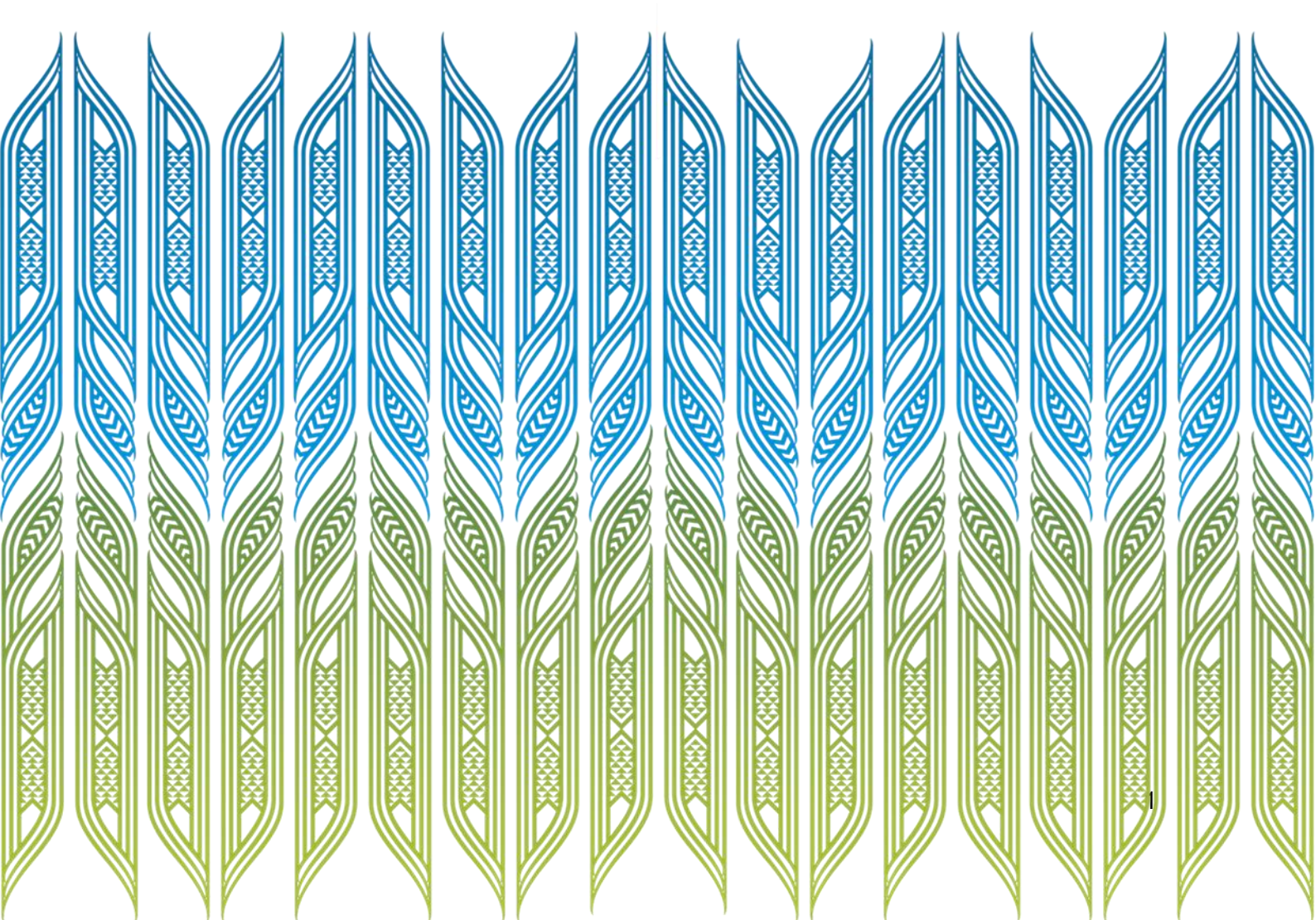
Health Quality & Safety Commission
Te Tāhū Hauora

Harm (adverse) event submission portal - Registration and login guide



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Registration process

This is the process to register an account with Te Tāhū Hauora Health Quality & Safety Commission (Te Tāhū Hauora) for access to the Harm (adverse) event submission portal. This process includes steps to verify your email address and to set up multifactor authentication.

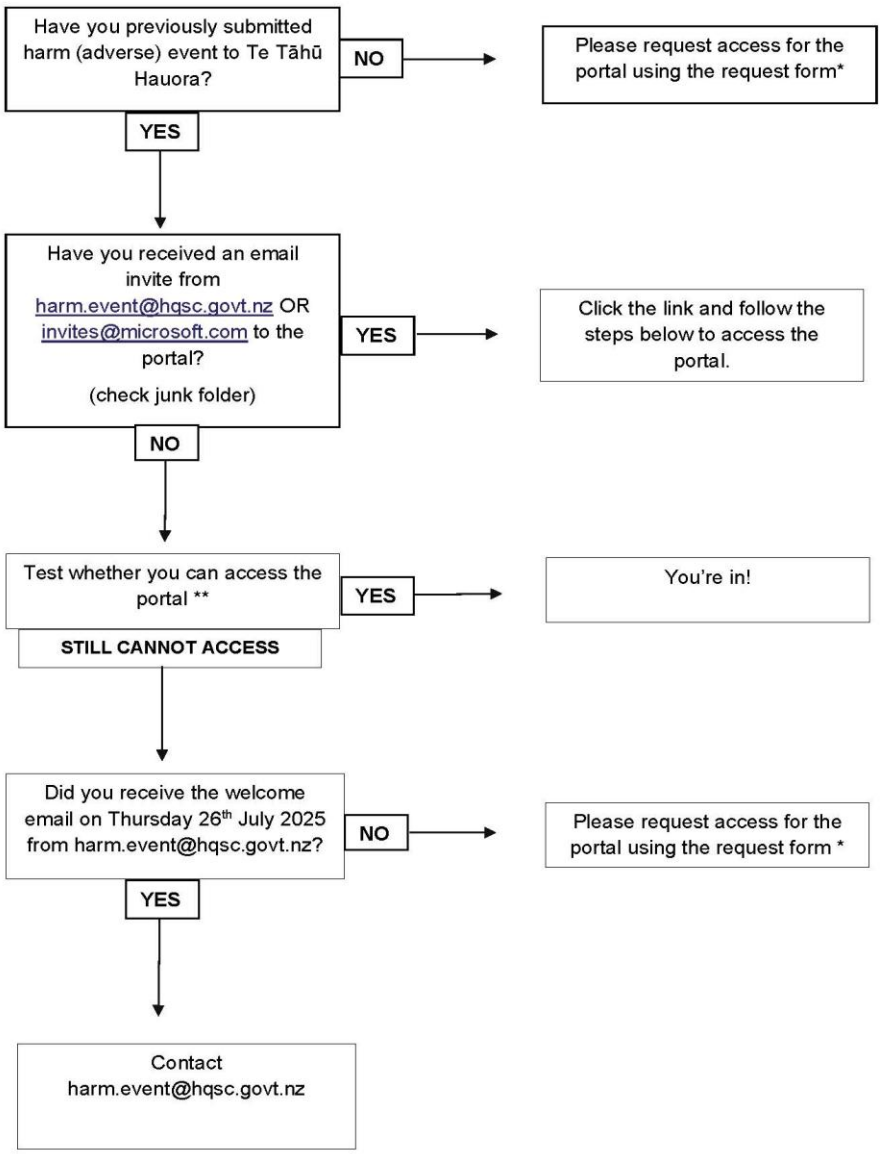
You will have received an email inviting you to register If you have not received an invitation to register, please check your junk or spam account. It may also mean that you have not previously submitted a harm event and will need to register as a new user.

If, at any point, you see a view different from the images below, skip to the next step.

If you are unable to register your account or get access to the portal, please contact harm.event@hqsc.govt.nz.

Flow chart for first login

If it is your first time logging in to the portal, please follow the decision tree below to understand your next action.

