

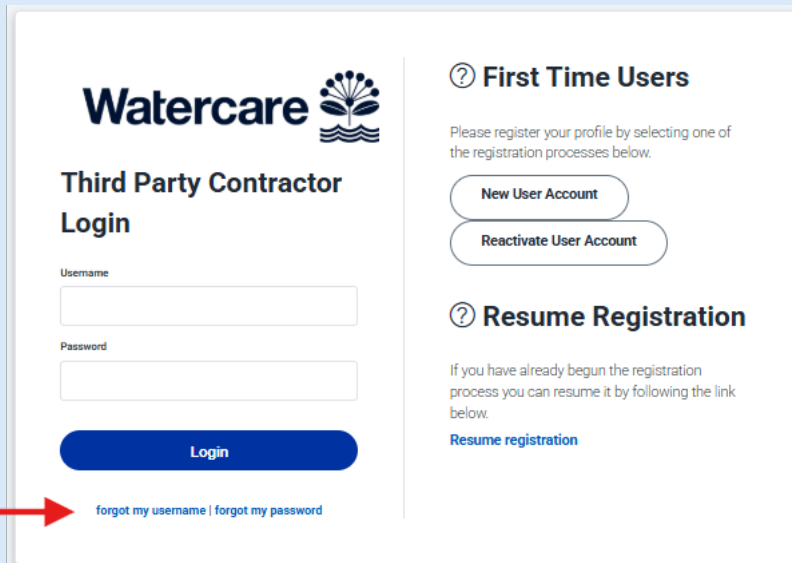
# Troubleshooting Guide

## Invalid username or password error

Invalid username or password

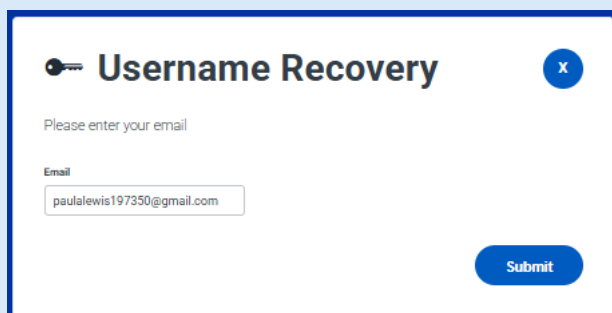
### Forgot your username?

**STEP 1:** Select **forgot my username**.



The image shows the Watercare Third Party Contractor Login page. On the left, there is a login form with fields for Username and Password, and a Login button. Below the form is a link that says "forgot my username | forgot my password", which is highlighted by a red arrow. On the right, there are two sections: "First Time Users" with buttons for "New User Account" and "Reactivate User Account", and "Resume Registration" with a link for "Resume registration".

**STEP 2:** Enter your **Email** address and click **Submit**.



The image shows the Username Recovery form. It has a title "Username Recovery" with a key icon and a close button. Below the title, it says "Please enter your email". There is an Email input field containing the text "paulalewis197350@gmail.com". At the bottom right, there is a Submit button.

**STEP 3:** Check your email for your **username**.

**NOTE:** If you cannot see the email, check your spam or junk folder.



noreply@none.. 8:31am  
To: paulalewis197350... >

## Username recovery

### Forgot Username

Your username is [paulalewis197350@gmail.com](mailto:paulalewis197350@gmail.com)

If you did not make this request, please contact an administrator immediately

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If you are having problems viewing this email, or received  
it in error, please contact an administrator

### STEP 4: Resume logging in.

**Watercare**



### Third Party Contractor Login

Username

paulalewis197350@gmail.com

Password

\*\*\*\*\*

Login

[forgot my username](#) | [forgot my password](#)

### ? First Time Users

Please register your profile by selecting one of  
the registration processes below.

New User Account

Reactivate User Account

### ? Resume Registration

If you have already begun the registration  
process you can resume it by following the link  
below.

[Resume registration](#)

### Forgot your password?

Invalid username or password

### STEP 1: Select forgot my password.



## Third Party Contractor Login

Username

Password

Login

[forgot my username](#) | [forgot my password](#)

### ? First Time Users

Please register your profile by selecting one of the registration processes below.

[New User Account](#)

[Reactivate User Account](#)

### ? Resume Registration

If you have already begun the registration process you can resume it by following the link below.

