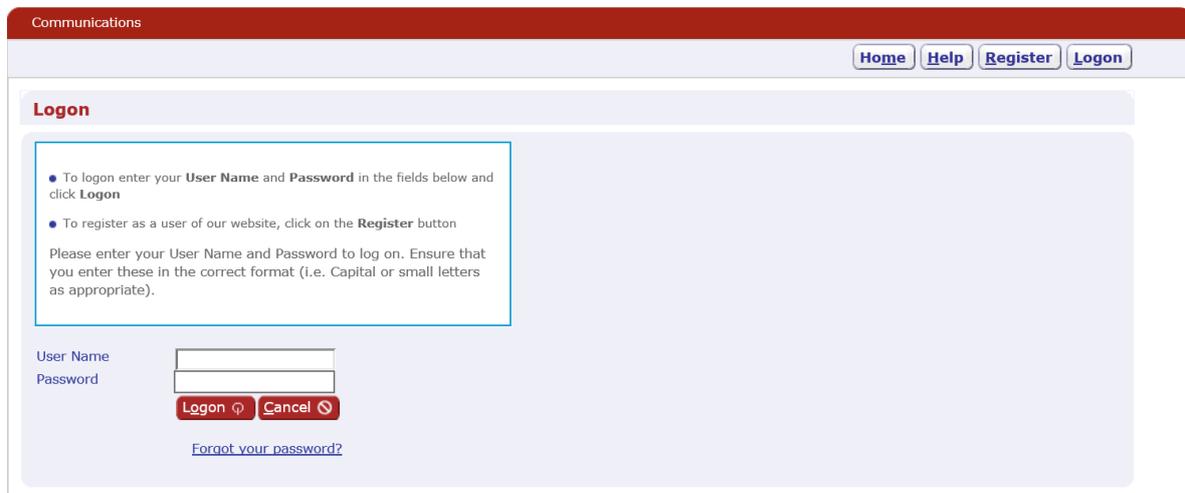


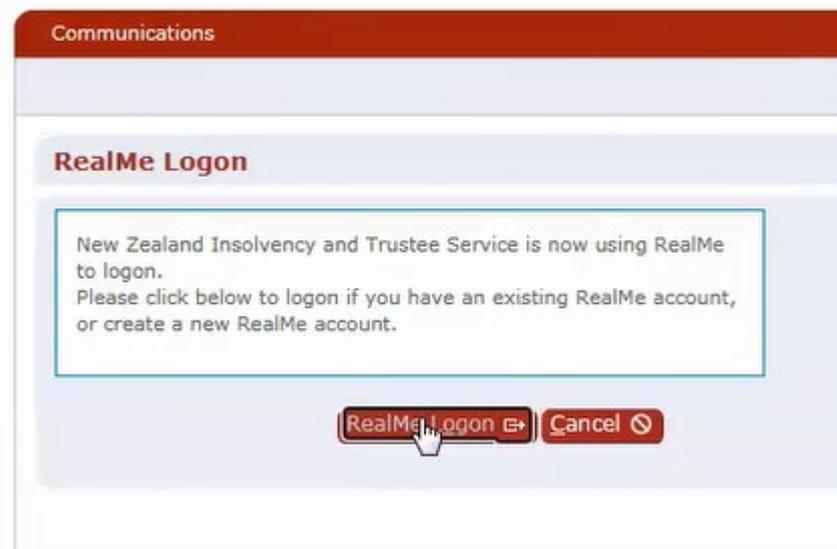
## Existing user creating RealMe

1. Login as usual using existing ITS username and Password



The screenshot shows the 'Logon' page within a 'Communications' header. At the top right, there are navigation buttons for 'Home', 'Help', 'Register', and 'Logon'. The main content area is titled 'Logon' and contains a blue-bordered box with instructions: 'To logon enter your User Name and Password in the fields below and click Logon' and 'To register as a user of our website, click on the Register button'. Below this, it says 'Please enter your User Name and Password to log on. Ensure that you enter these in the correct format (i.e. Capital or small letters as appropriate)'. There are two input fields labeled 'User Name' and 'Password', followed by 'Logon' and 'Cancel' buttons. A link for 'Forgot your password?' is also present.

2. The following screen will appear. Select the RealMe Logon option to continue.



The screenshot shows the 'RealMe Logon' page. The header is 'Communications'. The main heading is 'RealMe Logon'. A text box contains the message: 'New Zealand Insolvency and Trustee Service is now using RealMe to logon. Please click below to logon if you have an existing RealMe account, or create a new RealMe account.' Below the text box are two buttons: 'RealMe Logon' and 'Cancel'. A mouse cursor is pointing at the 'RealMe Logon' button.