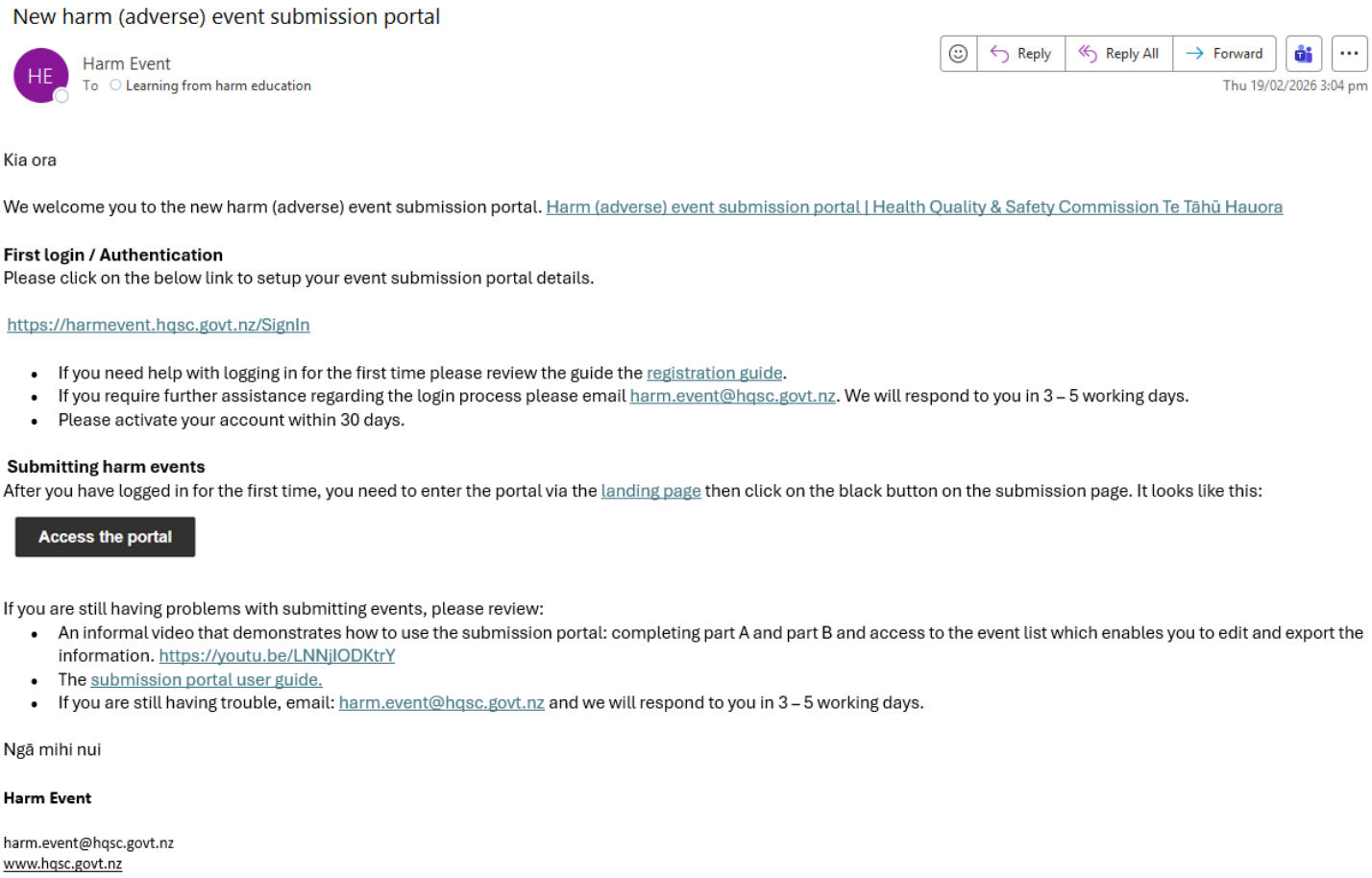


* https://forms.office.com/r/WhbMP8K7ms

** https://harmevent.hqsc.govt.nz/SignIn

Step 1: Email invitation

1. You will receive an email for your assigned login from **“Harm event”** with the title “**New harm (adverse) event submission portal**” inviting you to register.



New harm (adverse) event submission portal

HE Harm Event
To Learning from harm education

Reply | Reply All | Forward

Thu 19/02/2026 3:04 pm

Kia ora

We welcome you to the new harm (adverse) event submission portal. Harm (adverse) event submission portal | Health Quality & Safety Commission Te Tāhū Hauora

First login / Authentication
Please click on the below link to setup your event submission portal details.

https://harmevent.hqsc.govt.nz/SignIn

- If you need help with logging in for the first time please review the guide the registration guide.
- If you require further assistance regarding the login process please email harm.event@hqsc.govt.nz. We will respond to you in 3 – 5 working days.
- Please activate your account within 30 days.

Submitting harm events
After you have logged in for the first time, you need to enter the portal via the landing page then click on the black button on the submission page. It looks like this:

Access the portal

If you are still having problems with submitting events, please review:

- An informal video that demonstrates how to use the submission portal: completing part A and part B and access to the event list which enables you to edit and export the information. https://youtu.be/LNNjlODKtrY
- The submission portal user guide.
- If you are still having trouble, email: harm.event@hqsc.govt.nz and we will respond to you in 3 – 5 working days.

Ngā mihi nui

Harm Event

harm.event@hqsc.govt.nz
www.hqsc.govt.nz

New harm (adverse) event submission portal

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To Learning from harm education

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Submitting harm events
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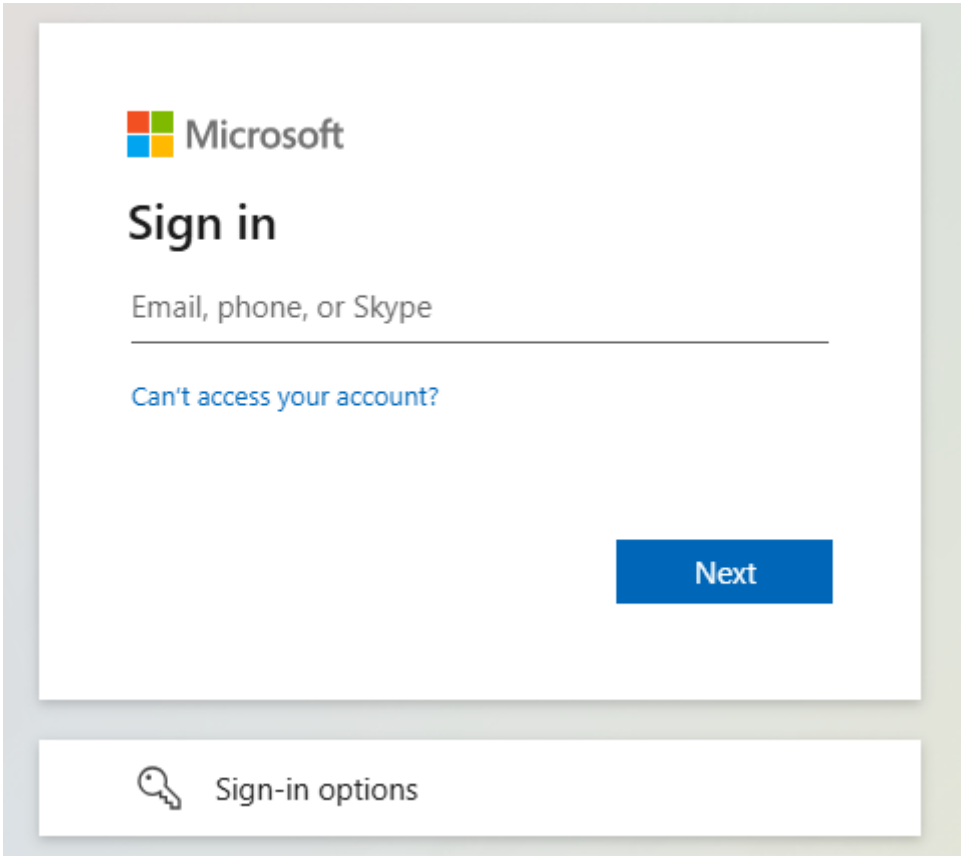
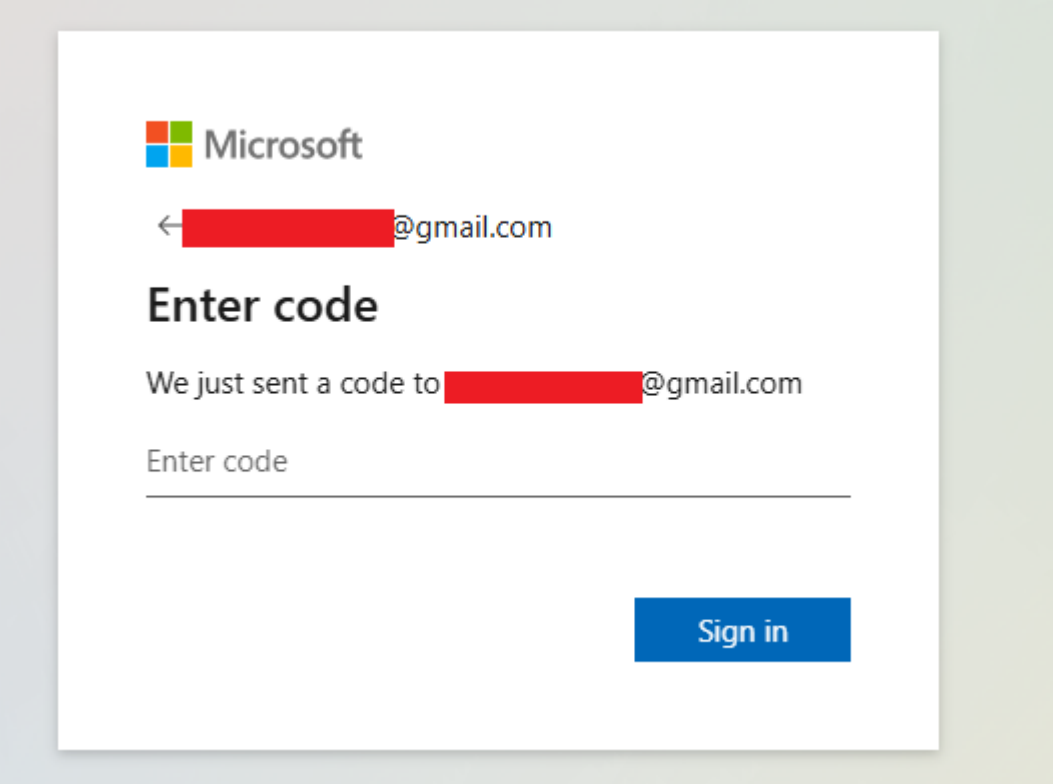
Access the portal

