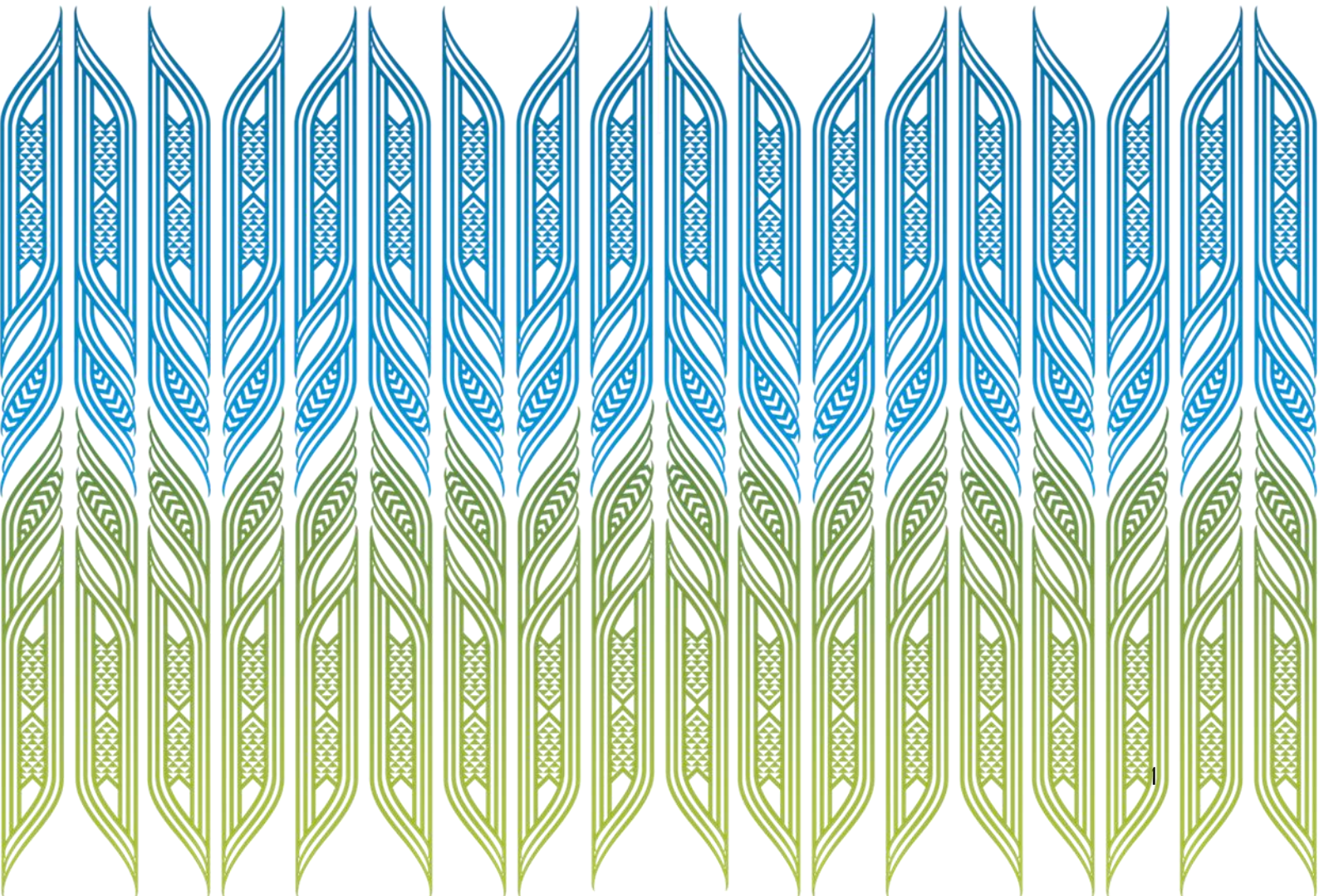


Health Quality &
Safety Commission
Te Tāhū Hauora



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.

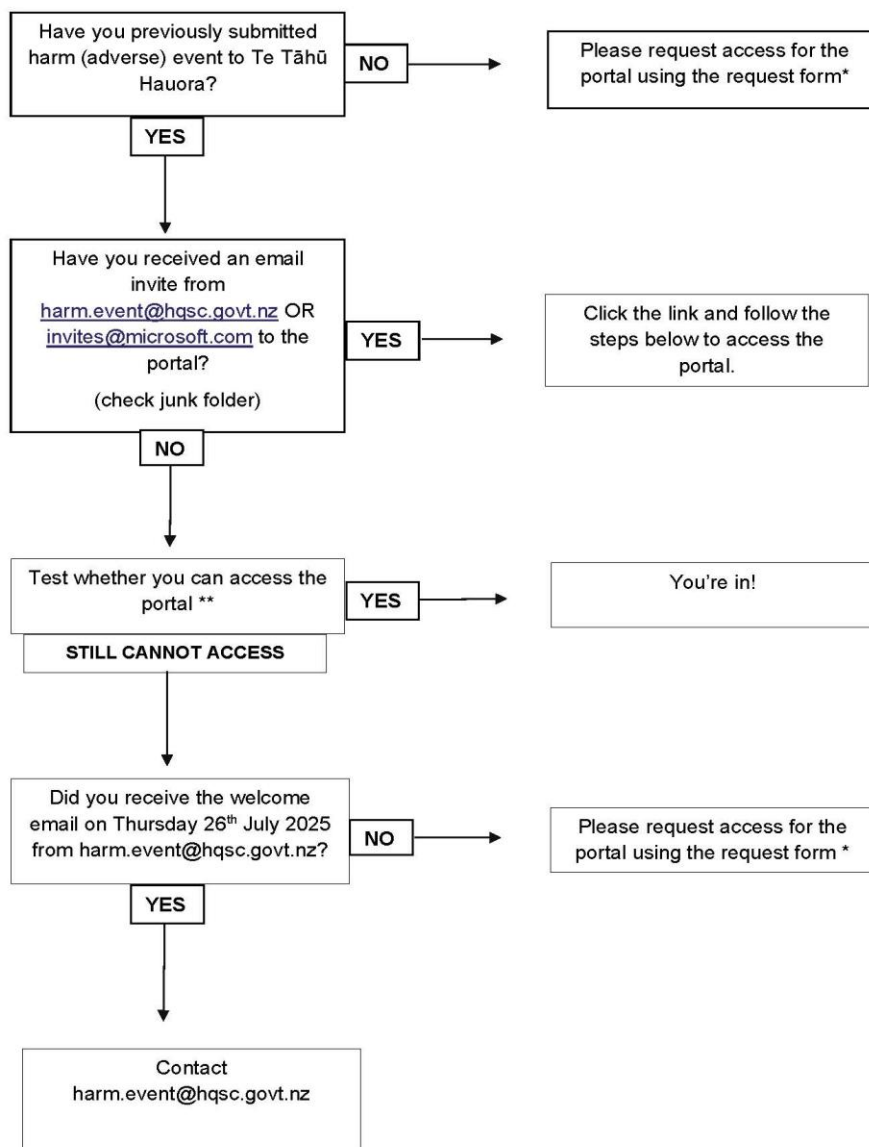
If, at any point, you see a view different from the images below, skip to the next step.