[Resume registration](#)

**STEP 2:** Enter your **Email** address and click **Submit**.

 **Password Reset** X

Please enter your username or email to begin

Username

OR

Email

[Submit](#)

**STEP 3:** Check your email for your **verification code**.

**NOTE:** If you cannot see the email, check your spam or junk folder.



noreply@none.. 8:39 am  
To: paulalewis197350... >

## your login verification code

### Login Verification

The login verification code for [paulalewis197350@gmail.com](mailto:paulalewis197350@gmail.com) is:

**4306b0**

The verification code can be entered below

[Enter verification code here](#)

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If you are having problems viewing this email, or received it in error, please contact an administrator

**STEP 4:** Enter the **Verification code** and click **Submit**.

### Email Verification

x

A verification email with a code has been sent to paulalewis197350@gmail.com please enter it below

Verification code

4306b0

Resend

Submit

**STEP 5:** Create a new **password** for your account and select **Submit**.

**NOTE:** Your password must include lowercase letters, uppercase letters, numbers, and special characters. This password is only for your identity account. It does not give you access to other Watercare systems.

### Reset Your Password

Please enter and confirm your new password for the account:  
paulalewis197350@gmail.com

New password

Password confirmation

Submit

**STEP 6:** Your **password** has now been reset.  
**NOTE:** Only log in here again if you need to update the details you entered.



### Third Party Contractor Login

Username

Password

Login

[forgot my username](#) | [forgot my password](#)

#### First Time Users

Please register your profile by selecting one of the registration processes below.

New User Account

Reactivate User Account

#### Resume Registration

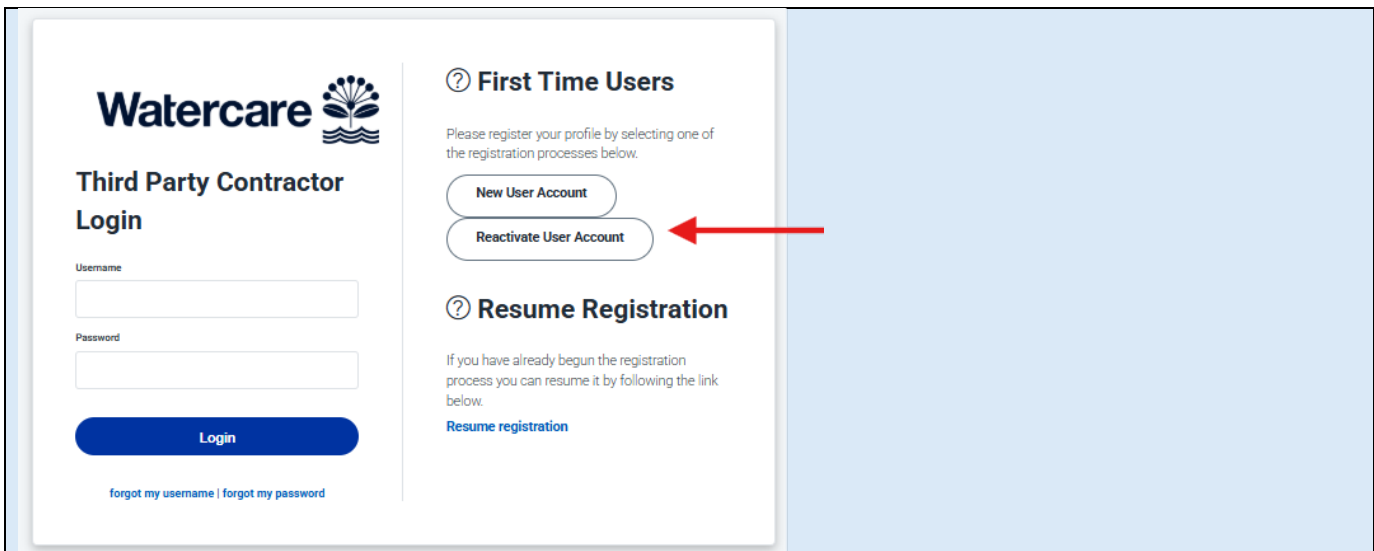
If you have already begun the registration process you can resume it by following the link below.

[Resume registration](#)

User disabled by Administrator error

User disabled by administrator

**STEP 1:** Select **Reactivate User Account**



The image shows the Watercare Third Party Contractor Login page. On the left, there is a login form with fields for Username and Password, a Login button, and links for 'forgot my username' and 'forgot my password'. On the right, there are two sections: 'First Time Users' and 'Resume Registration'. The 'First Time Users' section has buttons for 'New User Account' and 'Reactivate User Account'. A red arrow points to the 'Reactivate User Account' button. The 'Resume Registration' section has a 'Resume registration' link.