2. Click **the link** https://harmevent.hqsc.govt.nz/SignIn in the email.

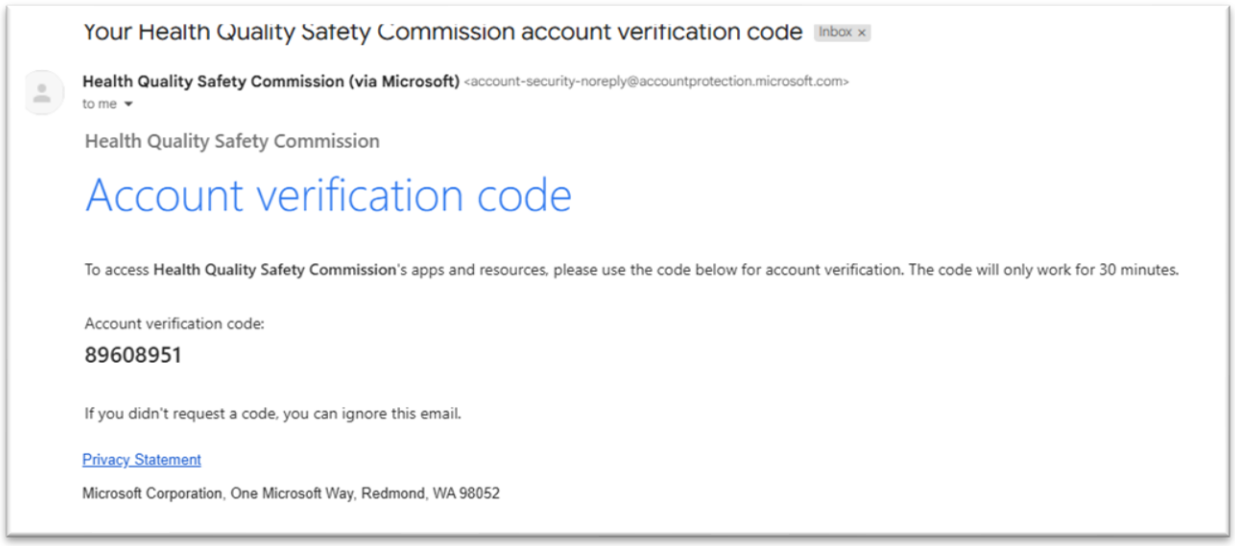
3. Enter your email address and click **Next**.



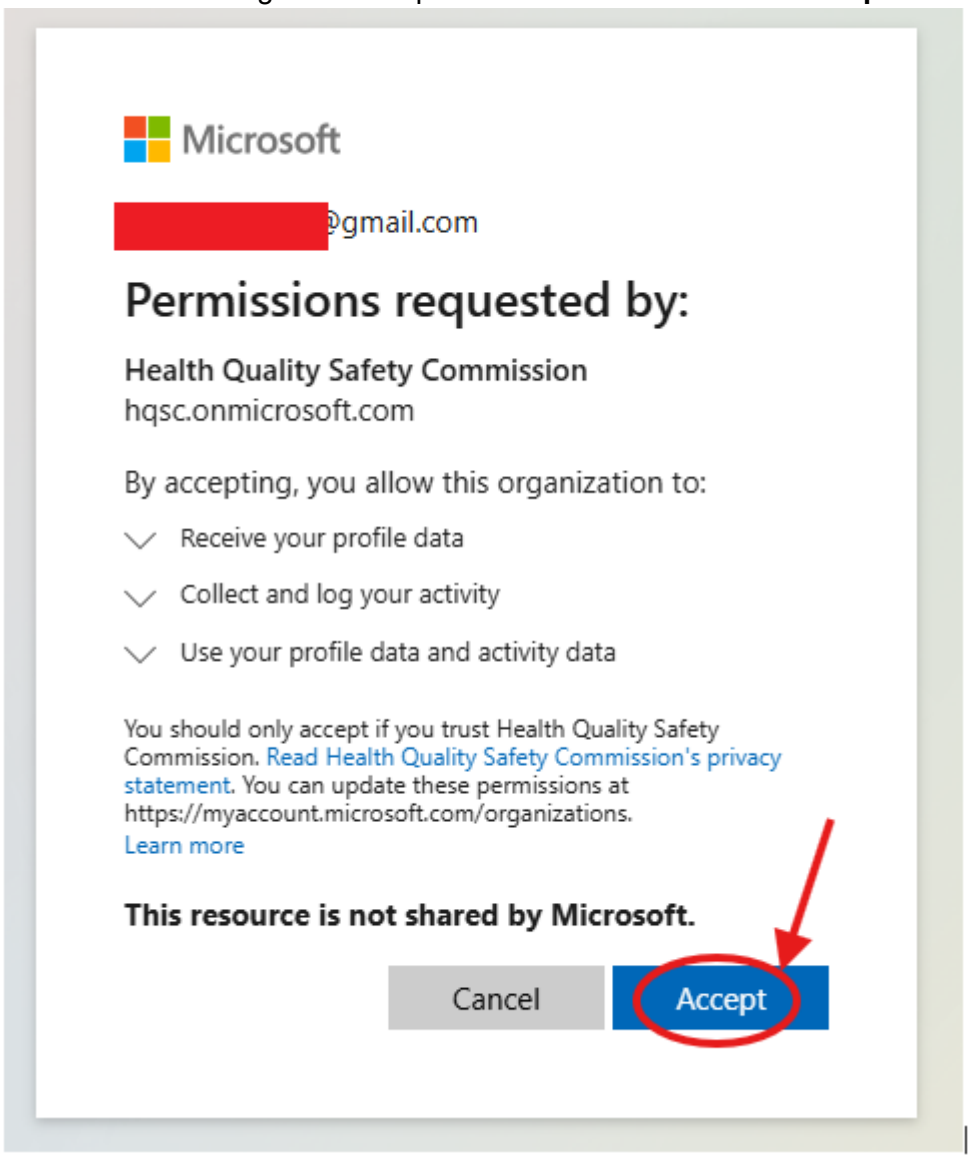
4. You will receive an 8-digit **Account verification code** sent to the email address from Health Quality Safety Commission. Enter this code and click **Sign in**.



