



HOW TO GUIDES
TECH TIPS

How to reset your password legacy (old) system

Go to the legacy (old) system login page - <https://app.regionalbusinesspartners.co.nz/Account/Login>

Step 1

Click the **reset your password** link (an email is sent to your registered address, please check your Spam or Junk folder)

Step 2

1. Copy the **temporary password**
2. Go to the legacy (old) system login page - <https://app.regionalbusinesspartners.co.nz/Account/Login> (avoid clicking on the url link highlighted, this will redirect you to the new homepage)

Step 3

1. Paste the temporary password in the 'Current password' field
2. Update with your new password
3. Change password

Step 4

To login with your new password, go to the legacy (old) system login page - <https://app.regionalbusinesspartners.co.nz/Account/Login>

IMPORTANT: To login to the legacy (old) system, you will need to use this url address <https://app.regionalbusinesspartners.co.nz/Account/Login>

This link is accessible from our new [RBP website](#), under **Menu** (top left corner), click on **Login to legacy system**

The collage shows the following steps:

- Step 4:** The login page with the 'Log In' form. The 'Username' field contains 'BohmL' and the 'Password' field is masked with asterisks. A pink circle '4' is next to the 'Log In' heading.
- Step 2:** An email notification from 'Regional Business Partners Website' with the subject 'Your password has been reset.' The email body contains the reset link <https://app.regionalbusinesspartners.co.nz/443> highlighted in yellow. A pink circle '2' is next to the email content.
- Step 3:** The 'Change Password' form with fields for 'Current password', 'New password', and 'Confirm new password'. A pink circle '3' is next to the 'Change Password' heading.
- Step 1:** A 'Welcome, Louilee!' message with a 'Change Password' button. A pink circle '1' is next to the 'Change Password' button.

How to login to the (old) legacy system

Go to [regionalbusinesspartners.co.nz](https://www.regionalbusinesspartners.co.nz)

Step 1
Click on the **menu** top left corner
(the 3 lines change to an X when your viewing the menu items)

Step 2
Click on **Login to legacy system**

Step 3
Or go direct to the [login page](#)

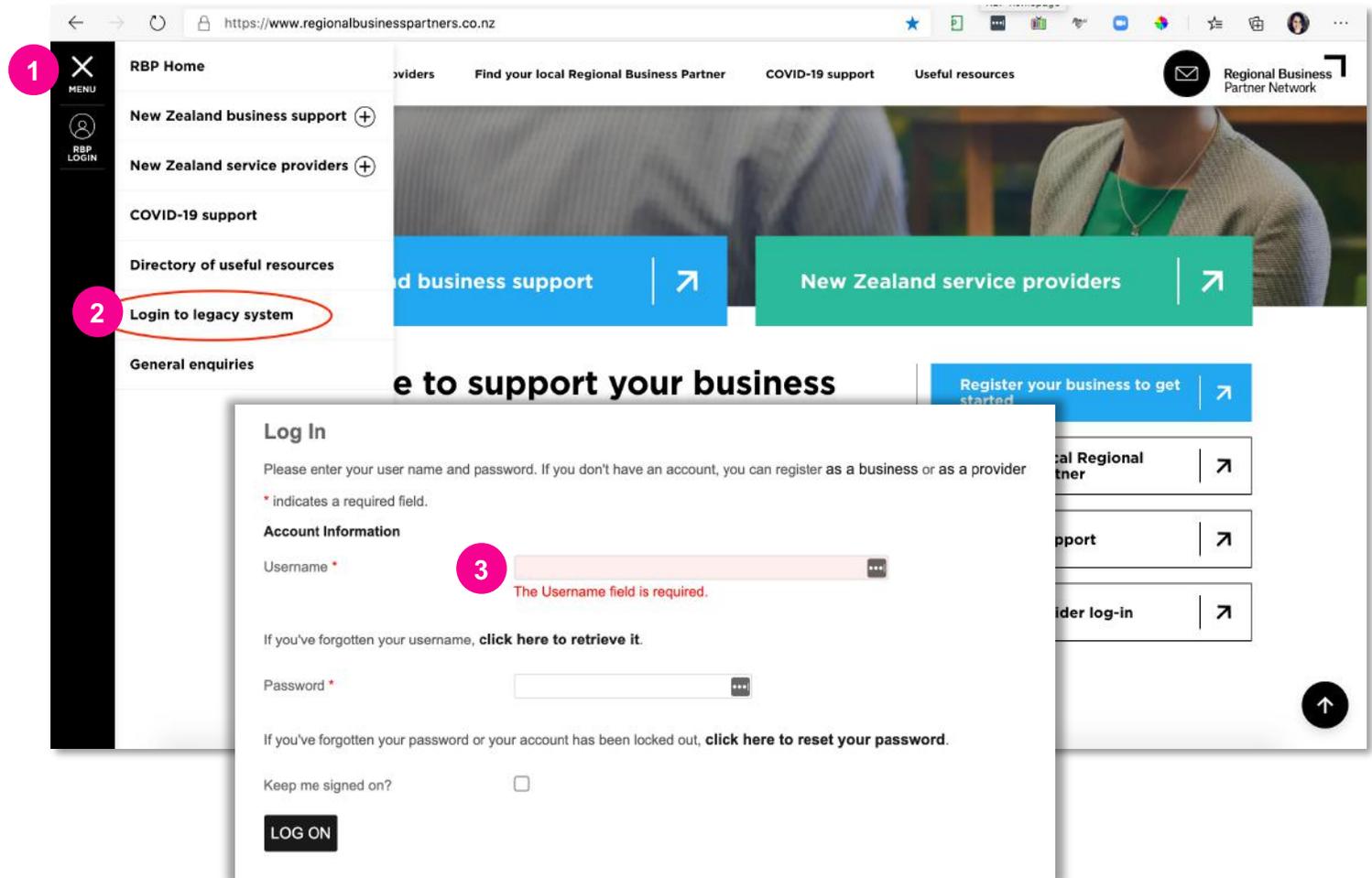
Enter your old login details, username and password.

