

## ERMS Login Upgrade – Important Quick Guide

### What is changing?

ERMS is upgrading its login process.

Instead of an ERMS-specific username and password, you will now sign in using your Microsoft work account with Multi-Factor Authentication (MFA).

This is the same login you already use for Microsoft apps like Outlook or Teams.

### Why is this changing?

This change:

- Improves security
- Reduces the number of passwords you need
- Aligns ERMS with Microsoft security standards already used by your organisation

There is no change to your ERMS access or permissions.

### Who does this apply to?

This applies to users with a Microsoft work account from:

- Pegasus Health
- CDHB
- WCDHB

These organisations are approved Microsoft-authenticated providers.

If you do not have one of these accounts, separate instructions apply.

### What will be different for you?

- ERMS will always show a Microsoft login screen
- You will use:
  - Your work email
  - Your Microsoft password
  - Your usual MFA method (e.g. Authenticator app or SMS)
- ERMS-specific passwords are no longer used

### Common Questions (FAQs)

#### 1. Do I need to install a new authenticator app?

No. If you already use MFA with your Microsoft work account, nothing changes.

#### 2. Will this affect my ERMS access or permissions?

No. This only changes how you log in.

### 3. I didn't receive the invitation email. What should I do?

Contact the Pegasus Health Service Desk.

#### **Important for shared computers**

Logging out of ERMS does not always log you out of Microsoft.

On shared or clinical computers:

- Always sign out of ERMS
- Or use an incognito/private browser

Closing the browser or PMS alone may not log you out.

#### **Need help?**

##### **Pegasus Health Service Desk**

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