Due to the security protocols set in place, you will need to log in into the portal once every three months to ensure that your account remains active. If you have trouble logging in, please contact harm.event@hqsc.govt.nz.

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.



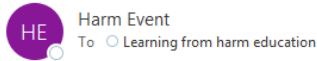
* <https://forms.office.com/r/WhbMP8K7ms>

** <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



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

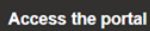
Please click on the below link to setup your event submission portal details.

<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



Harm Event
To Learning from harm education



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

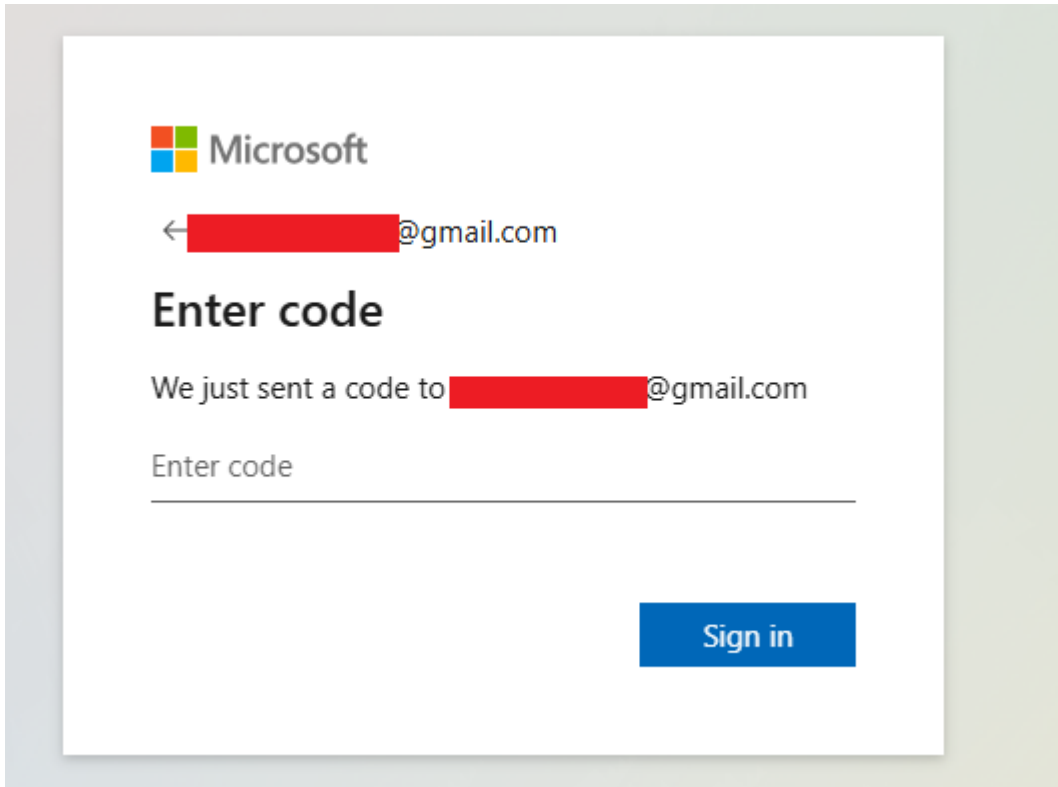
After you have logged in for the first time, you need to enter the portal via the [landing page](#) then click on the black button on the submission page. It looks like this:

Access the portal

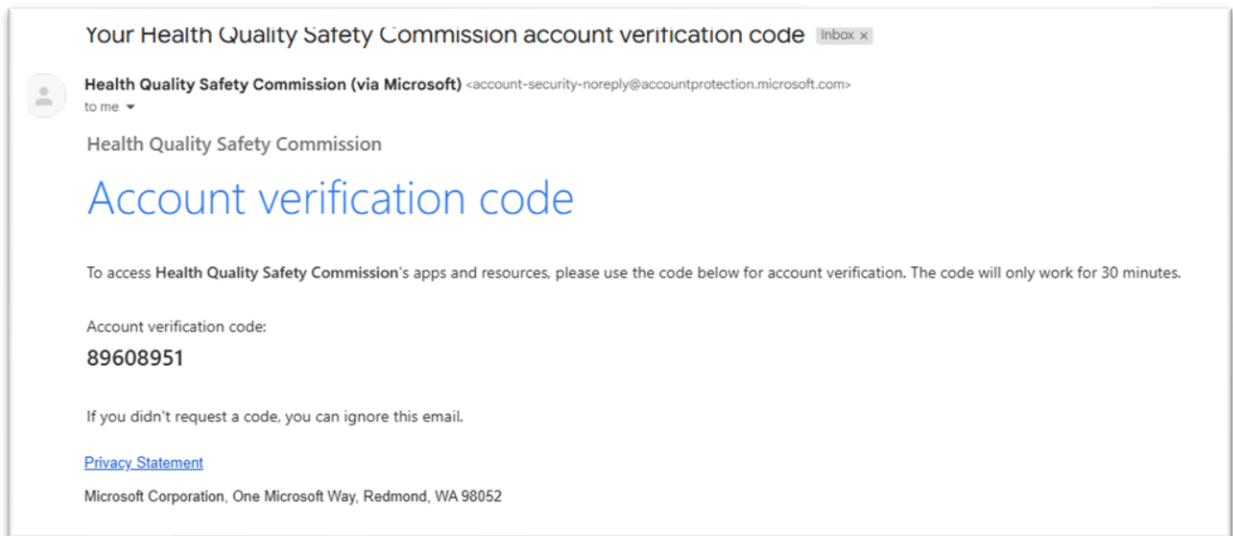
2. Click **the link** <https://harmevent.hqsc.govt.nz/SignIn> in the email.
3. Enter your email address and click **Next**.

Microsoft
Sign in
Email, phone, or Skype
[Can't access your account?](#)
Next
Sign-in options

