

Logging in to the Chorus Assurance website for the first time

The Assurance website delivers a single digital interface for our RSPs, integrating service status, testing and fault management.

Your teams will see real-time diagnostic capability that displays system and service information, including current status. It provides recommended next steps to ensure service outages are restored as quickly and easily as possible.

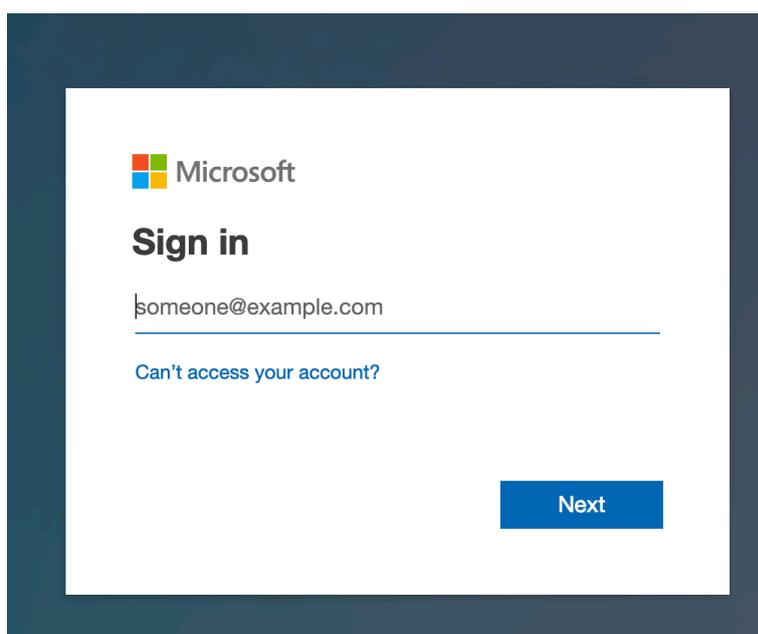
We've created this guide to help you log in for the first time and quickly start discovering the features on offer.

Connect to the website

Before you log in to the Chorus Assurance website, we recommend you use the latest version of your favourite browser for the best experience.

Navigate to the log in page by entering the following address into your browser and add to your bookmarks for later — then enter your username:

<https://assurance.chorus.co.nz>

A screenshot of the Microsoft sign-in page. The page is white with a dark blue border. At the top left is the Microsoft logo (four colored squares: red, green, blue, yellow) followed by the word "Microsoft". Below that is the heading "Sign in" in bold. Underneath is a text input field containing the placeholder text "someone@example.com". Below the input field is a blue link that says "Can't access your account?". At the bottom right of the page is a blue button with the word "Next" in white text.

Update your password

At your first log in, you'll be asked to update your password before you can carry on. Select your new password. We recommend using a password manager to generate and securely store all your passwords.

You'll need to create a strong password that matches the following criteria:

- A minimum of 8 characters and a maximum of 16 characters.
- Requires three out of four of the following:
 - Lowercase characters
 - Uppercase characters
 - Numbers (0-9)
 - Symbols
- The last password *can't* be used again when the user changes a password.
- The last password *can* be used again when the user resets a forgotten password.



Yourname @chorus.co.nz

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

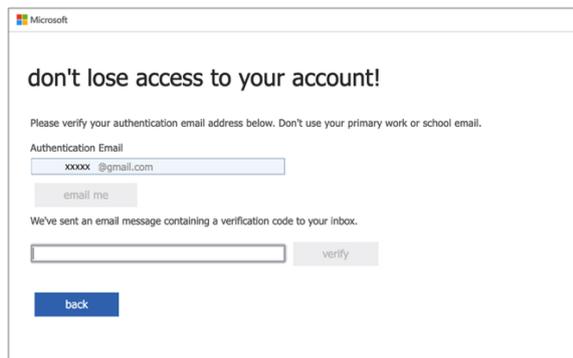
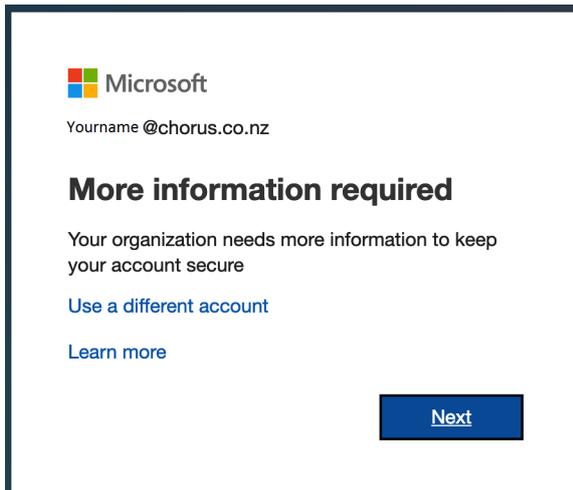
New password

Confirm password

Sign in

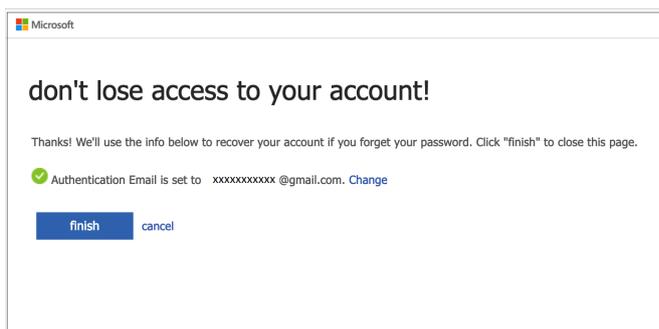
Password reset email

At this stage, you'll be asked to enter a backup email address to use to reset your password in case you ever lose it. Please use your work email address not the one you used log in to the Chorus Assurance website with.



Finish and log in

Click on the 'Finish' button and you will have access to the Chorus Assurance website.



Troubleshooting

If you already have an Office 365 account and are using the same browser to login, then you may experience issues connecting to the Chorus Assurance website.

To resolve this follow one of the below steps:

1. Start a private browser session

Open a Private Session in your web browser and sign in to the Chorus Assurance Website as per the above steps.

Internet Explorer: to launch InPrivate Browsing, click on Settings > Safety > InPrivate Browsing. You can also use the keyboard shortcut Ctrl+Shift+P to launch it.

Edge: Click or tap the "Settings and more" button in the top-right corner. In the menu that is shown, choose "New InPrivate window." You can also use the keyboard shortcut Ctrl+Shift+P to launch it.

Chrome: Click the wrench icon in the top right corner of the screen and click New Incognito Window and start browsing. You can also use the keyboard shortcut Ctrl+ Shift + N to launch it.

Or:

2. Cancel the new sign-in session

Click the "Cancel" link immediately after selecting 'Sign In' button. This will stop you from signing in to your work or personal 365. Then follow the instructions above to login to the Chorus.