**Watercare**

**Third Party Contractor Login**

Username

Password

Login

[forgot my username](#) | [forgot my password](#)

**First Time Users**

Please register your profile by selecting one of the registration processes below.

New User Account

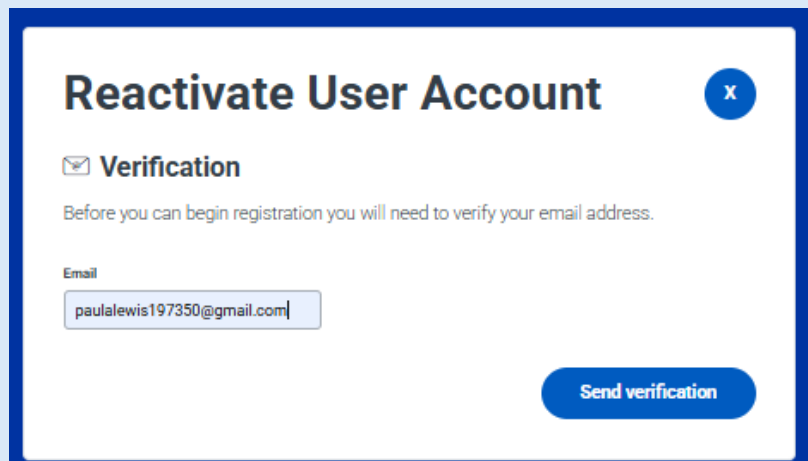
Reactivate User Account

**Resume Registration**

If you have already begun the registration process you can resume it by following the link below.

[Resume registration](#)

**STEP 2:** Enter your **Email** address and click **Send verification**.



The image shows the 'Reactivate User Account' form. It has a title bar with a close button (X). Below the title, there is a 'Verification' section with an envelope icon. The text says 'Before you can begin registration you will need to verify your email address.' There is an 'Email' field with the text 'paulalewis197350@gmail.com'. At the bottom, there is a 'Send verification' button.

**Reactivate User Account**

**Verification**

Before you can begin registration you will need to verify your email address.

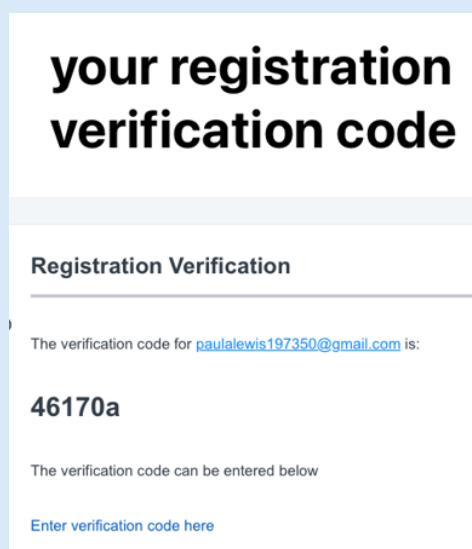
Email

paulalewis197350@gmail.com

Send verification

**STEP 3:** Check your email for a **verification code**.

**NOTE:** If you cannot see the email, check your spam or junk folder.



The image shows an email titled 'your registration verification code'. The body of the email has a section titled 'Registration Verification' which states 'The verification code for paulalewis197350@gmail.com is: 46170a'. Below this, it says 'The verification code can be entered below' and 'Enter verification code here'.

**your registration verification code**

**Registration Verification**

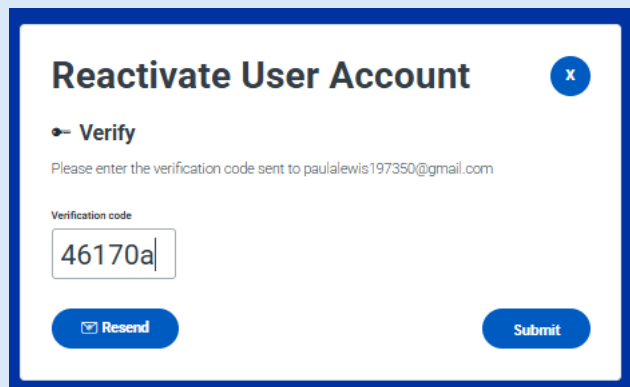
The verification code for paulalewis197350@gmail.com is:

**46170a**

The verification code can be entered below

Enter verification code here

**STEP 4:** Enter the **Verification code** and click **Submit**.

A screenshot of a web form titled "Reactivate User Account" with a close button (X) in the top right corner. Below the title is a "Verify" section with a key icon. The text says "Please enter the verification code sent to paulalewis197350@gmail.com". There is a text input field labeled "Verification code" containing the text "46170a". Below the input field are two buttons: "Resend" with an envelope icon and "Submit".