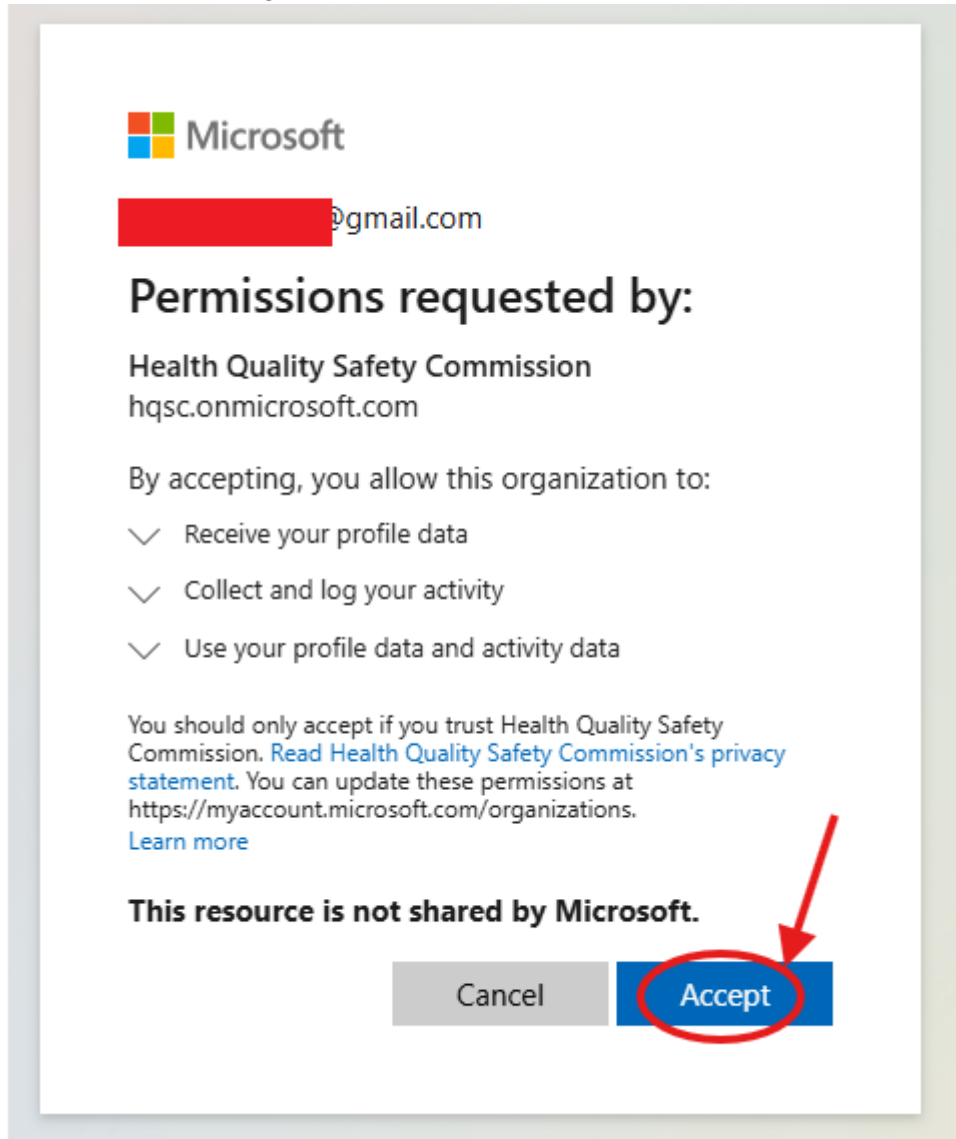
4. You will receive an 8-digit **Account verification code** sent to the email address from Health Quality Safety Commission. Enter this code and click **Sign in**.




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




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



The image shows a Microsoft permissions dialog box. At the top left is the Microsoft logo. Below it is a redacted email address ending in @gmail.com. The main heading is "Permissions requested by:" followed by "Health Quality Safety Commission" and the domain "hqsc.onmicrosoft.com". A section titled "By accepting, you allow this organization to:" lists three permissions: "Receive your profile data", "Collect and log your activity", and "Use your profile data and activity data". Below this is a disclaimer: "You should only accept if you trust Health Quality Safety Commission. Read Health Quality Safety Commission's privacy statement. You can update these permissions at https://myaccount.microsoft.com/organizations. Learn more". At the bottom, there are two buttons: "Cancel" and "Accept". The "Accept" button is highlighted with a red circle and a red arrow pointing to it from the right.

 Microsoft

@gmail.com

Permissions requested by:

Health Quality Safety Commission
hqsc.onmicrosoft.com

By accepting, you allow this organization to:

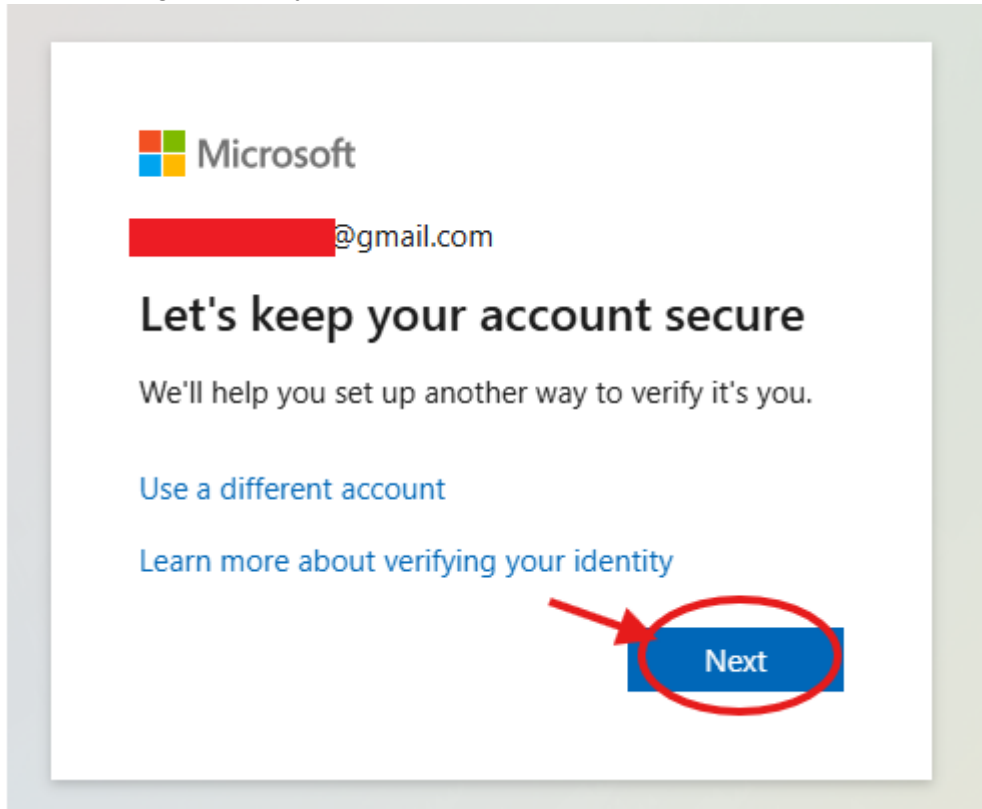
- ✓ Receive your profile data
- ✓ Collect and log your activity
- ✓ Use your profile data and activity data

You should only accept if you trust Health Quality Safety Commission. [Read Health Quality Safety Commission's privacy statement](#). You can update these permissions at <https://myaccount.microsoft.com/organizations>. [Learn more](#)

This resource is not shared by Microsoft.