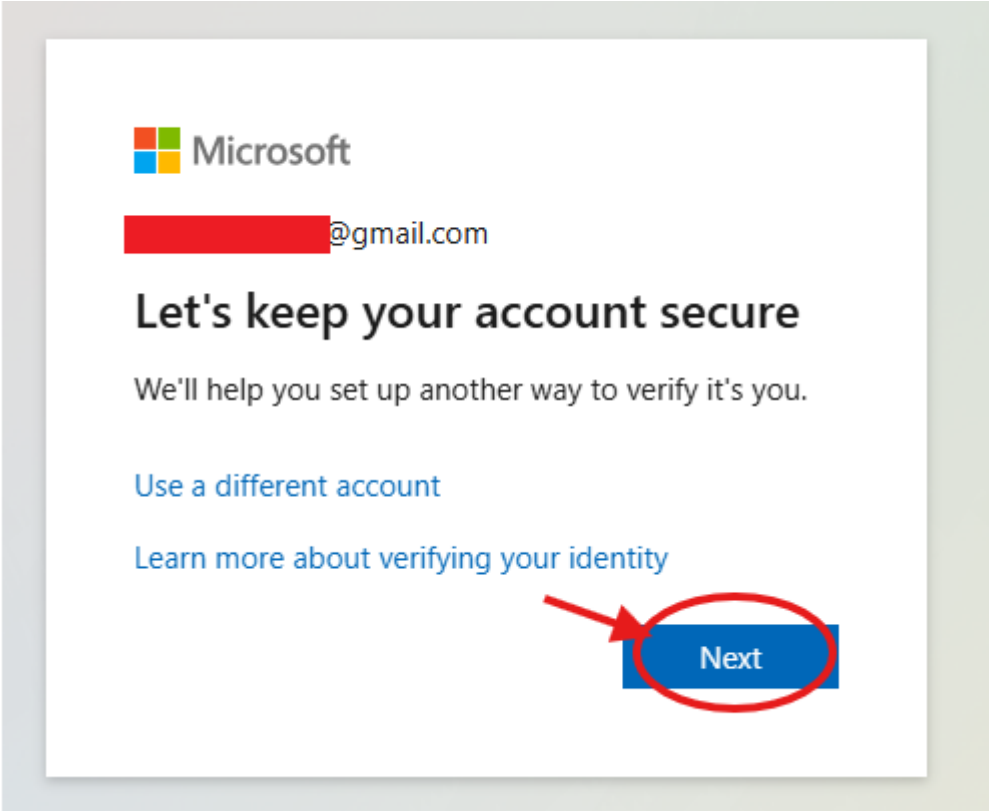
The email with your **Account verification code** will look like this:



You will be asked to give certain permissions to access. Click **Accept**.



After clicking **Accept**, you will see this window. Click **Next**.



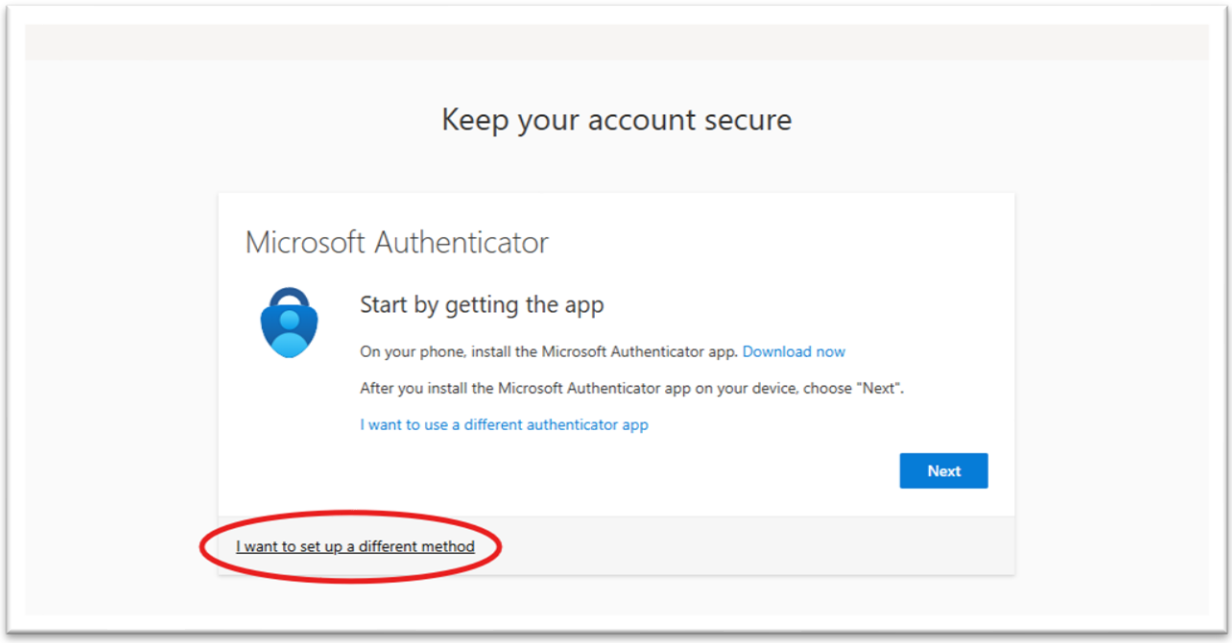
Step 2: Set up Multifactor authentication

To register your account, we require you to set up Multifactor authentication. This is a security feature that requires a second step of verifying your identity, after email. The possible methods available are **Text / SMS, Microsoft Authenticator app, Hardware token** as shown below.

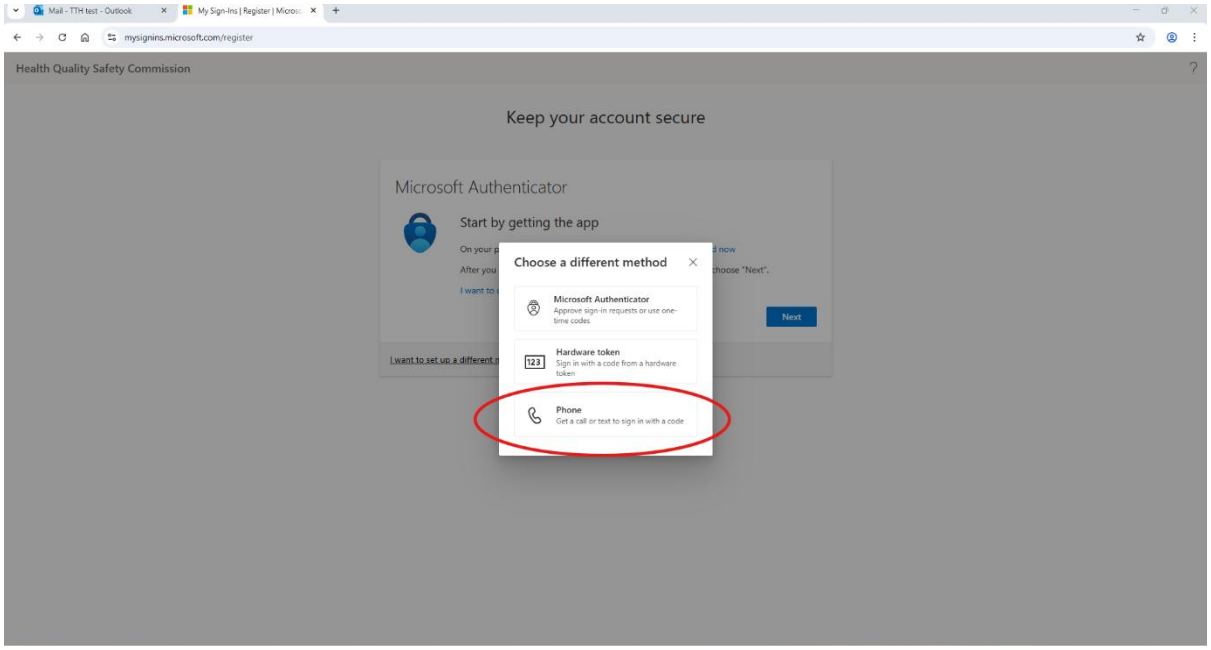
The instructions below describe **how to set up multifactor authentication using either Text / SMS or the Microsoft Authenticator app, our preferred methods**.