**Reactivate User Account**

**Verify**

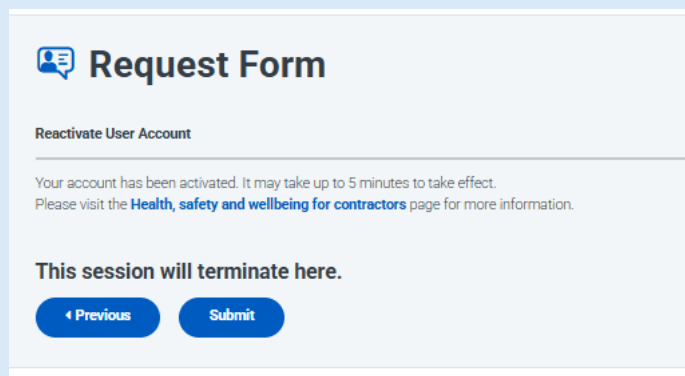
Please enter the verification code sent to paulalewis197350@gmail.com

Verification code

46170a

Resend Submit

**STEP 5:** Your account has been **Reactivated**, click on **Submit**.

A screenshot of a web form titled "Request Form" with a speech bubble icon. Below the title is a section titled "Reactivate User Account". The text says "Your account has been activated. It may take up to 5 minutes to take effect. Please visit the [Health, safety and wellbeing for contractors](#) page for more information." Below this is a message "This session will terminate here." and two buttons: "Previous" with a left arrow and "Submit".

**Request Form**

**Reactivate User Account**

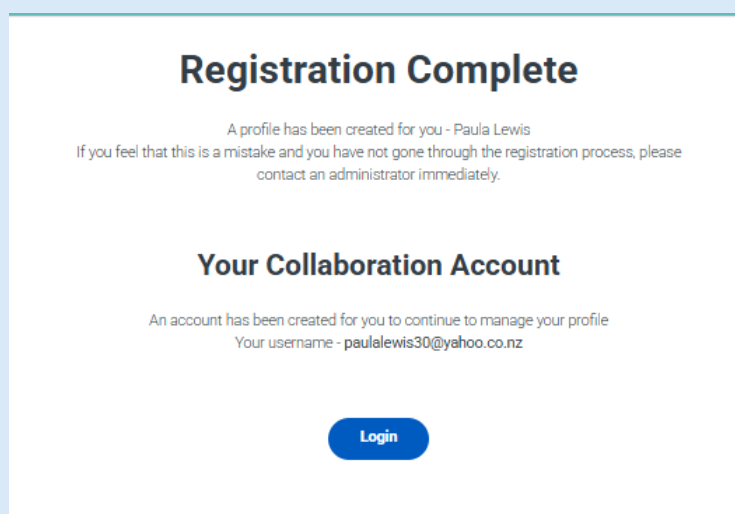
Your account has been activated. It may take up to 5 minutes to take effect.  
Please visit the [Health, safety and wellbeing for contractors](#) page for more information.

This session will terminate here.

Previous Submit

**STEP 6:** Your account is now active.

**NOTE:** Only log in here again if you need to update the details you entered.

A screenshot of a web page titled "Registration Complete". The text says "A profile has been created for you - Paula Lewis. If you feel that this is a mistake and you have not gone through the registration process, please contact an administrator immediately." Below this is a section titled "Your Collaboration Account". The text says "An account has been created for you to continue to manage your profile. Your username - paulalewis30@yahoo.co.nz". At the bottom is a "Login" button.

**Registration Complete**

A profile has been created for you - Paula Lewis  
If you feel that this is a mistake and you have not gone through the registration process, please contact an administrator immediately.

**Your Collaboration Account**

An account has been created for you to continue to manage your profile  
Your username - paulalewis30@yahoo.co.nz

Login