Cancel **Accept**

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



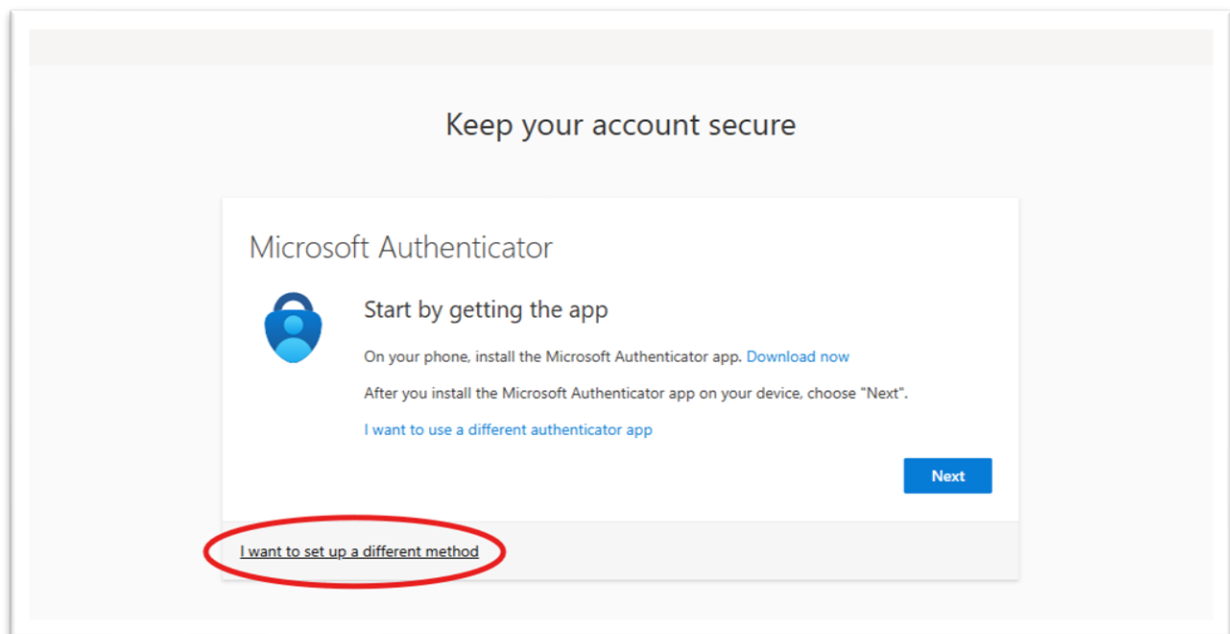
Step 2: Set up Multifactor authentication

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.

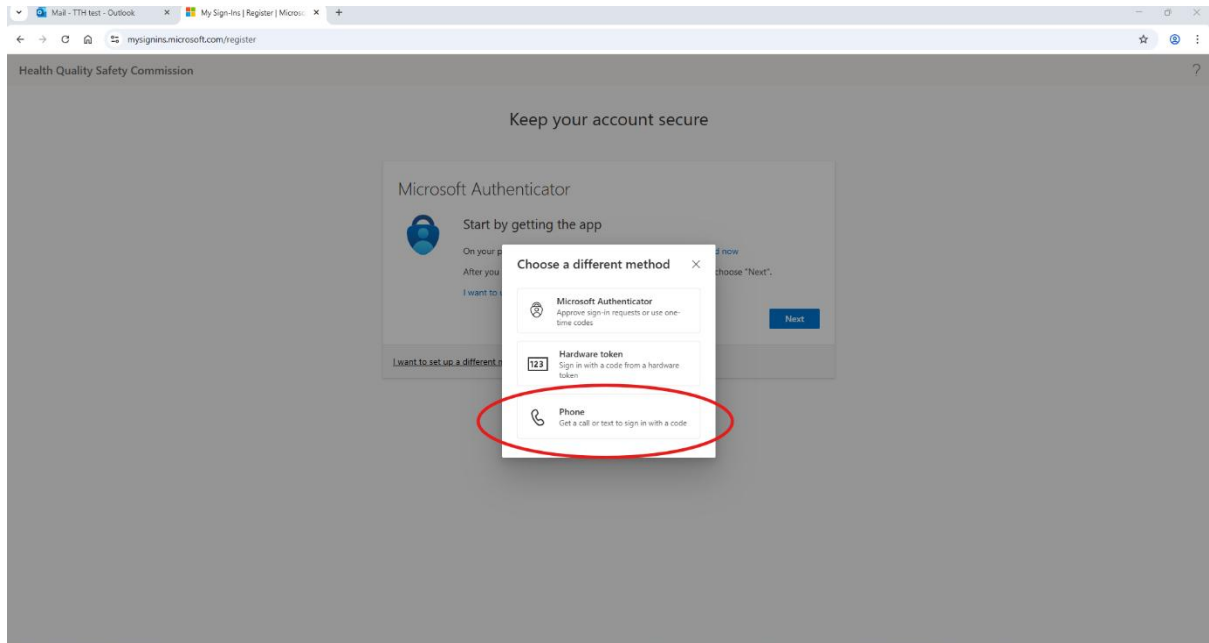
The instructions below describe **how to set up multifactor authentication using either Text / SMS or the Microsoft Authenticator app, our preferred methods.**

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 screenshot of the "Phone" verification step in the Microsoft account registration process. The page title is "Keep your account secure" and the section heading is "Phone". The text reads: "You can prove who you are by answering a call on your phone or receiving a code on your phone. What phone number would you like to use?". There are two input fields: "Country code" with a dropdown menu showing "New Zealand (+64)" and "Phone number" with the text "27 123 4567". Below these fields is the "Choose how to verify" section with two radio buttons: "Receive a code" (selected) and "Call me". A red arrow points to the "Receive a code" radio button. Below the radio buttons is a note: "Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#)". A blue "Next" button is circled in red. At the bottom left, there is a link: "I want to set up a different method".

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**.

Keep your account secure

Phone

We just sent a 6 digit code to + [redacted] Enter the code below.

123456

[Resend code](#)

[Back](#) [Next](#)

[I want to set up a different method](#)


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

Keep your account secure

Success!

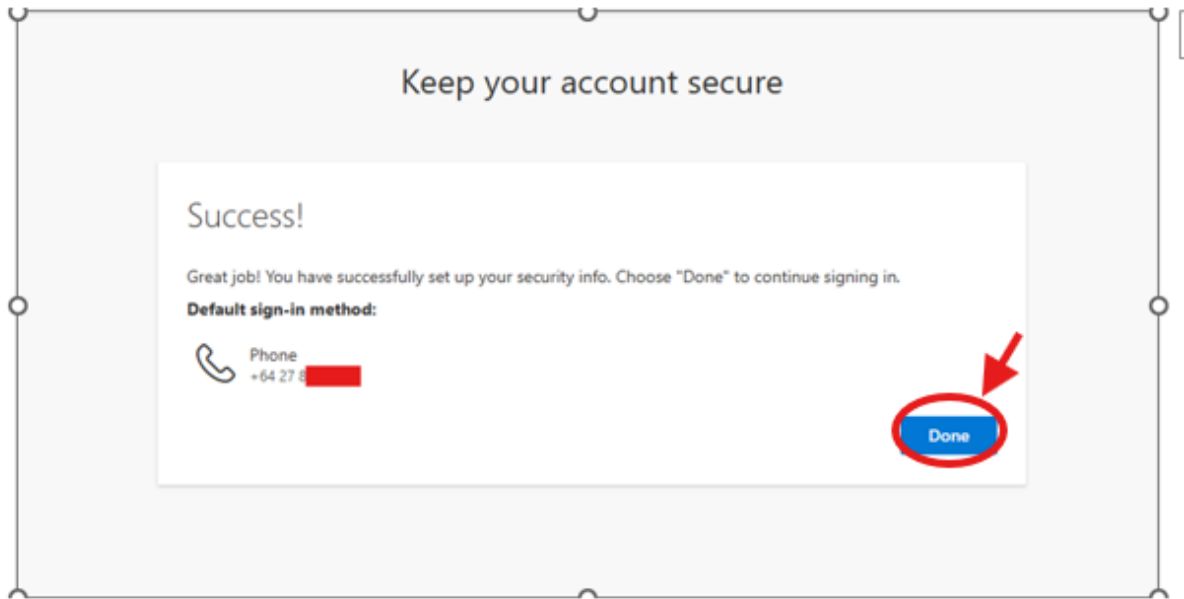
Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