Option 1: Text / SMS

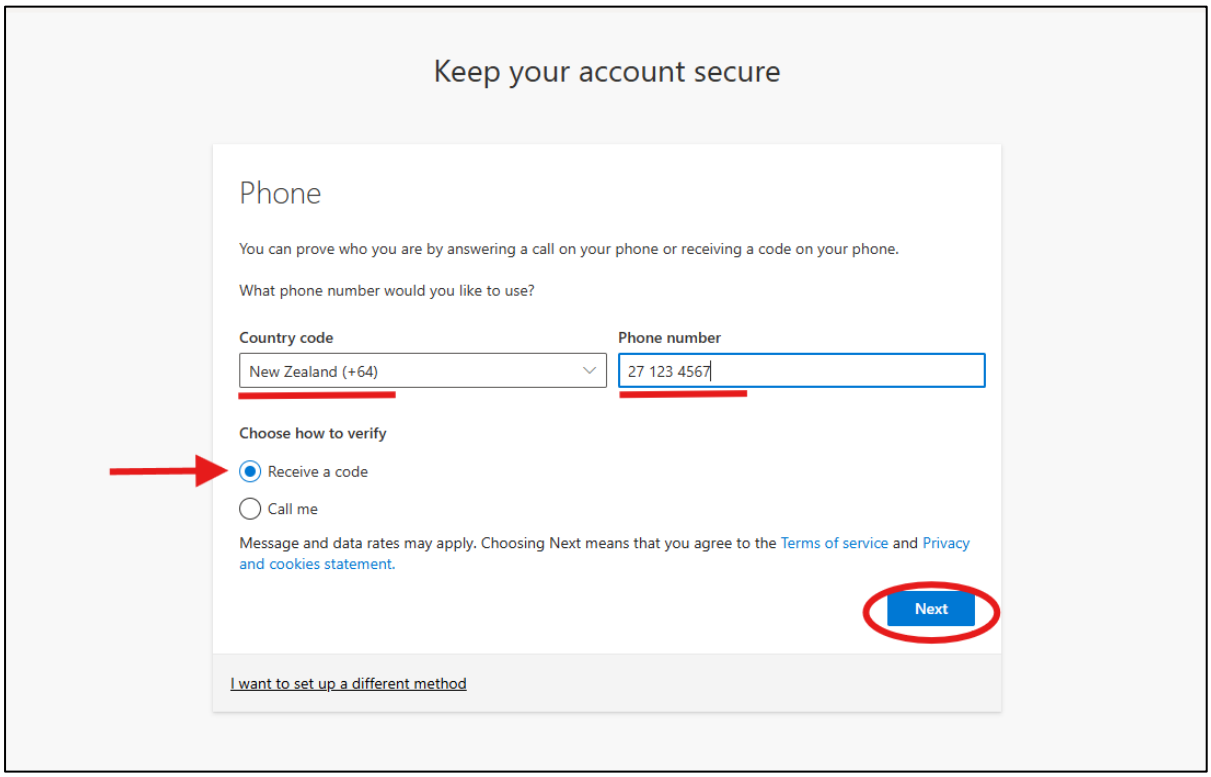
To set up authentication using Text / SMS, click **I want to set up a different method**.



Click **Phone**.

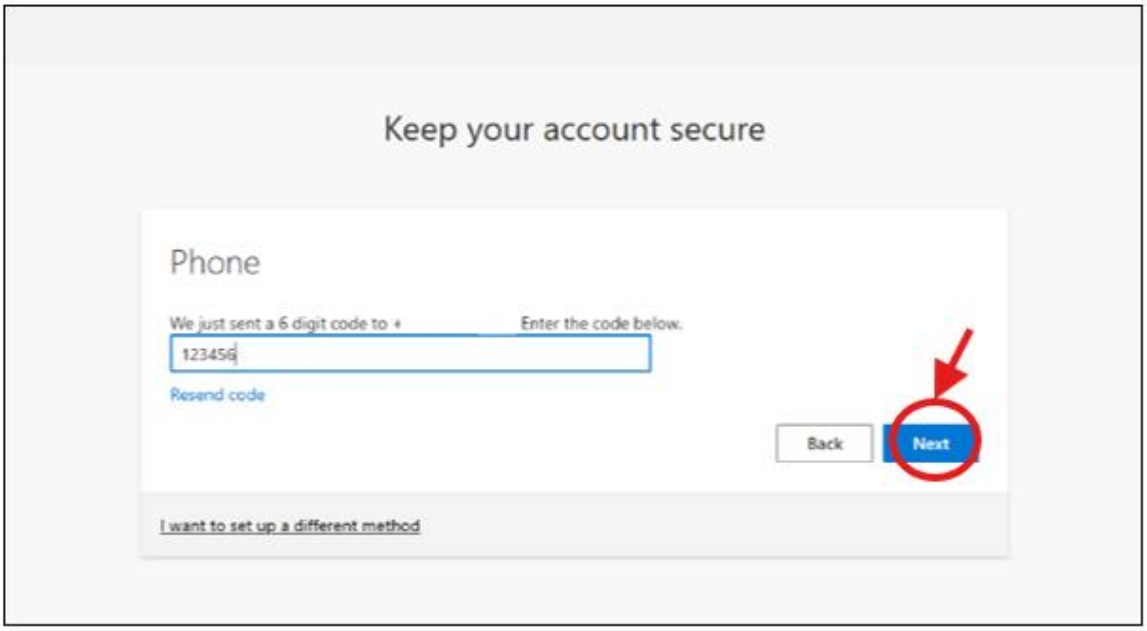


Change the Country code to **New Zealand (+64)**, type in your **Phone number**, and select **Receive a code** then click **Next**.

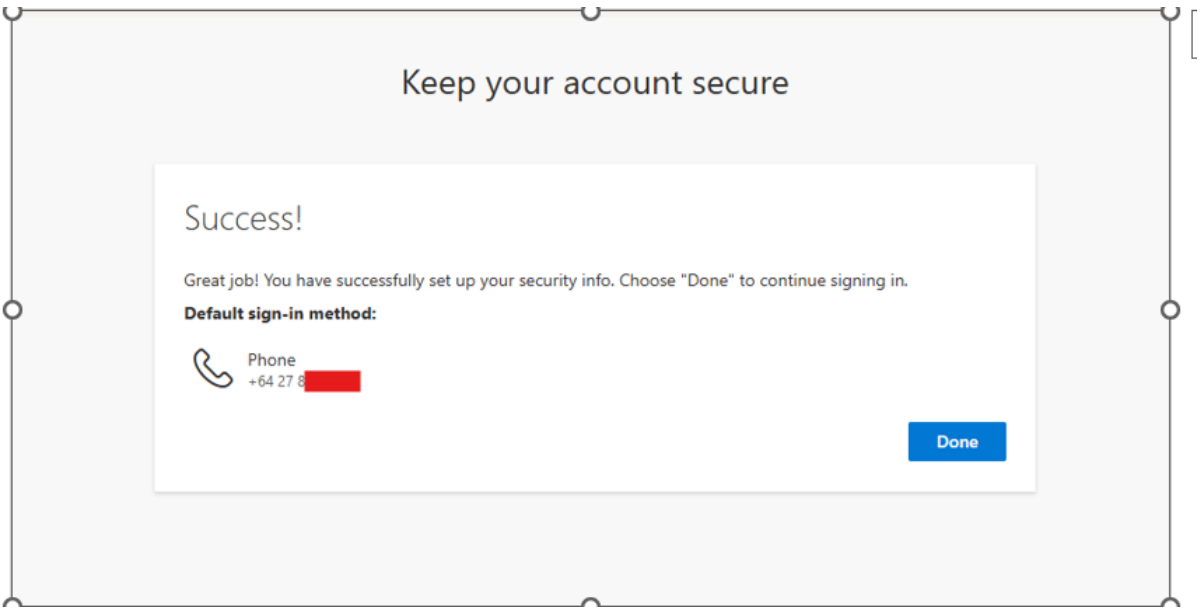


A code will be sent to your phone number and a window asking you to **Enter the code below** will be displayed on your computer.

