How to reset your Personify password



Step by step guide

1. Did you enter the wrong password?

You will see a message.

Tap 'Reset your password'.

Submit

Invalid login details. Still having problems? Log in with date of birth or reset your password.

Forgot password Mobile number or username 0412345678 * I'm not a robot Submit

2. Type your mobile number

Tick the box to show you're not a robot.

Then tap 'Submit'.

3. You will get a text message (SMS)

It will have a link.

Tap the link to open the reset page.



Government

V1 Effective: June 2025 Review: June 2026

Metro North Health

4. Type your date of birth

This helps keep your information safe.

| 111 40 000 |
|------------|
| Help? |
| 0412345678 |
| |
| |

5. Tap 'Send SMS code'

Personify Care will send you a code in a text message.

| 10:19 Messages | all 46 773 |
|--|--|
| ¥. | * • |
| To verify your identity, w mobile Send | e'll send you a code to your SMS code |
| If this is an Emerg | ency or an Urgent issue our doctor or hospital directly |
| Pov | wered by |
| Cher | sonibicare |

6. Type the 5-digit code

You will get this code in a text message.

Then tap 'Confirm'.

| 10:19 | .ııl 46 779 |
|----------------------------|-------------|
| QLD Health Text Message | now |
| onfirmation code. | |
| nter 5-digit code: | |
| Resend SMS co | de |



7. Make a new password

Type your new password in both boxes. Then tap 'Save'.



Tip: Save your password in a safe place so you can use it again later.

8. Password changed

You will see a message that your password has been changed.



9. Still need help?

Tap the **chat icon** in the bottom corner of the screen. Or contact the email or phone number in the text message.