 Phone +64 27 8 [redacted]

[Done](#)

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

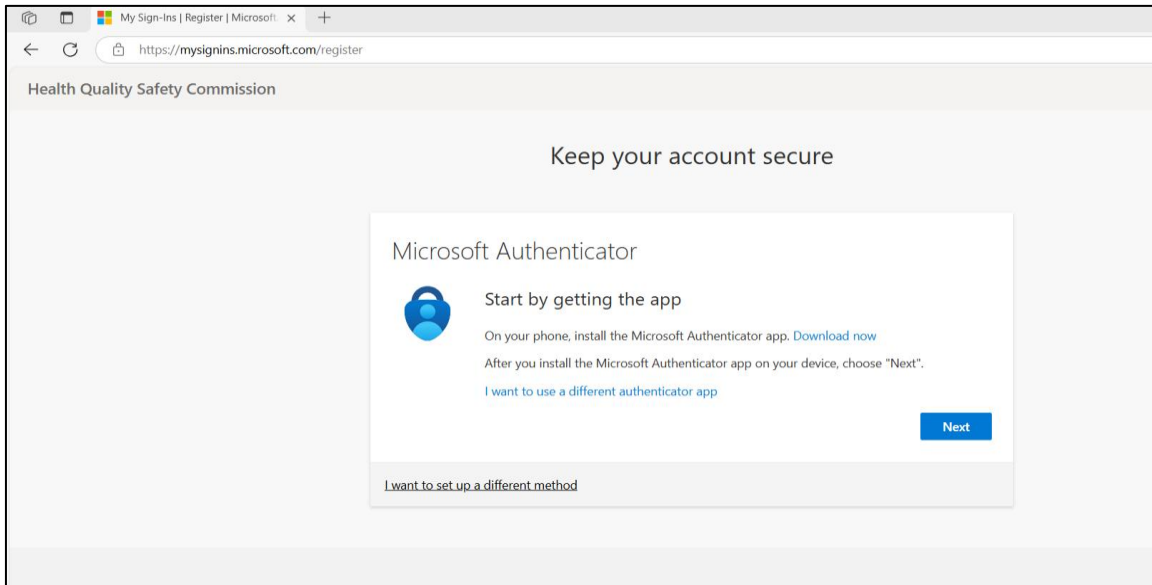


Option 2 (alternative method): Microsoft Authenticator app

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" 

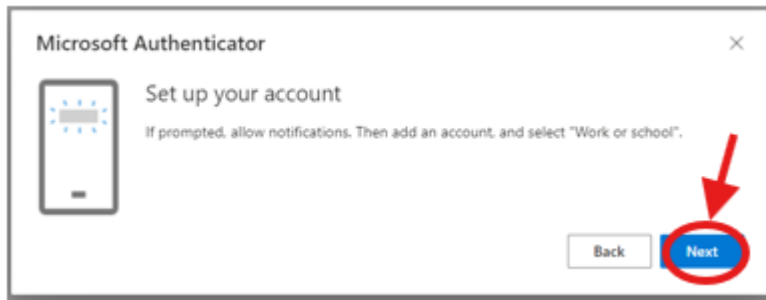


2. Download and install the Microsoft Authenticator app on your phone.

Setting up Microsoft Authenticator

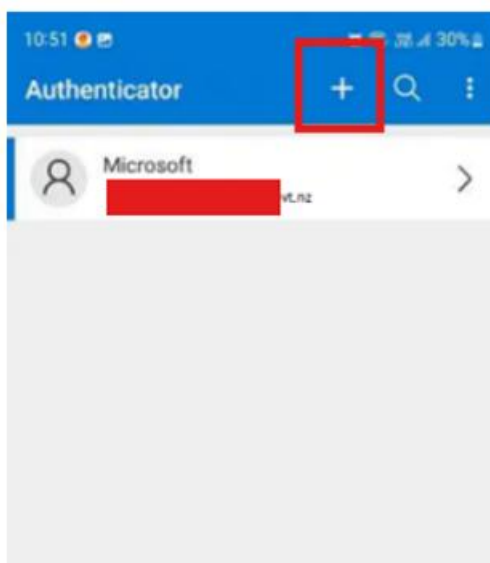
- **On your computer**

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

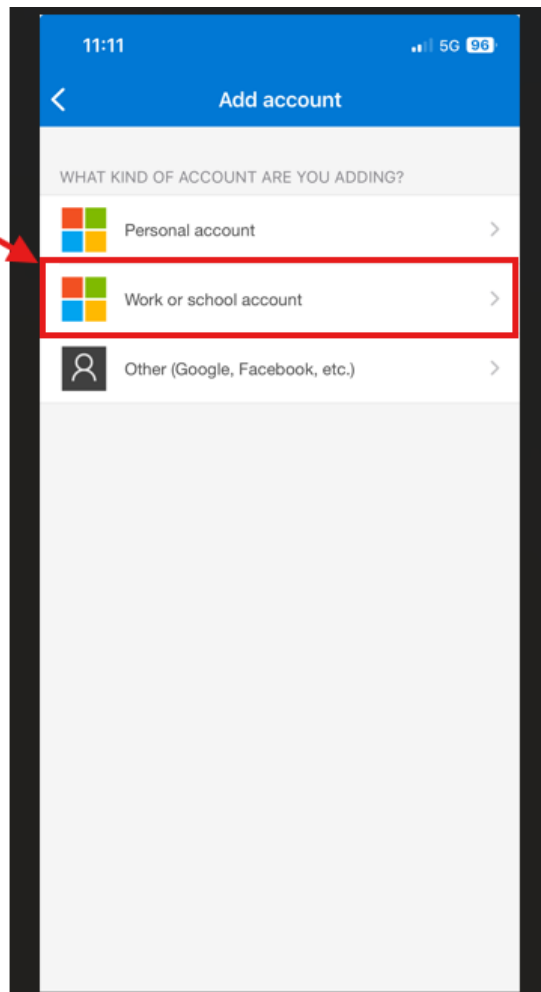


- **On your phone**

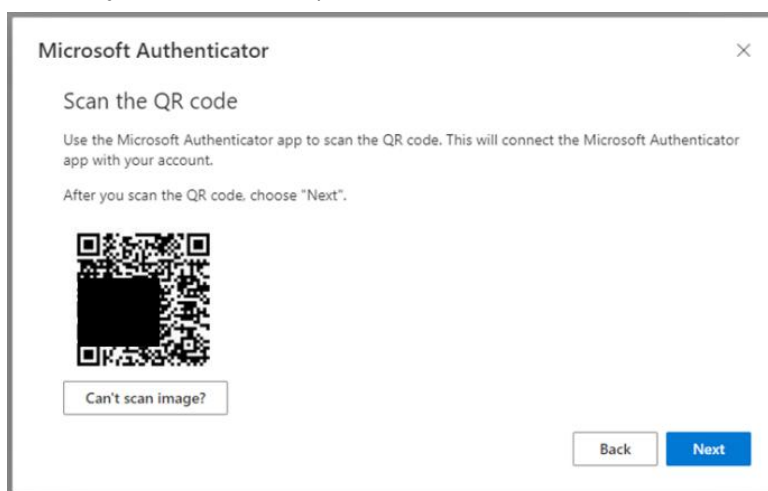
1. Open the Microsoft Authenticator app.
2. Add an Account:
 - a) In the app, tap the "+" button (usually in the top right corner).