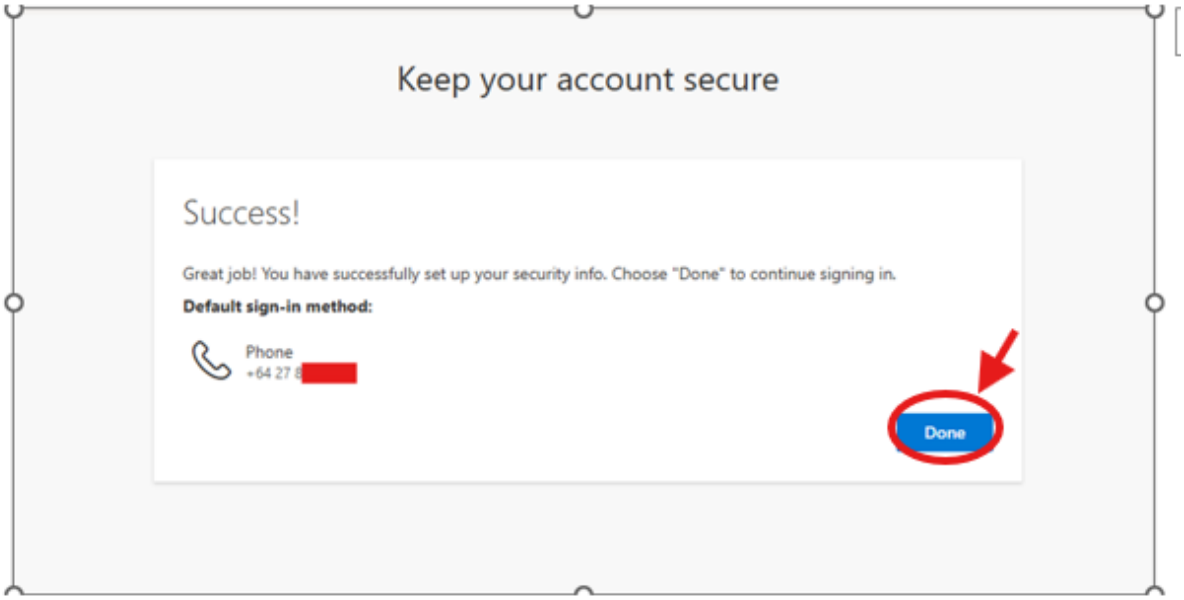
Enter the code that has been messaged to you and click **Next.**



If the code is entered correctly, you will see **Success!**



Click **Done** and you will be logged into the portal, then go to **Step 3: Logging into your account.**

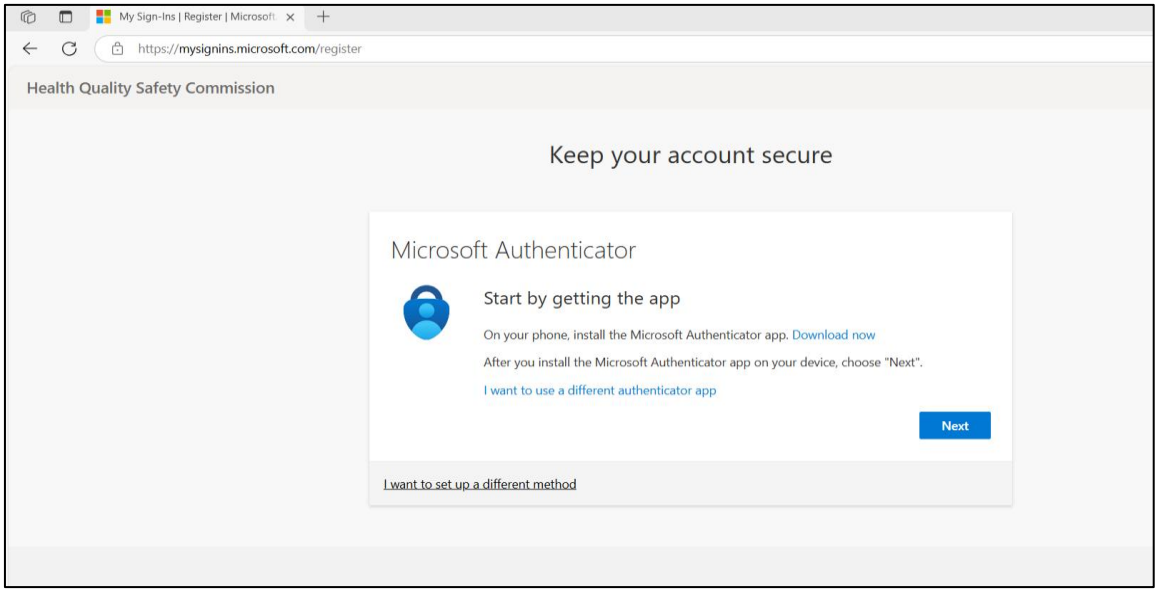


Option 2 (alternative method): Microsoft Authenticator app

Microsoft Authenticator is a secure and straightforward way to enable multifactor authentication.

If you have not yet installed Microsoft Authenticator on your phone, go to the section **Installing Microsoft Authenticator**.

If you have already downloaded and installed Microsoft Authenticator on your phone, then go to the section **Setting up Microsoft Authenticator**.



Installing Microsoft Authenticator

Download and Install

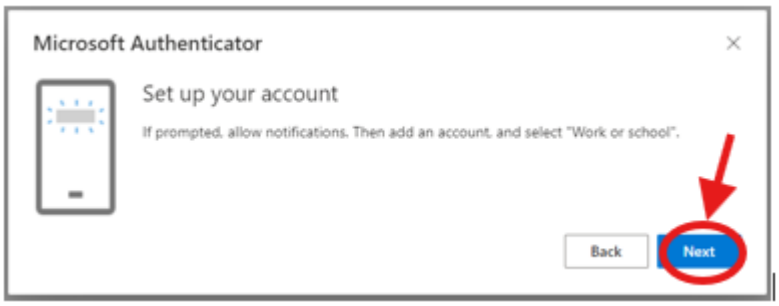
1. Go to the App Store (iOS) or Google Play Store (Android) and search for "Microsoft Authenticator"

2. Download and install the Microsoft Authenticator app on your phone.

Setting up Microsoft Authenticator

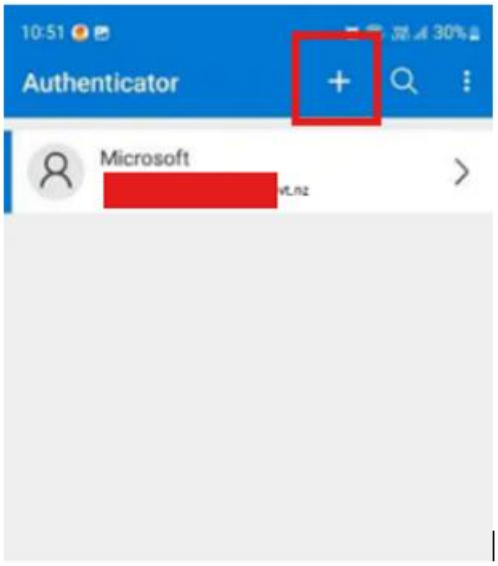
- **On your computer**

You should see this window instructing you to set up your account on the Microsoft Authenticator app on your phone. Click **Next**

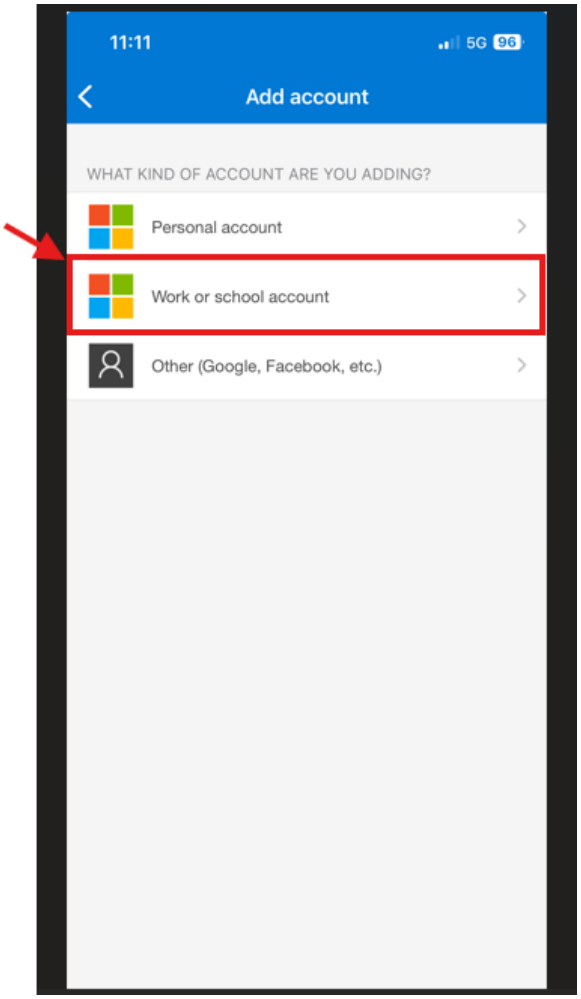


- **<u>On your phone</u>**

1. Open the Microsoft Authenticator app.
2. Add an Account:
   a) In the app, tap the "+" button (usually in the top right corner).

