



MyWai provides guidance, support, and resources for your personal healing journey with functions like:

My Appointments All the dates you shouldn't miss	My Journey All my information and plans in one place	My Whānau A place to include the people you trust	My Resources Tools and resources to support your journey
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Urgent support

For urgent mental health support, please contact **111** or Mental Health Line on **0800 223 371**.
Alcohol & Drug Helpline is available 24 hrs per day, 7 days per week on **0800 787 797** or text on **8681**.
Call/text **1737** to speak with a trained counsellor.



Download the MyWai mobile app

1. From the Android **Play Store** OR the Apple **App Store**:
2. Find and Install the **MyWai** app onto your mobile phone
3. When you meet with a MyWai team person, your details need to be verified and identified as yours, before your account is activated.

Click this link sent by email/text to create your MyWai account

Get started in MyWai

Login options

My Wai Username and Password

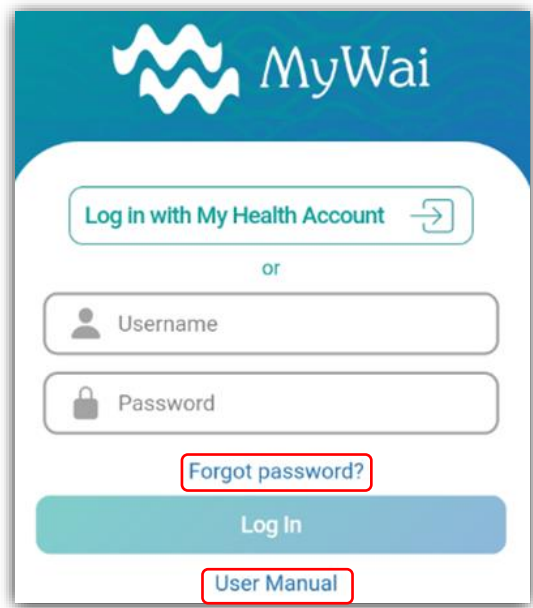
From the email message sent by MyWai, click the link to set a **UserName, Password**, and a 5 digit **PIN**

For your phone security, that 5 digit PIN is required each time you log in on your phone

If you need to, use **Forgot password?**
Click **User Manual** to see the functions of MyWai

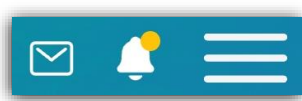
You can also use your MyWai account to login with a computer using the browser (eg Chrome):
<https://mywai.health.nz/portal/login> and login with your MyWai Username and Password

<https://mywai.health.nz/portal/login>



A 3-minute inactivity timeout has been built into the app, to protect your privacy

Messages, Notifications, Menu



- Messages:** View and reply to messages (use **Chat** to message your team)
- Notifications:** Keeps you informed about actions in your record
- Menu:** Gives you full access to your record
Use the menu (**Request Access Log**) to be sent a list of those who have accessed your record (select date range)

My Appointments

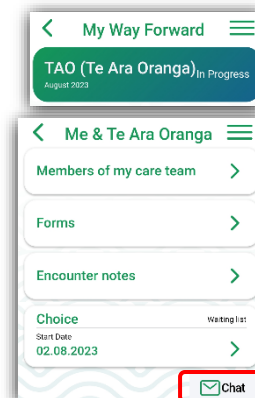
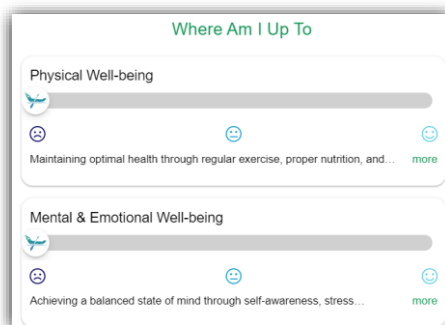
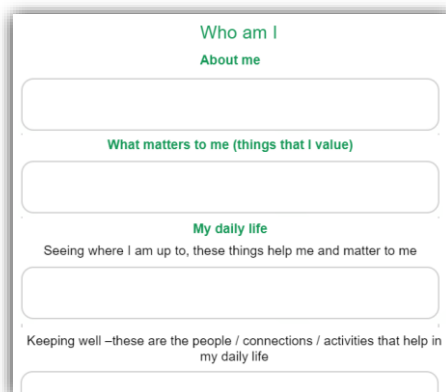
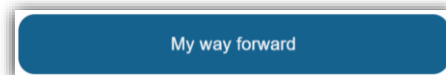
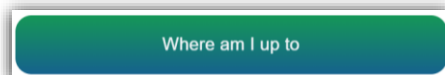
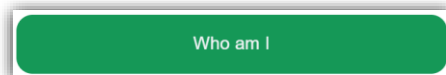
View details of upcoming appointments with date, time, and location



Whānau members (your trusted network) you have sent invitations to, can also see your Appointments, to support your attendance at those meetings.

My Journey

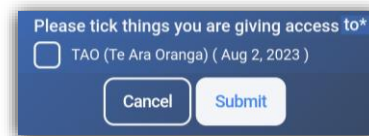
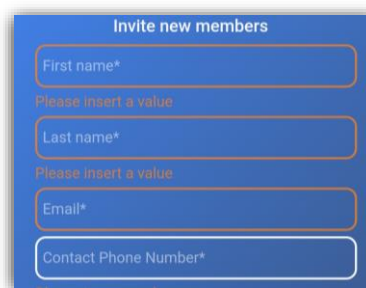
To support your personal journey, you can record your aspirations, track your progress and view your record:



Use Chat to send non-urgent messages to your team

My Whānau

Connect the people in your circle of trust and those who can help you



My Resources



List of services in the community

Healthpoint

Healthpoint provides up-to-date information about healthcare providers, referral expectations, services offered and common treatments. You can find services by location, region and type/category that is suitable for your need.

Te Tai Tokerau Directory of WellBeing Services and Resources.

The directory focuses on services available in Northland. The listings and information included on this site have been specifically selected to help our community with the maintenance and improvements of wellbeing (directly and via community agencies). We have also included reputable evidence-based resources that we feel add value. The site will be updated regularly and promoted, so it reaches all those that need our support.

Access and choice

If you want to prevent problems from building up, the Access and Choice programme can connect you with a provider that can help you to think more positively, sleep better, or get support to deal with your physical health.

Self support resources

The Health Navigator website provides one place for New Zealanders to find reliable and trustworthy health information and self-care resources. It focuses on promoting clear, consistent messages that enable users to get the information they need at the time they need it.