

ERMS First-Time Login Instructions (After the Upgrade)

Before you start

You must have:

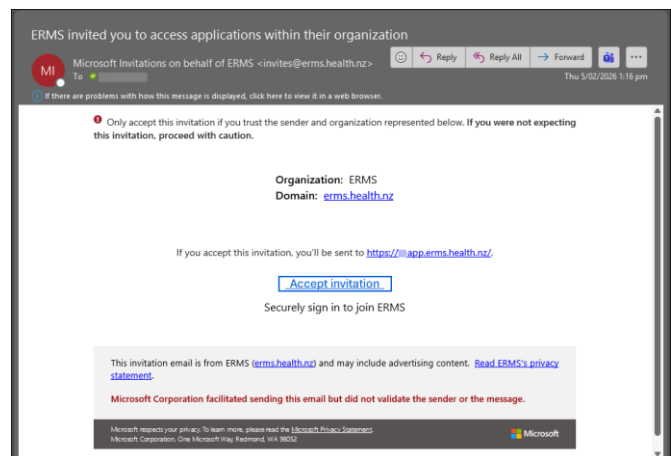
- An active Microsoft work account
(@pegasus.health.nz, @cdhb.health.nz, or @wcdhb.health.nz)
- MFA already enabled on that account

You will receive an **email invitation** to link ERMS to your Microsoft login.

Step 1: Accept the ERMS invitation (one time only)

1. Open your work email.
2. Find the email from:
“Microsoft Invitations on Behalf of ERMS”
 (sent from invites@erms.health.nz)
3. Select **Accept Invitation**.
4. A browser window will open to the Microsoft sign-in page.

⚠ If you use more than one Microsoft account, make sure you sign in with your **work account**.



Step 2: Sign in with your Microsoft account

1. Enter your **work email address**.
2. Enter your **Microsoft password**.
3. Complete MFA using your usual method (Authenticator app or SMS).

You will then be signed into ERMS.

You will be required to accept our new Access Agreement.

If you normally open ERMS from your PMS

After your first successful login:

1. Log out of ERMS in the browser.
2. Open ERMS again from your PMS.
3. Sign in with your Microsoft account and MFA when prompted.

From now on, this will feel the same as signing into other Microsoft apps.

Day-to-day login experience

1. Login is the same whether using a browser or PMS
2. You may not always be prompted for MFA

(for example, if already signed into Microsoft)

3. Sometimes MFA will be required again
(new device, browser, or session expiry)

This is normal and expected.

If Microsoft asks you to set up an Authenticator app

Most users will not see this.

Only follow these steps if Microsoft prompts you during sign-in:

- Install Microsoft Authenticator or Google Authenticator
- Scan the QR code inside the app (not using your phone's camera)
- Approve the test notification

MFA setup is managed by Microsoft and your organisation.

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*)