

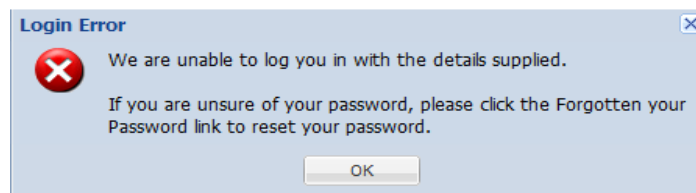
# Assistance with Logging into the EMS Portal

If you are having trouble logging into the Equipment and Modification Services (EMS) Portal, here is some help on the most common issues arising.

Enigma receives Assessor profiles from Enable NZ every night which are uploaded automatically into the Portal. If your Assessor profile is not up to date, your user account will be impacted and this may prevent you from being able to log into the Portal or from delivering a specific type of service.

- **Logging in.**

If your username and password are not correct you will be presented with this message



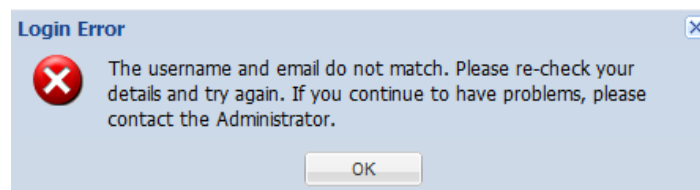
Please make sure you are logging in with your assessor code eg AB123456 (do not append with '.moh') as your username

- **Forgotten password / Incorrect username or password.**

If you do not remember your password, click on the 'Forgotten your Password' link which is on the login page. It will ask for your username, which is your assessor code (without '.moh') and your email address that must match your Enable profile. An email with the reset link will be sent to your email address.

- **Username and email do not match.**

If the below message appears 'The username and email do not match. Please re-check your details and try again' check your details are correct in the Assessor Online database. If they are correct and you still cannot log in, contact Enable NZ on 0800 171 995 or moh.processing@enable.co.nz



**For any other login issue related directly to the Portal, contact Enigma via email on: [helpdesk@enigma.co.nz](mailto:helpdesk@enigma.co.nz)**

*Links to access the Equipment and Modification Services (EMS) Portal*

Where a Connected Health link is available: <https://ch.ems.health.nz/ems/>

Where a Connected Health link is not available: <https://secure.ems.health.nz/ems/>