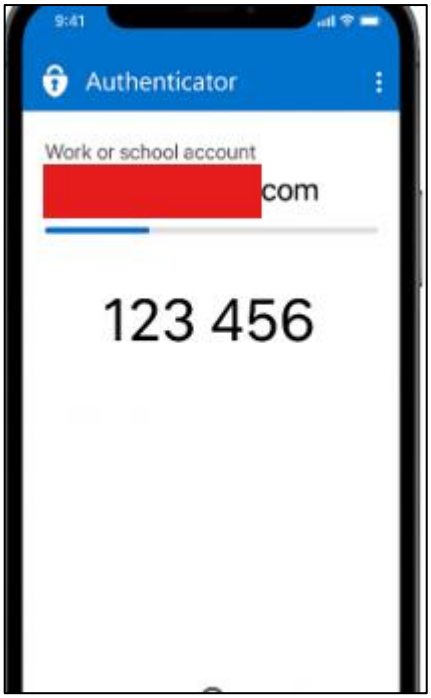


   b) Select "Work or school account"

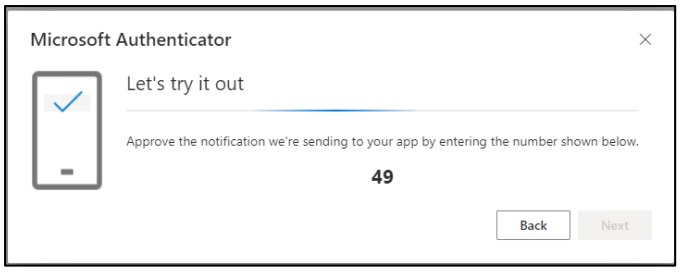


3. Scan the QR Code - On your computer, follow the on-screen instructions to display a QR code or manual code. In the app, use your phone's camera to scan the QR code (or manually enter the code)

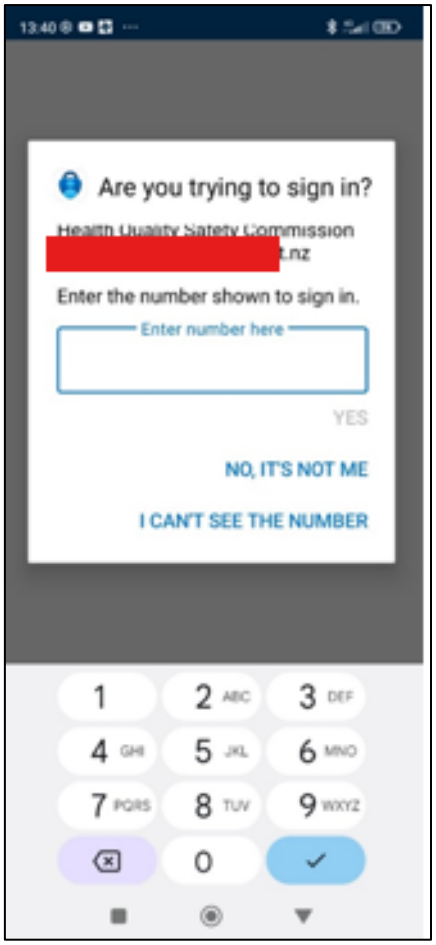
4. Activate and verify, the app will display a six-digit code after successfully scanning the QR code or entering the code.



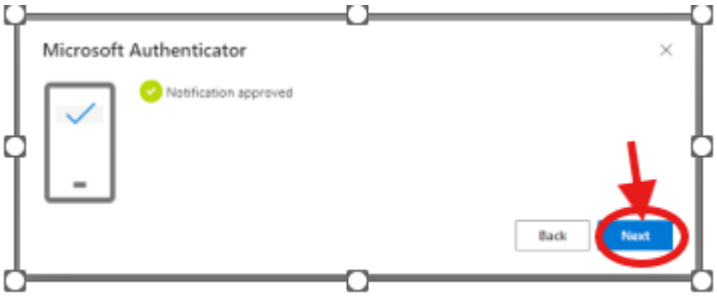
5. On your computer, you will see the window below displaying a two-digit number.



6. **<u>On your phone</u>** in the Microsoft Authenticator app, **enter the number above** to approve the sign-in, and click **Yes**.



7. You will see this window below indicating activation is successful. You'll now be able to use Microsoft Authenticator for two-factor authentication to your account. Click **Next**.



Success!

You are done and can now log into your account for the harm (adverse) event submission portal. Follow the instructions below to log in.

Step 3: Logging into your account

Each time you wish to access the harm (adverse) event submission portal, you will need to log in. Follow the steps below.

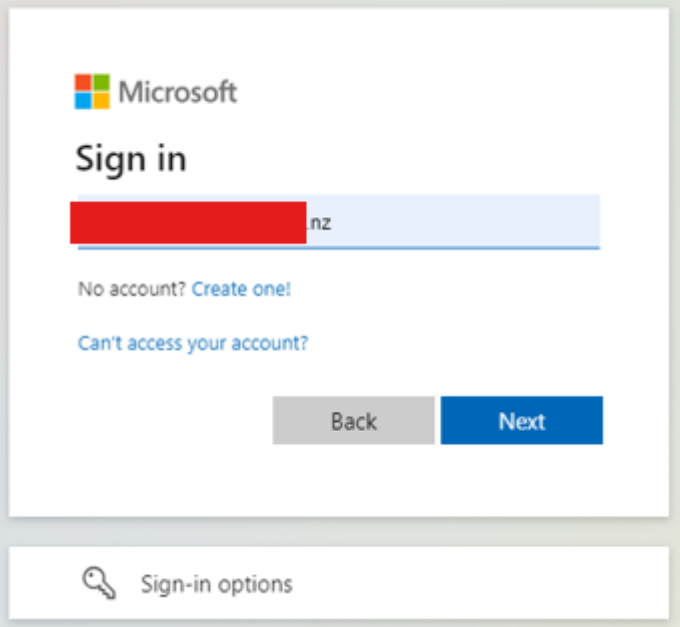
Go to the harm (adverse) event submission portal – Portal

If, at any point, you see a view different from the images below, skip to the next step.

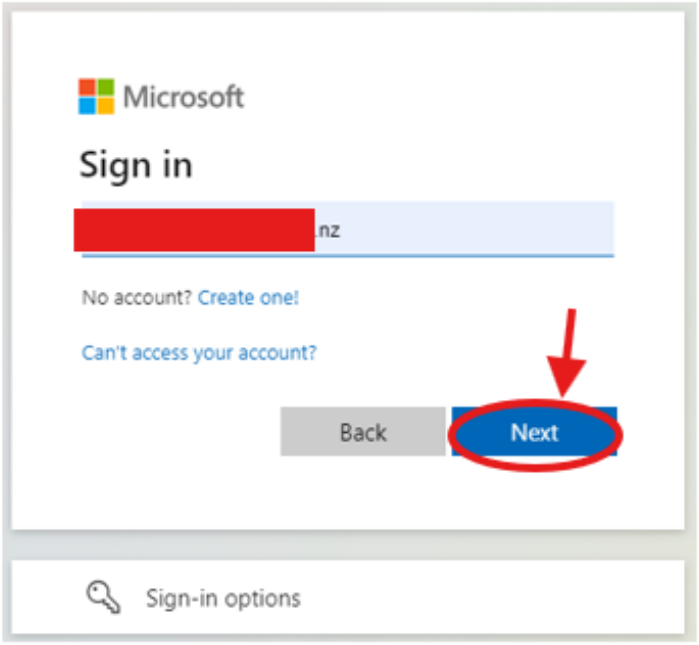
If you are unable to register your account or get access to the portal, please contact harm.event@hqsc.govt.nz.

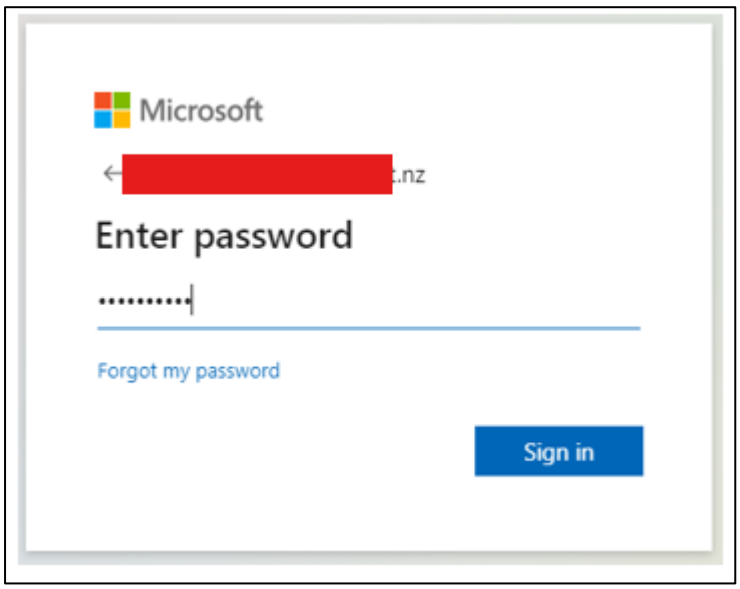
Step 3.1: Enter your email address

To log in to your account, you will be asked to sign in with your email address.