- **Provider** delivering expert services
- **Customer** accessing support and potential funding

(refer to **Quick Tip** to help when logging into the right part of the old system)

QUICK TIP: Be sure you've logged out of the old system first before logging back in.

There are two types of logins **business** seeking support or **provider** offering services, ensure you use the right details for the right access.



How to clear your Safari browser cache

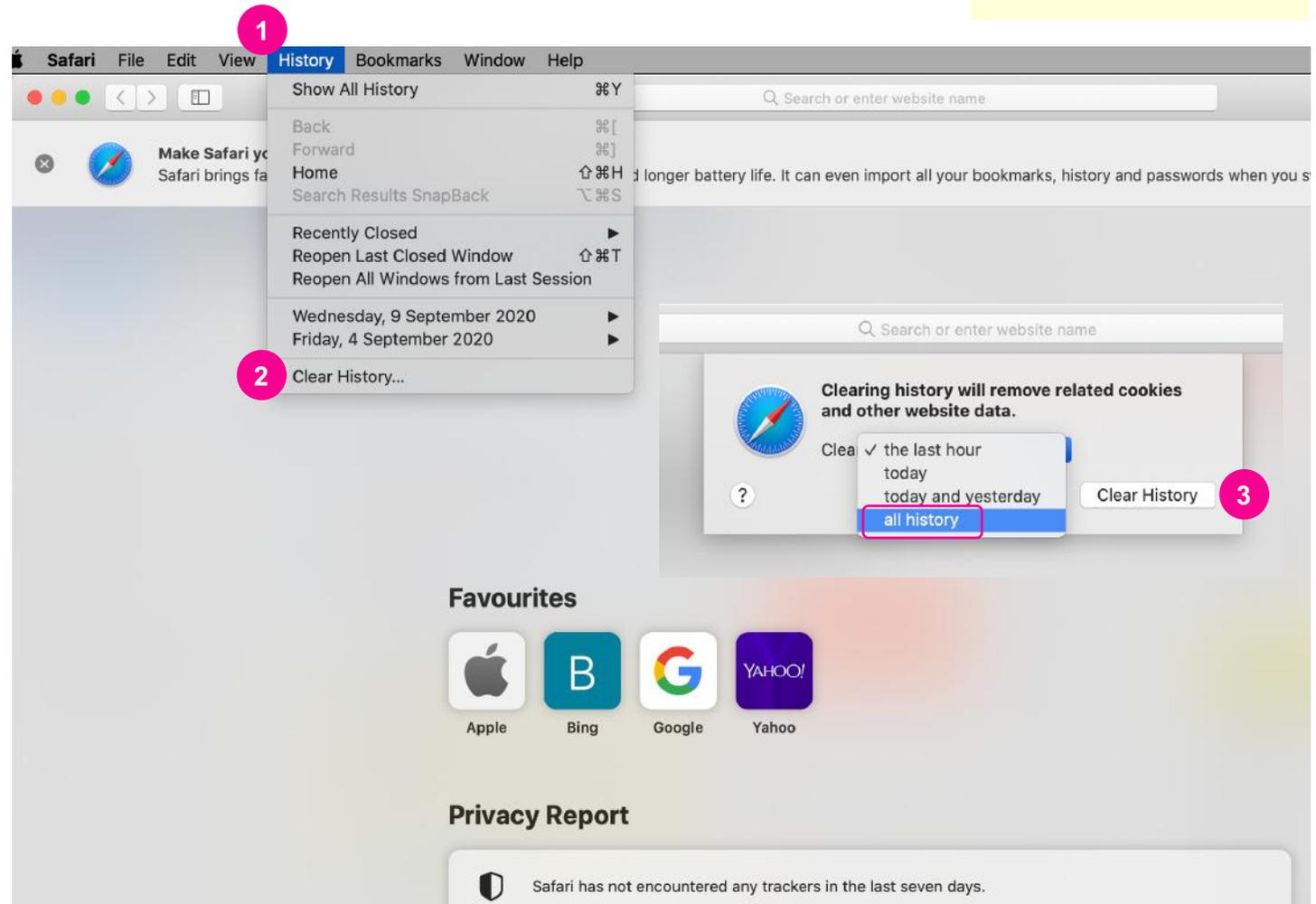
These instructions apply to Mac using Safari browser.

Step 1
Go to the top menu, click on **history**

Step 2
Click on **clear history**

Step 3
Select **all history**, **clear history** button

Note: You will lose all automated password logins and browsing history



How to clear your Chrome browser cache

Try the **QUICK TIP** first, if you're still unable to access our website then follow the steps below.

These instructions apply to both Windows, Linux and Mac using Chrome.

Step 1

Go to the top right corner, click the **three grey dots**

Step 2

Click on **settings**

Step 3

Click on **clear browsing data** arrow

Step 4

Check all tick boxes. **Clear data** button

Note: You will lose all automated password logins and browsing history

QUICK TIP:

Mac: Hold down both ⌘ Cmd + ⇧ Shift and press R

Windows and Linux: Hold both the Ctrl and ⇧ Shift keys and then press R **OR** Hold the ⇧ Shift key and click the Reload button on the navigation toolbar **OR** Hold the Ctrl key and press the F5 key