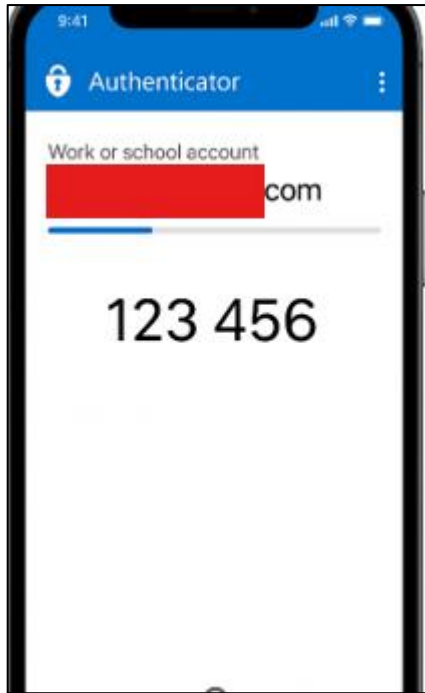
- b) Select "Work or school account"



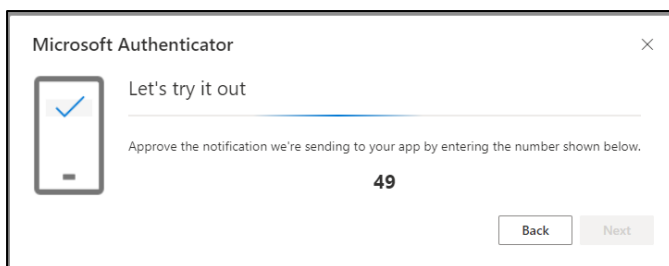
3. Scan the QR Code - On your computer, follow the on-screen instructions to display a QR code or manual code. In the app, use your phone's camera to scan the QR code (or manually enter the code)



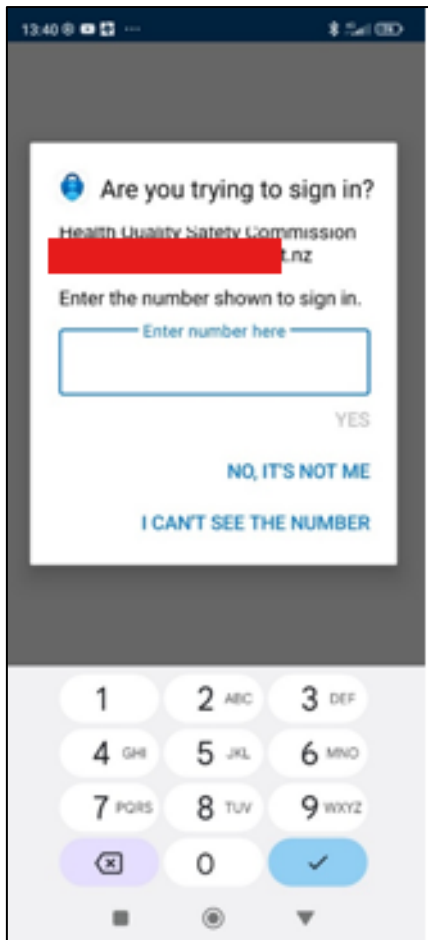
4. Activate and verify, the app will display a six-digit code after successfully scanning the QR code or entering the code.



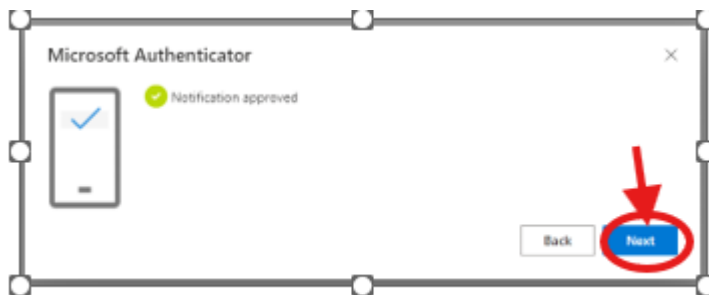
5. On your computer, you will see the window below displaying a two-digit number.



6. **On your phone** 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.

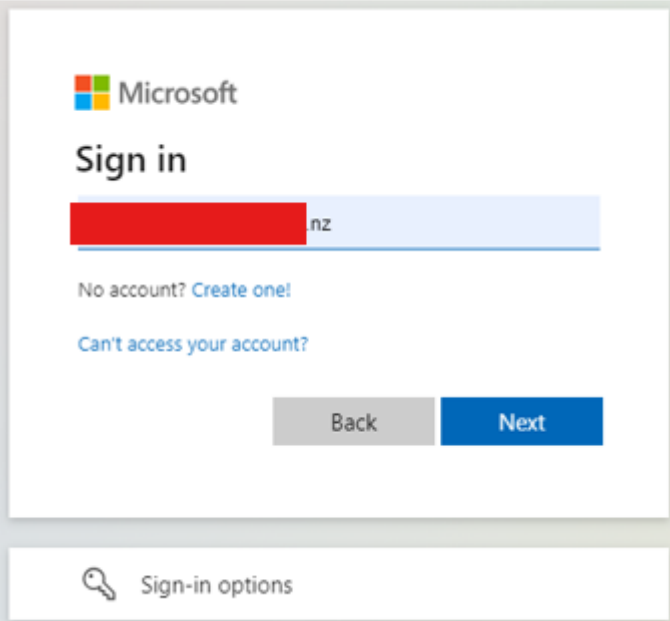
Go to the harm (adverse) event submission portal – [Portal](#)

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.