3. Select Create a RealMe login if you do not have an existing RealMe which you would like to use.

### Login with RealMe

You've been redirected here so you can log in with RealMe

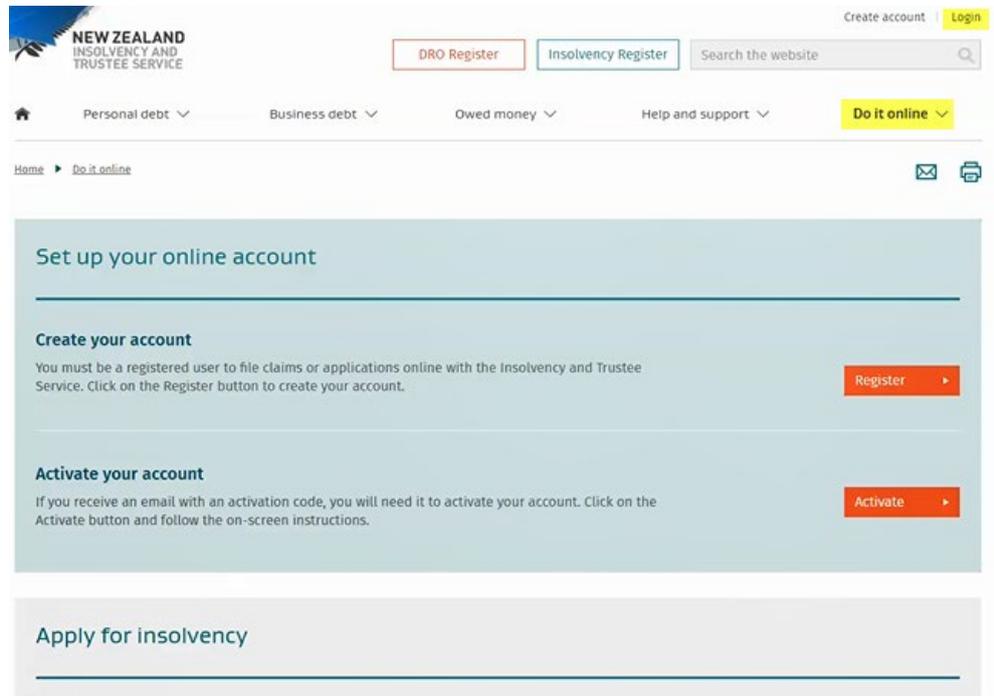
[Forgot Username or Forgot Password?](#)

### Create a RealMe login

To access this service you need a RealMe login.

You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.

4. Follow the online instruction to complete the setup of your RealMe. Ensure that you have completed all mandatory fields and ticked the Terms and Condition acceptance before you submit.
5. You will then be returned to the Insolvency website and the linking of your existing Insolvency account details is complete.
6. Ignore Login at the top right hand corner of the screen. You will now be able to access the online services from the Do it online tab as highlighted below.



## Existing user who wishes to use an existing RealMe.

1. Login as usual using existing ITS username and Password

The screenshot shows the 'Logon' page in the RealMe system. At the top, there is a 'Communications' header and navigation buttons for 'Home', 'Help', 'Register', and 'Logon'. The main content area is titled 'Logon' and contains the following text:

- To logon enter your **User Name** and **Password** in the fields below and click **Logon**
- To register as a user of our website, click on the **Register** button

Please enter your User Name and Password to log on. Ensure that you enter these in the correct format (i.e. Capital or small letters as appropriate).

Below the text are two input fields: 'User Name' and 'Password'. There are two buttons: 'Logon' and 'Cancel'. At the bottom, there is a link for 'Forgot your password?'.

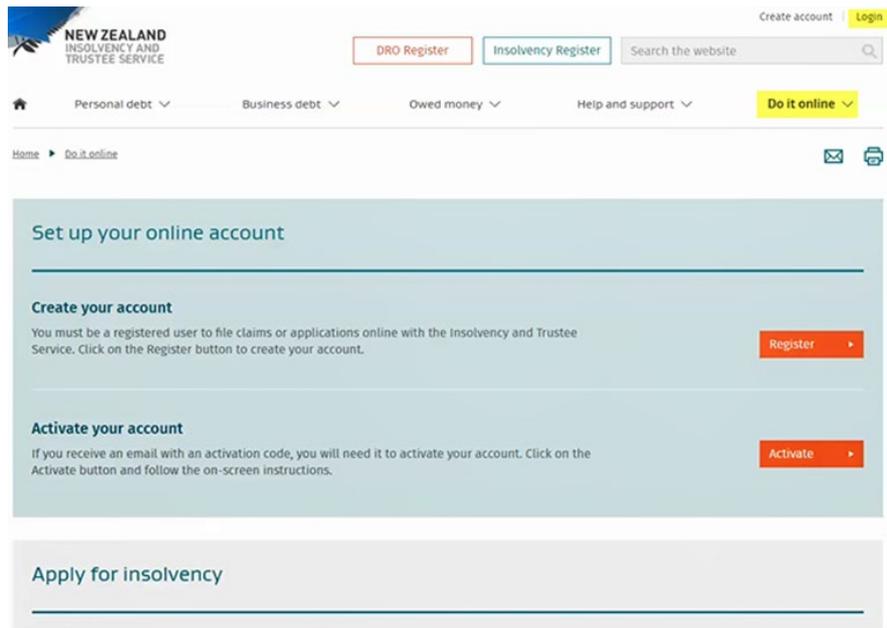
2. The following screen will appear. Select the RealMe Logon option to continue.



3. Enter in the existing RealMe username and password and click login

<h3>Login with RealMe</h3> <p>You've been redirected here so you can log in with RealMe</p> <input type="text" value="Username"/> <input type="password" value="Password"/> <p><a href="#">Forgot Username</a> or <a href="#">Forgot Password?</a></p> <input type="button" value="LOGIN"/>	<h3>Create a RealMe login</h3> <p>To access this service you need a RealMe login.</p> <p>You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.</p> <input type="button" value="CREATE YOUR REALME LOGIN"/>
--	---

4. You will then be returned to the Insolvency website and the linking of your existing Insolvency account details is complete.
5. Ignore Login at the top right hand corner of the screen. You will now be able to access the online services from the Do it online tab as highlighted below.



## **Not used our online services before?**

If you haven't used insolvency services before, you will need to become a [registered user](#) before you can link your details to a RealMe. Once you have complete this registration, you will be able to access our online Services directly from the Do it online tab.

The next time you log in during or after the transition period, you will be prompted to link to a RealMe as outline above.

If you do have any further questions about this change, please contact the Engage Team directly at [engage@insolvency.govt.nz](mailto:engage@insolvency.govt.nz).