

ERMS First-Time Login Instructions (After the Upgrade)

Important Before You Start: Even if you normally access ERMS via your PMS, complete your first login using a web browser.

Step 1: Open ERMS

- Navigate to: <https://app.erms.health.nz>
- You will see the new Microsoft ERMS login screen

Step 2: Enter Your ERMS Login ID

- Enter your new **ERMS Login ID**
- Select **Next**

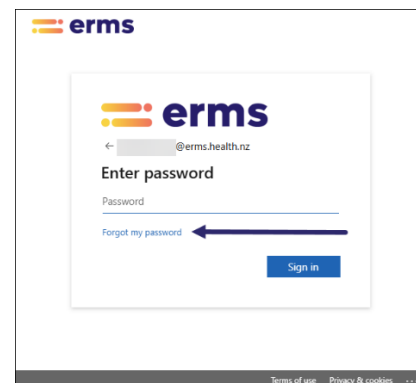
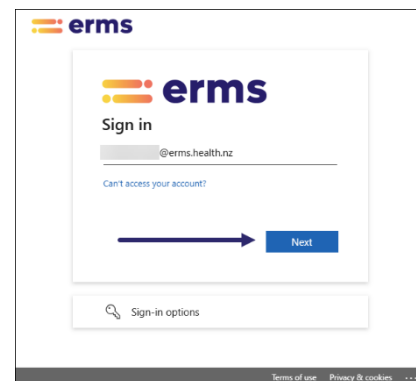
Your Login ID format is: [yourusername@erms.health.nz](#)

Examples:

- [firstlastname001@erms.health.nz](#)
- [firstname.lastname@erms.health.nz](#)

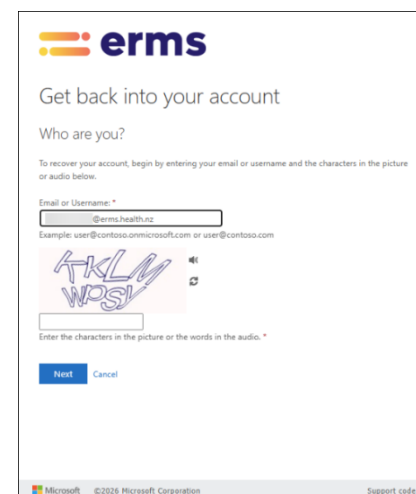
Step 3: Reset Your Password

- When asked for a password, select **Forgot my password**
- Your old ERMS password will no longer work



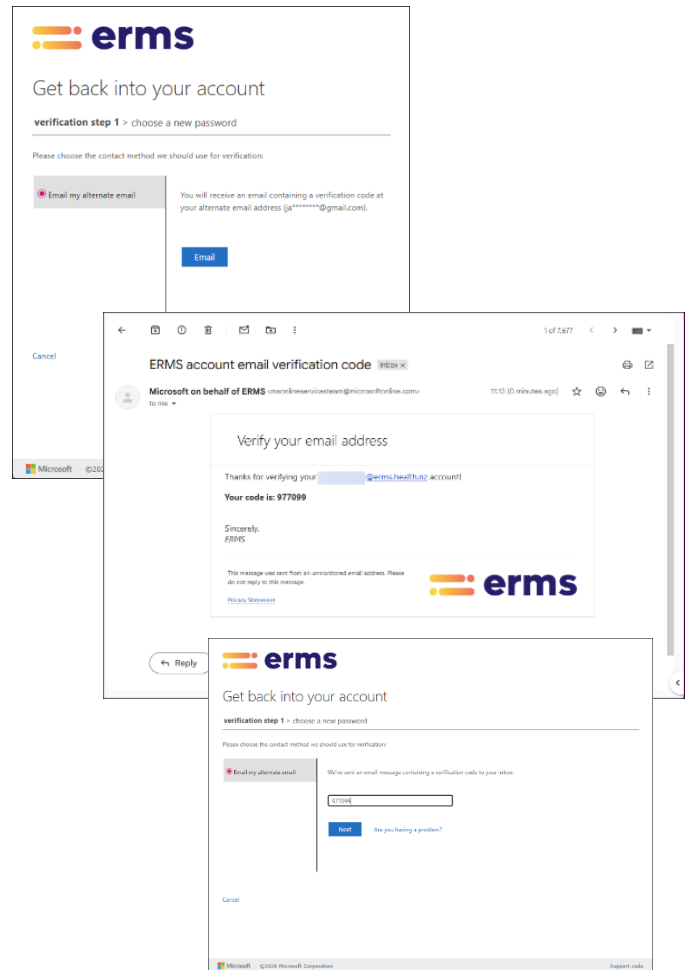
Step 4: Verify Your Email

- Confirm the pre-filled email address (do not change it)
- Complete the CAPTCHA
- Select **Next**



Step 5: Receive & Enter the Verification Code

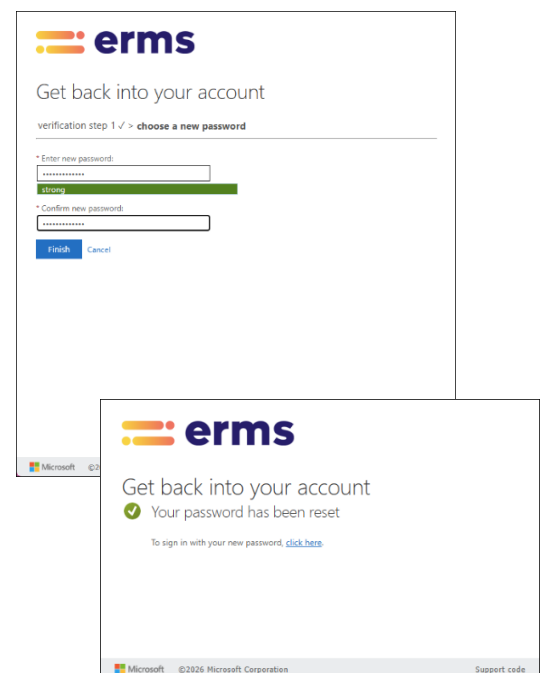
- Choose Email as the verification method
- Check your email for a 6-digit code
- Enter the code on the ERMS screen
- Select **Next**



Step 6: Create a New Password

- Follow the on-screen password requirements
- Enter and confirm your new password
- Select **Finish**

You will see a confirmation message when successful.



Step 7: Sign In

- Return to the login screen
- Enter your ERMS Login ID
- Enter your new password
- Select Sign in

Step 8: Accept the ERMS Access Agreement

After your first successful login, you will be prompted to:

- Review & accept the new ERMS Access Agreement

This must be accepted to continue.

Step 9: Multi-Factor Authentication (MFA) Setup

At some point between your first and fifth login, you will see: “More information required”

When prompted:

- Select **Next**
- Open your authenticator app
- Scan the QR code shown (**using the app — not your phone camera**)
- Approve the test notification or enter the code
- Follow prompts until setup is confirmed

Once Setup Is Complete

You'll see “Setup complete”, and you can continue using ERMS normally.

Works the same via:

- Web browser
- PMS access

If something doesn't work

Contact the **Pegasus Health Service Desk** and include any error messages or screenshots if possible.

- Phone: 03 353 9990 (Option 1)
- Email: servicedesk@pegasus.health.nz
- Hours: Monday – Friday | 7:30am – 5:30pm (*No after-hours support*)