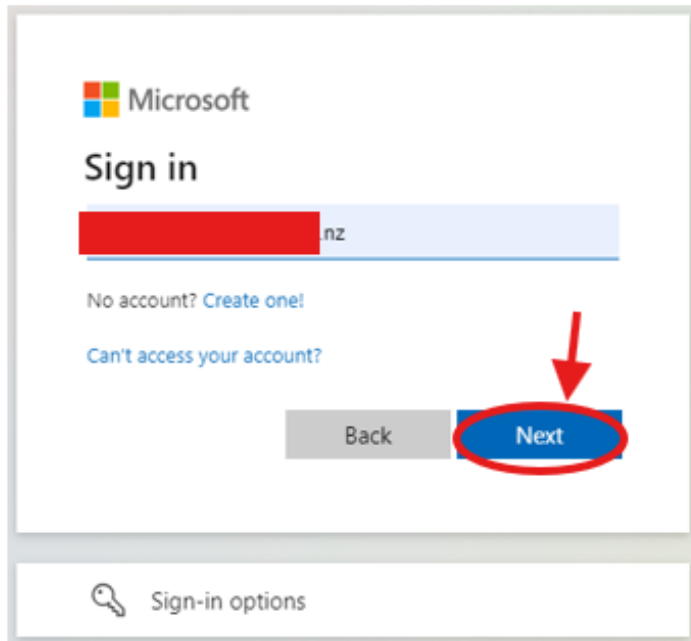
Step 3.1: Enter your email address

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



The screenshot displays the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is prominently displayed. A text input field is shown with a redacted email address (indicated by a red box) followed by ".nz". Below the input field, there are two links: "No account? Create one!" and "Can't access your account?". At the bottom of the sign-in area, there are two buttons: a grey "Back" button and a blue "Next" button. Below the main sign-in area, there is a section titled "Sign-in options" with a key icon.

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



Microsoft
Sign in

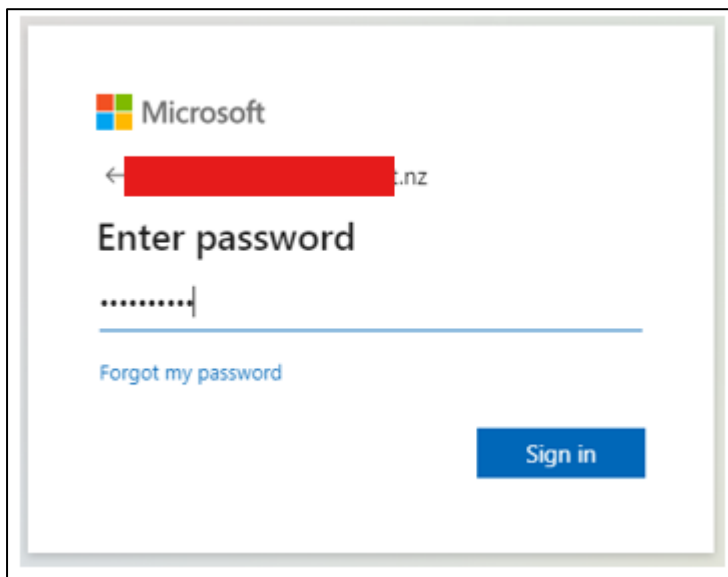
[Redacted]@.nz

No account? [Create one!](#)
Can't access your account?

[Back](#) [Next](#)

Sign-in options

The image shows the Microsoft sign-in page. At the top is the Microsoft logo and the text "Sign in". Below this is a text input field containing a redacted email address followed by "@.nz". Underneath the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom of the main content area are two buttons: a grey "Back" button and a blue "Next" button. A red arrow points to the "Next" button, which is also circled in red. Below the main content area is a section titled "Sign-in options" with a magnifying glass icon.



Microsoft

< [Redacted]@.nz

Enter password

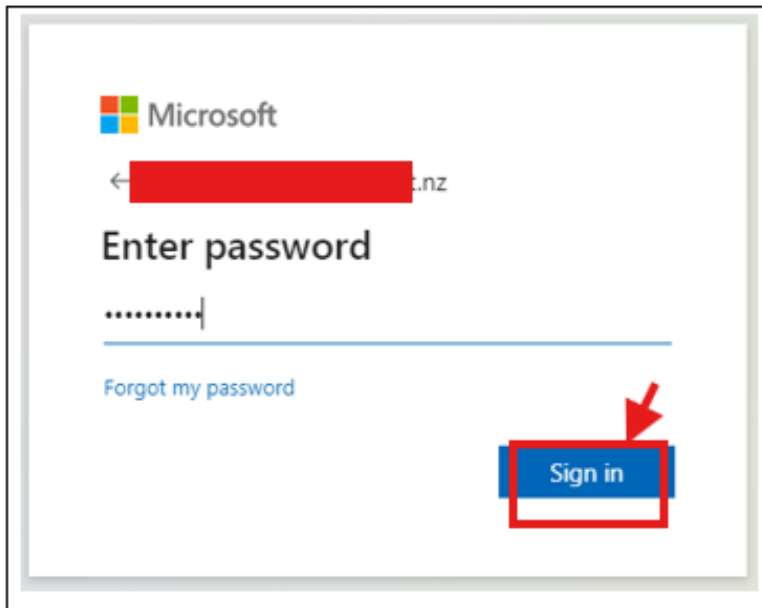
.....|

[Forgot my password](#)

Sign in

The image shows the Microsoft "Enter password" screen. At the top is the Microsoft logo. Below it is a back arrow and a redacted email address followed by "@.nz". The main heading is "Enter password". Below the heading is a password input field with a redacted password represented by seven dots and a cursor. Underneath the password field is a link that says "Forgot my password". At the bottom right of the screen is a blue "Sign in" button.

