



Pātaka Whenua Step-By-Step Guides

Forgotten password help

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If you are a registered user of Pātaka Whenua, you need to know your username and password in order to login.

If you have forgotten your password, you can reset it yourself by following the instructions covered in this guide.

If you didn't change your username to a customised one, by default it would be the first part of your email (before the @ symbol), e.g. the default username for *māorilandowner123@email.com* would be *māorilandowner123*. If you have forgotten your username, you will need to contact the Māori Land Court by email at MLCTeWaharoa@justice.govt.nz.

Resetting your password

Step 1

Get started by clicking **“Login”** on the Pātaka Whenua portal.

The screenshot shows the Pātaka Whenua portal interface. On the left is a navigation menu with 'Dashboard', 'Block Map', and 'Search'. The main content area has a 'Kia ora' greeting and a 'Welcome to Māori Land Court online services.' message. Below this is a table with four rows of options:

Register	Want to become a registered user of Pātaka Whenua? As a registered user you can track your application or enquiry and print reports.
Login	Already registered? Login to submit your applications or enquiry and track your progress.
Submit an application	Want to file an application without registering ? Click the button to continue as a guest user.
Submit an enquiry	Need to ask us a question? Click the button to submit an enquiry.

Step 2

After the login page has opened, click on the **“Forgot password”** text.

The screenshot shows the login form with three input fields: 'Username', 'Password', and a 'Login' button. Below the 'Login' button is a link labeled 'Forgot password', which is highlighted with a red box.

Step 3

This will open the **Reset password** page, type your username into the box provided.

Reset password

Having trouble logging in?
Don't worry, it happens to the best of us

① You will be asked to submit your security answers on next step.

Username

Type the characters you see in the picture below

227mmp ↻

Enter CAPTCHA

Cancel Submit & Proceed

Step 4

Before you can continue, you will need to complete the CAPTCHA by copying the displayed characters into the box provided.

Type the characters you see in the picture below

227mmp ↻

Enter CAPTCHA

Cancel Submit & Proceed

TIP: The CAPTCHA will display 6 characters as a mix of letters and numbers. If the sequence is difficult to read you can click the circular arrow to generate a new one.

Step 5

Once you have entered the CAPTCHA, click **“Submit & Proceed”**.

Type the characters you see in the picture below

227mmp ↻

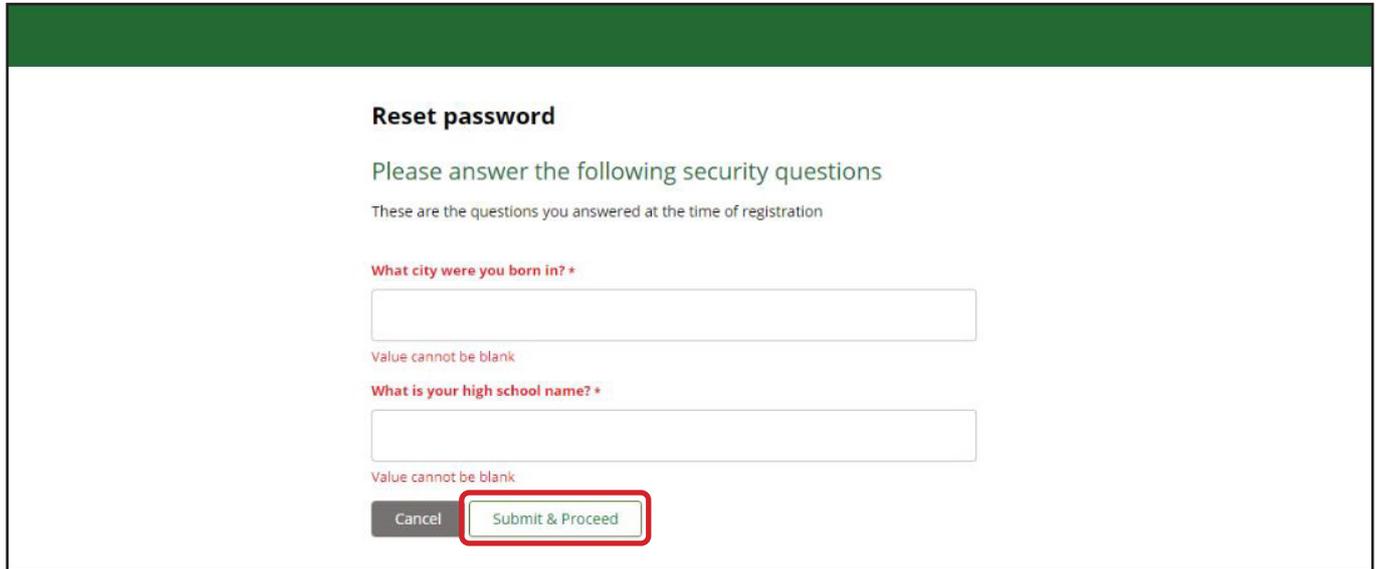
Enter CAPTCHA

Cancel Submit & Proceed

Step 6

Next you will be prompted to answer the two security questions that you chose when creating your account. Type your answers into the boxes provided, you need to answer both questions and then click **“Submit & Proceed”**.

If you cannot remember the answers to your security questions, you will need to contact the Māori Land Court by email at MLCTeWaharoa@justice.govt.nz.



