

Creating and using your RealMe login

What is a RealMe login?

Your RealMe login is a single username and password you can use to securely access services online.

How do I use a RealMe login?

You can use your RealMe login for both work and personal services. Your personal details are never shared with the organisation or service you log into.

How can I create one?

When you visit the Death Documents website to create an account, you'll have the option to create your RealMe login at the same time. Click the RealMe login button on the [Death Documents website](#) and you'll see the option to create a RealMe login on the right.

What is the difference between login and verified identity?

RealMe login is just a username and password you use to access government services online. It is unique to you, and doesn't share any of your personal details. Only you can see where and when it has been used.

RealMe verified identity is your online identity, that allows you to prove who you are when organisations need to know who they are dealing with. You must have your photo taken (either online or at a post shop) to verify your identity with RealMe. When you use your verified identity online, you must consent to share your details, so you are in control of your personal information.

You only need a RealMe login to use Death Documents.

If you do have a RealMe verified identity then you can gain additional access to pre-populate patient details directly from the NHI, rather than manually entering them.

Step 1: Check you don't already have a RealMe login

You may have already created and used a RealMe login to:

- renew your passport online
- log into your Inland Revenue account
- apply for a visa from Immigration NZ
- apply for a student loan and allowances with StudyLink
- apply online for a replacement driver licence from NZTA
- access local council services (e.g. paying rates, resource consents, dog registration)

You can do a quick check to see if you already have a username:

1. Go to the [Death Documents website](#)
2. Click the button to login with RealMe
3. Click the 'Forgot Username' link below the username and password fields
4. Enter an email address that could be associated with your username. Alternatively, you can click on "Get username by TXT instead" and enter a mobile number.
5. You'll receive a reply letting you know if you have a RealMe login or not. If you do have a login associated with the email or mobile number you provided, you will be sent your RealMe login username.

Step 2: Remembering/retrieving your password

If you can remember your password, then go ahead and log in.

If you've forgotten your password, you can retrieve it by following these steps:

1. Go to the [Death Documents website](#)
2. Click the button to login with RealMe
3. Click the 'Forgot Password' link below the username and password fields
4. Enter your username and the email address associated with that username. Alternatively, you can click on "Reset password by TXT instead" and enter your username and mobile number.
5. Click the "Next prove you're really you" button. You'll be asked for your Secret PIN (if you have one) or the answers to your security questions. Note: The answers to your security questions aren't case sensitive.
6. Once you have completed the security check, you will be emailed a one-use password you can use to log in. You will then be prompted to update the password to one of your own choosing.

If you are having trouble remembering your Secret PIN, or the answers to your security questions, call the RealMe helpdesk on 0800 664 774 for assistance to reset your password.

The RealMe helpdesk is available 24/7.

Step 3: The second factor login code

- Once you have logged in successfully, you'll need to enter a second factor login code.
- The code will either be:
 - sent to your associated mobile phone number by text, or
 - in your Google Authenticator app
- You must enter the code to finish logging in.

Check the [troubleshooting section](#) if you are having any issues receiving security codes.

Troubleshooting

I've set up more than one RealMe login

If you've accidentally set up more than one RealMe login, the RealMe team can help you combine them. Call the RealMe help desk on 0800 664 774 – they are available 24/7.

Someone else has created a login using my mobile number

Sometimes other people (usually family) will use someone else's mobile number to set up their own RealMe login. They should be using their own mobile number.

If you know who is using your mobile number:

- you'll need to call the RealMe helpdesk with that person there to get your numbers updated. The RealMe helpdesk will need to speak to both of you on the phone to confirm the changes before they make them.

If you don't know who is using your mobile number:

- it may have been a mistake by someone else entering their own number incorrectly. The RealMe helpdesk can help with this.

Call the RealMe helpdesk on 0800 664 774 – they are available 24/7.

Entering a code from Google Authenticator

If you're being asked to enter a code from Google Authenticator and you aren't sure what that is, you'll need to call the RealMe helpdesk and ask them to change your second factor login code method to text. This means that you will then receive the login codes by text to your associated mobile phone.

Call the RealMe helpdesk on 0800 664 774 – they are available 24/7.

Changing your registered mobile number or other contact details

To change any of your login details, go to the [RealMe home page](#) and click "login". Log in and select the item you wish to change from the menu.

Some options require you to re-enter your password and a second factor login code. This will be sent to you by text message, or be available via the Google Authenticator app if you have this option set up.

Once your mobile is registered to receive second factor codes, it can't be deleted via self-service. You'll need to call the RealMe helpdesk on 0800 664 774 to update your number.

Any other issues

For any other issue not listed here, call the RealMe help desk on 0800 664 774 – they are available 24/7.