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

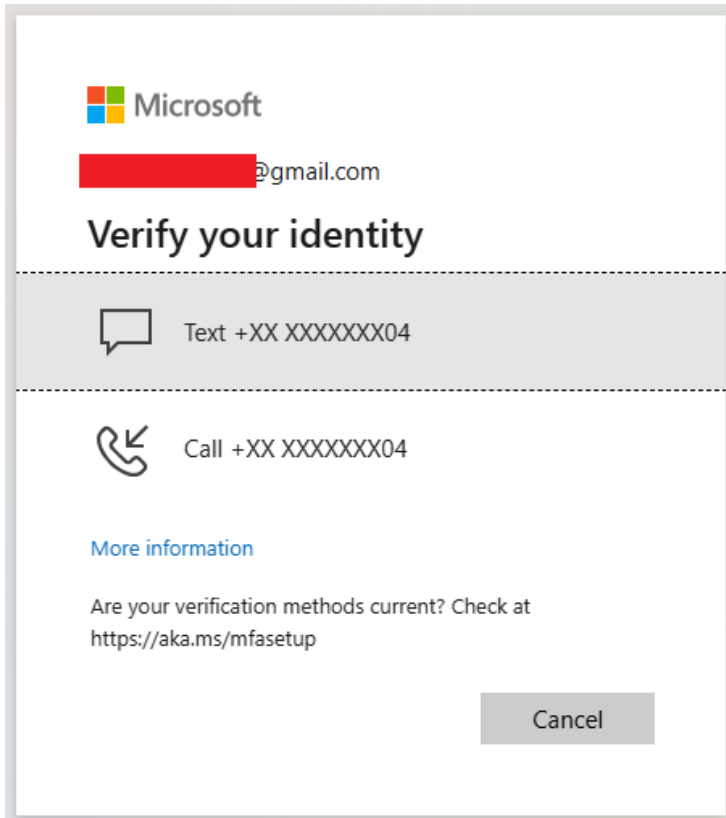


Step 3.2: Multifactor authentication

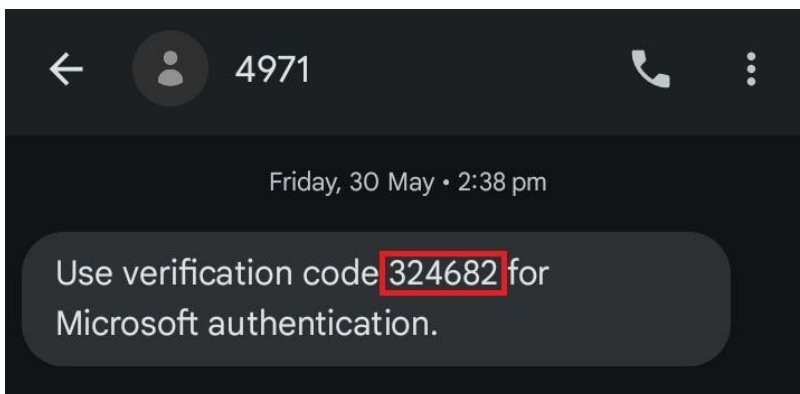
Previously, you registered a method of multifactor authentication: likely either Text / SMS or the Microsoft Authenticator app. Follow the instructions below to log in using your registered method.

Option 1: Text / SMS

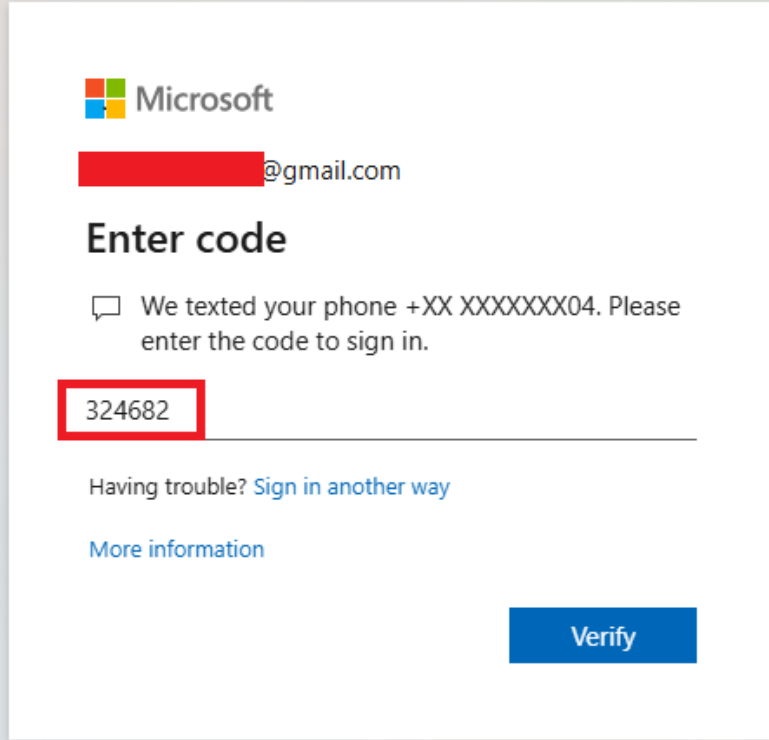
Click **Text + XX XXXXXXXXX**.



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**.



The image shows a Microsoft sign-in verification screen. At the top left is the Microsoft logo. Below it, a red box obscures the user's name, followed by "@gmail.com". The main heading is "Enter code". Below this, a speech bubble icon is followed by the text: "We texted your phone +XX XXXXXXXX04. Please enter the code to sign in." A text input field contains the code "324682", which is highlighted with a red border. Below the input field, there are two links: "Having trouble? Sign in another way" and "More information". At the bottom right, there is a blue button labeled "Verify".

Microsoft

[Redacted]@gmail.com

Enter code

☐ We texted your phone +XX XXXXXXXX04. Please enter the code to sign in.

324682

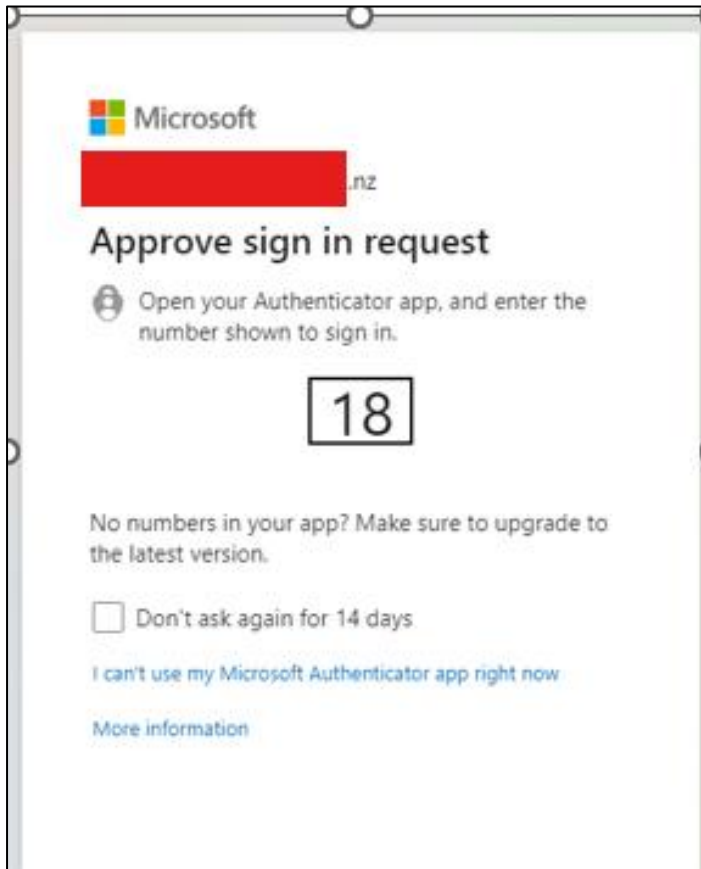
Having trouble? [Sign in another way](#)

[More information](#)

Verify

Option 2 (alternative method): Microsoft Authenticator app

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



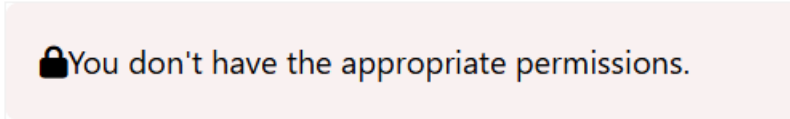
Go to your phone and click on the Microsoft Authenticator popup or open the Microsoft Authenticator app and **enter the number shown** (in the space shown by the red arrow in the screenshot below). The number is “18” in this example.



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.

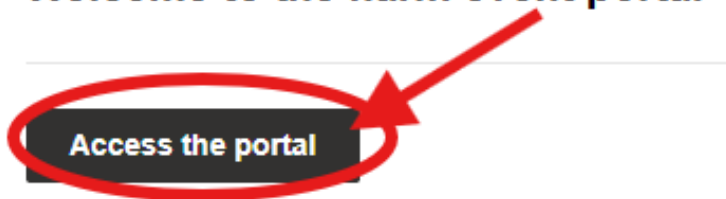


If this is what you see, click **Sign in** on top right of the page.



Click **Access the portal**.

Welcome to the harm event portal



Success!

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

