

## Mōhio Trouble Shooting Guide: Locked Account



**This is the recommended method for unlocking a staff account by a Practice Manager (or equivalent).**

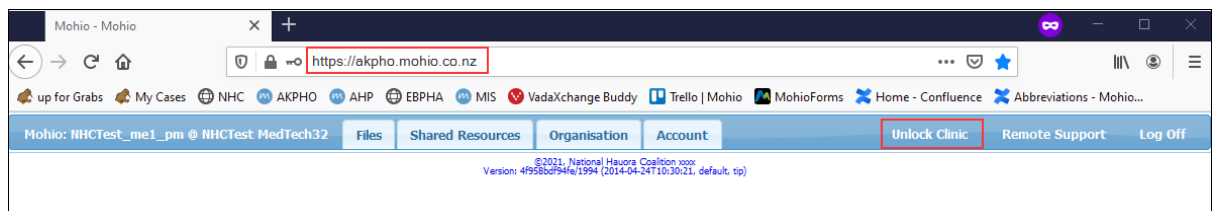
A Mōhio account can get locked due to two reasons:

1. An incorrect password has been entered three times in a row or
2. The Mōhio account has not been used in over two months

When the Mōhio staff account is locked, the Practice Manager (or equivalent) can unlock by following the instructions below:

### Instructions below,

1. Click on this link – <https://akpho.mohio.co.nz>
2. Login using the Practice Manager's account (*see below for information about the Practice Manager's Account*)
3. Once logged in, as long as the staff account is locked, a button will be displayed at the top that says **Unlock Clinic** (see image below).



4. Click on **Unlock Clinic** to unlock the staff account. The button will then disappear
5. The staff member should now be able to use their account to login to Mōhio

Still locked out? Contact Wayde Hemp – [wayde@aucklandpho.co.nz](mailto:wayde@aucklandpho.co.nz) or mobile 021 599029

### Practice Manager's Account

The Practice Manager's Account is used for financial reporting purposes. It does not have the same login restrictions as the generic practice user login set does (i.e., it will not time out after 3 incorrect password attempts).

The only way for the practice to have this unlocked is for a superuser account to unlock and reset it for a practice – either Wayde Hemp or Mōhio Technicians.

One person only in each practice has access to the Practice Manager's account access.