The screenshot shows a web form titled "Reset password". Below the title, it says "Please answer the following security questions" and "These are the questions you answered at the time of registration". There are two questions, each with a text input field and a "Value cannot be blank" error message below it:

- Question 1: "What city were you born in?*" with an empty input field.
- Question 2: "What is your high school name?*" with an empty input field.

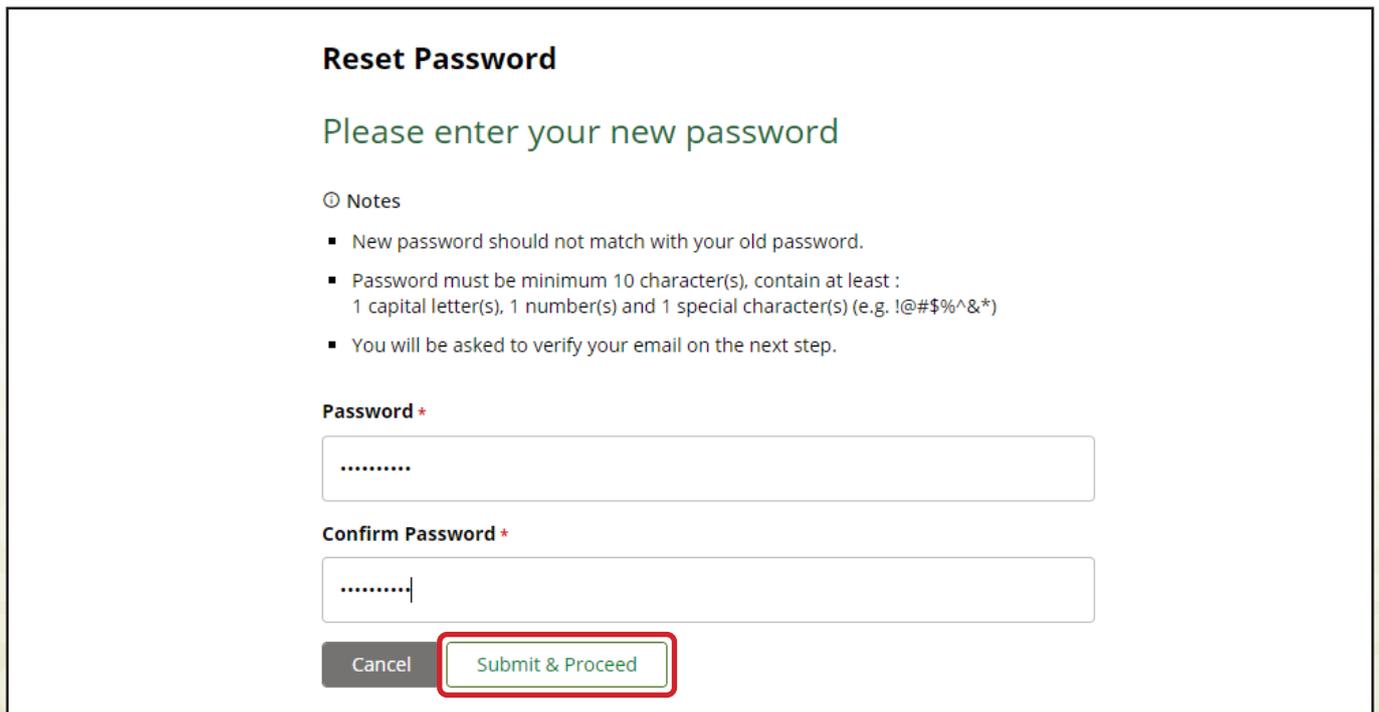
At the bottom of the form, there are two buttons: "Cancel" and "Submit & Proceed". The "Submit & Proceed" button is highlighted with a red rectangular box.

Step 7

Now you are able to enter your new password, ensure that your new password:

- is not the same as your old password,
- has a minimum of 10 characters,
- contains at least one capital letter, one number, and one special character (symbol).

After typing your new password into the two boxes provided, click **“Submit & Proceed”**.



The screenshot shows a web form titled "Reset Password". Below the title, it says "Please enter your new password". There is a "Notes" section with three bullet points:

- New password should not match with your old password.
- Password must be minimum 10 character(s), contain at least : 1 capital letter(s), 1 number(s) and 1 special character(s) (e.g. !@#\$%^&*)
- You will be asked to verify your email on the next step.

Below the notes are two text input fields:

- "Password *" with a masked input field (dots).
- "Confirm Password *" with a masked input field (dots).

At the bottom of the form, there are two buttons: "Cancel" and "Submit & Proceed". The "Submit & Proceed" button is highlighted with a red rectangular box.

Step 8

To complete the password reset, you will need to verify your email. Check the email you registered your account with to locate the verification code. Enter it in the box provided and click **“Verify”**.

Reset Password

Please verify your email

 We have sent you the verification code in your registered email. Please enter the verification code to activate your account.

Verification code *

Your verification code will remain active till 10 mins

 **IMPORTANT!** Note that the verification code will expire after 10 minutes.

Step 9

The screen should now confirm that you have successfully verified your email and changed your password. Click on the green **“Login”** text to return to the Pātaka Whenua login page.

 Your email has been verified and your password changed successfully.

Please [Login](#) and go to your Dashboard

Step 10

You can now log in using your username and new password.

[Forgot password](#)