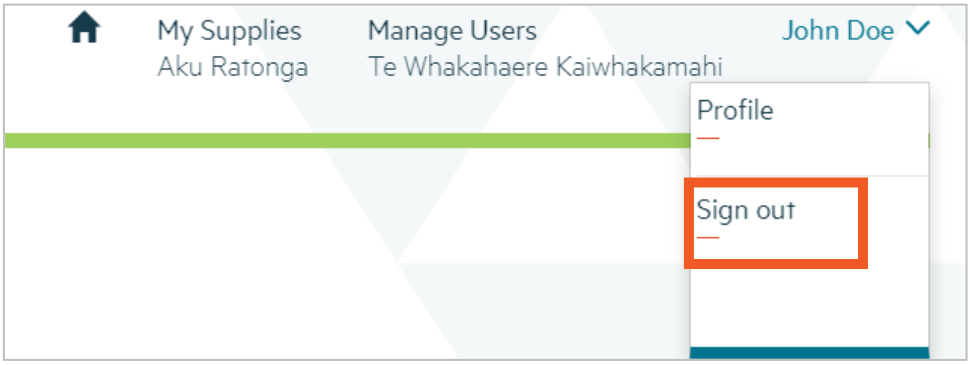


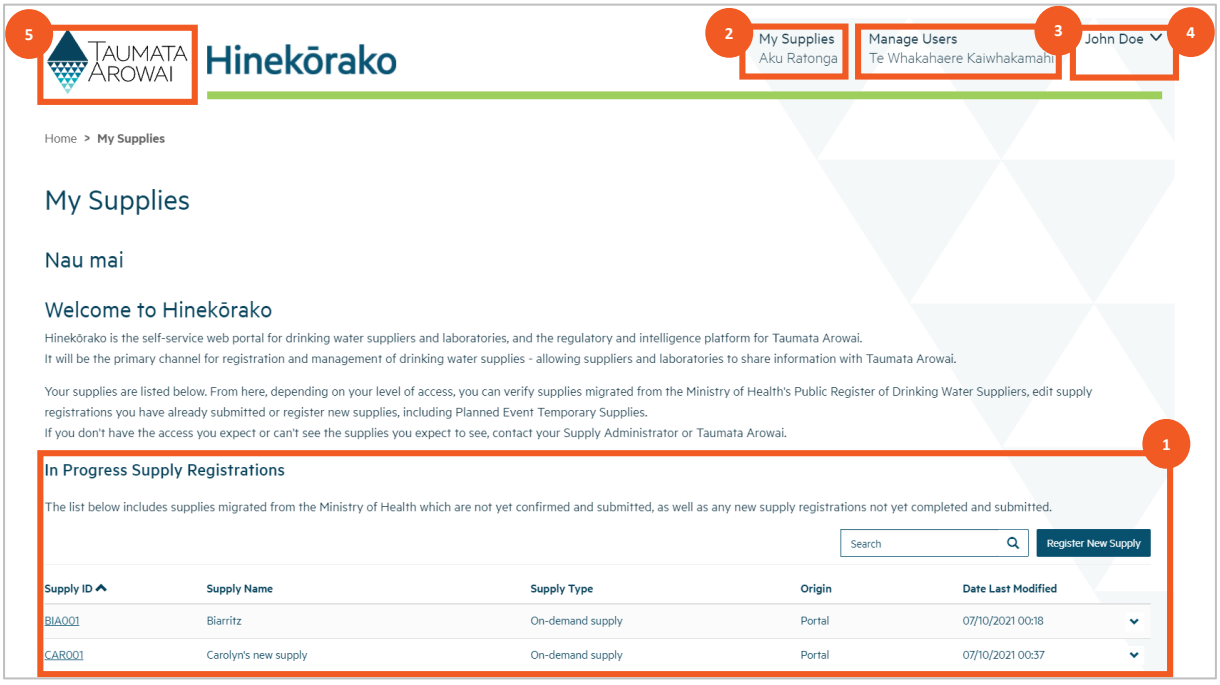
Bookmark Hinekōrako for future logins

Step	What to do
12	After acknowledging the terms of access and privacy statements, you will be taken to the *My Supplies* page. This is your home page for the *Supplier Portal*. We recommend that you add this page to your list of browser bookmarks so you can return to it in future. Alternatively, you can return to Hinekōrako and log in at this URL: hinekorako.taumataarowai.govt.nz

Be aware of Hinekōrako timeouts

Step	What to do
13	For your security, Hinekōrako will time out after 30 minutes of inactivity. If you return to a Hinekōrako screen after it has timed out as soon as you attempt to move to a different page Hinekōrako will send you to RealMe® to log in again. If you are in the middle of completing one of a certain set of forms within Hinekōrako, if you attempt to keep working on that form you may receive error messages relating to permissions and other system related issues. If you experience these errors, click on *Sign out* on the drop down menu by your name and then click on the RealMe® login button to log in again.



Familiarise yourself with the *My Supplies* page

Step	What to do
14	From the *My Supplies* page you will be able to: 1. See your supplies and, depending on your level of access: • Click through to view the supply details, including all things related to the supply, e.g. any Drinking Water Safety Plans submitted to Taumata Arowai, any drinking water safety issues notified to Taumata Arowai. • Register a new supply or click through to an existing supply to view notifications related to the supply or submit a new notification. Previously unregistered supplies do not have to be registered for some time yet. Please ensure you have spoken to Taumata Arowai about your reasons for registering a new supply. Exactly which supplies you see and what you can do with them will depend on the Hinekōrako user role you have. See the ***Understand supply groups and user roles (for Supply Group Administrators and Supply Administrators)*** quick reference guide on the Taumata Arowai website. The first time you log in as a supplier transferred from the Ministry of Health's Register of Drinking Water Suppliers, you will see your supplies listed with the Origin of Migrated. These supply records are available for you to verify as complete and correct. See the ***Confirm a migrated supply (for all users except Ready Only)*** quick reference guide also on the Taumata Arowai website. 2. Return to this page, by clicking on the *My Supplies* menu option at the top. 3. If you are a Supply Group Administrator or Supply Administrator, manage the supply portal access of other users to your supplies by clicking on *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. There are quick reference guides to help with all of these actions on the *Guidance and Resources* page on the Taumata Arowai website.