After clicking **Next** you will be asked to enter your password.





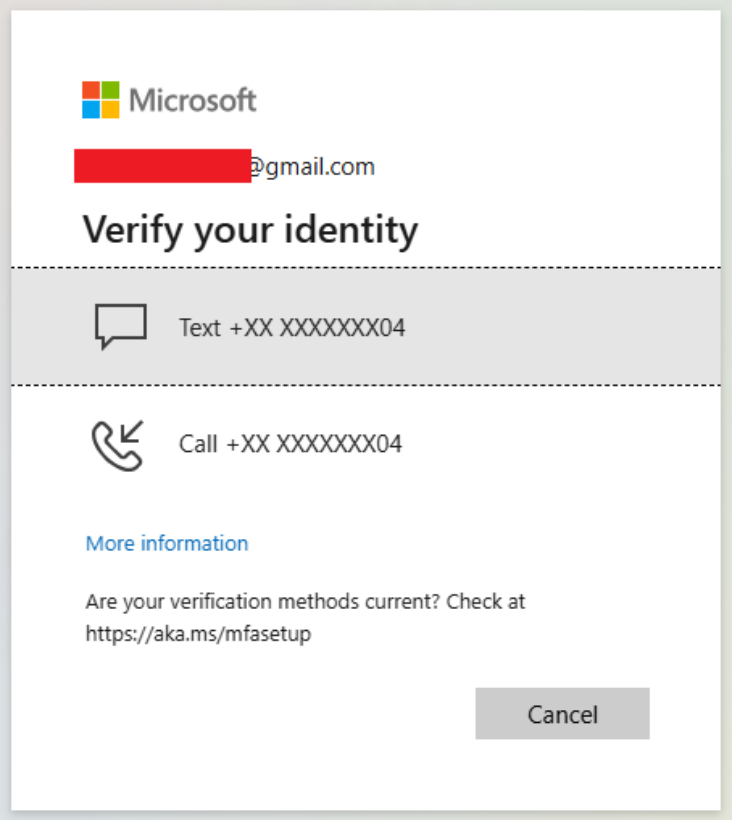
After clicking **Sign in**, a **Multifactor authentication** step will occur.

Step 3.2: Multifactor authentication

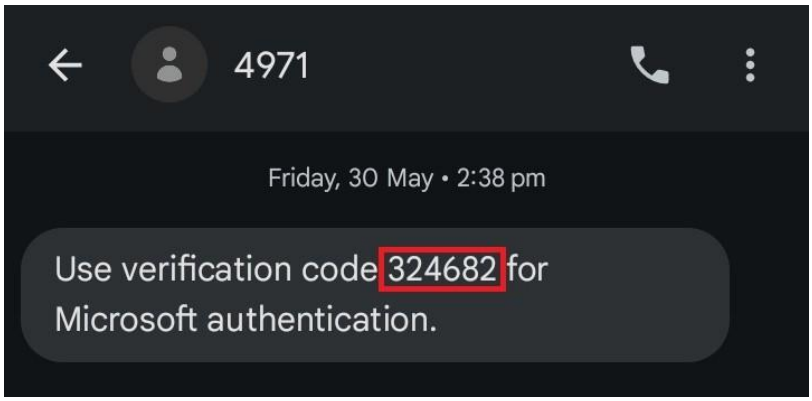
Previously, you registered a method of multifactor authentication: likely either Text / SMS or the Microsoft Authenticator app. Follow the instructions below to log in using your registered method.

Option 1: Text / SMS

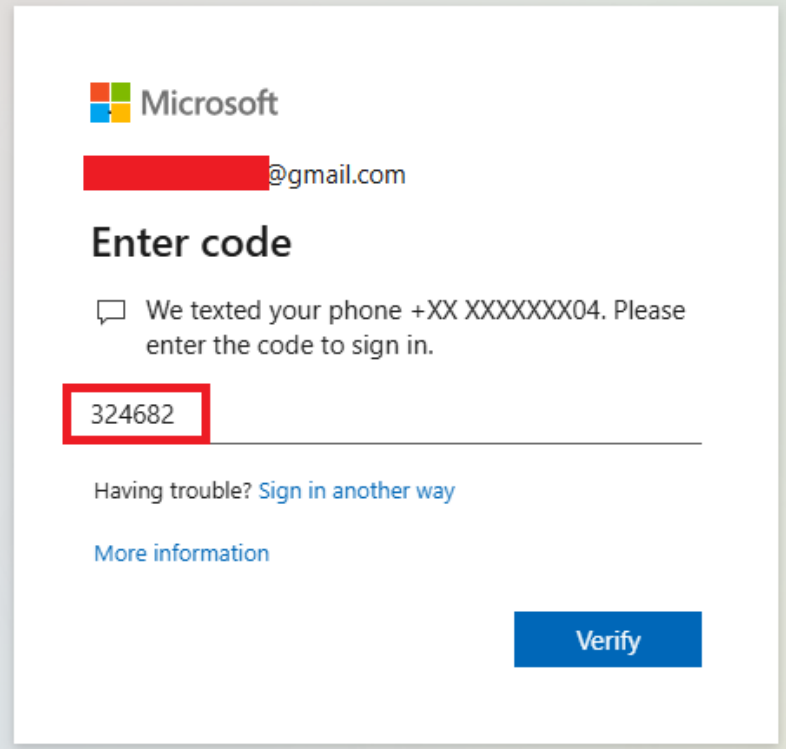
Click **Text + XX XXXXXXXXX**.



The phone you used to register your account will receive a Text / SMS message containing a 6-digit code.



On your computer, enter this 6-digit code when prompted and click **Verify**.



Option 2 (alternative method): Microsoft Authenticator app

On your computer, the **Approve sign in request** window is displayed.

Go to your phone and click on the Microsoft Authenticator popup or open the Microsoft Authenticator app and **enter the number shown** (in the space shown by the red arrow in the screenshot below). The number is “18” in this example.

Are you trying to sign in?
[redacted]t.nz
Enter the number shown to sign in.
Enter number here
YES
NO, IT'S NOT ME
I CAN'T SEE THE NUMBER
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
0

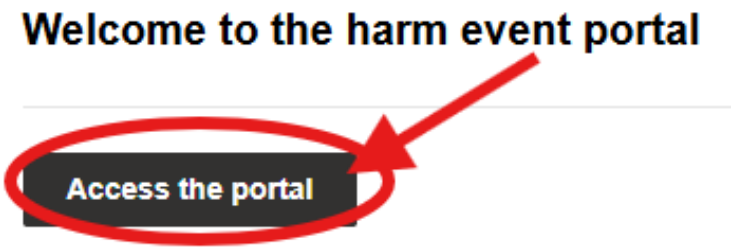
Step 3.3: Sign in

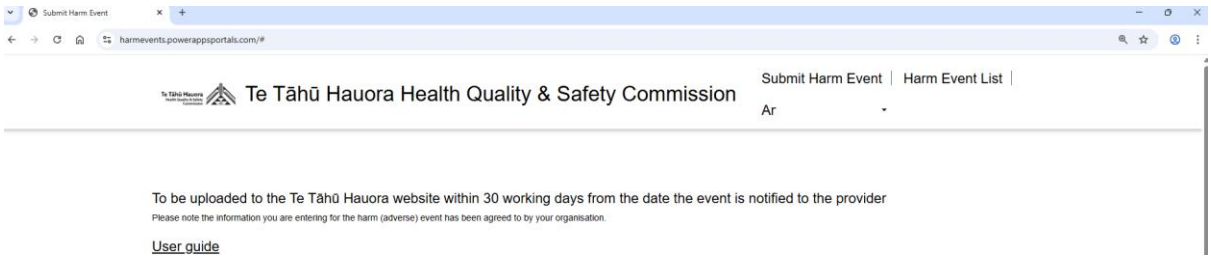
On your computer, you will now be at the harm (adverse) event submission portal.

You may see a view indicating you don't have the appropriate permissions to access the portal.

If this is what you see, click **Sign in** on top right of the page.

Click **Access the portal**.



Success!

That's it. You will now be logged into the harm (adverse) event submission portal.