

# Frequently Asked Questions

## Individual NBM HealthPathways Accounts

### About this document

This document provides answers to frequently asked questions about the introduction of individual accounts for Nepean Blue Mountains (NBM) HealthPathways users.

Individual HealthPathways accounts will be available from **13 May 2025** and are designed to improve user experience, security and provide access to [new features](#). **We encourage all current NBM HealthPathways users to register for their individual HealthPathways account between May 13 and June 30 2025.**

Generic log-in credentials will continue to be available until 30 June 2025. From 1 July 2025, an individual account will be required to access NBM HealthPathways.

#### Why are individual HealthPathways accounts being introduced?

Individual accounts will improve security, provide access to enhanced features and offer a more personalised HealthPathways experience. Generic shared access will be phased out to support these improvements.

#### When do I need to switch to an individual HealthPathways account?

Individual accounts are available from 13 May 2025. All users will be required to have an individual HealthPathways account by 1 July 2025.

#### How do I create my own HealthPathways account?

From 13 May 2025, when you access NBM HealthPathways, you will be prompted to either register or sign in.

#### If you choose to register (recommended), you will need:

- A personal email address (not a shared email).
- Your AHPRA registration number (for clinicians and allied health professionals).
- The name and postcode of your primary practice.

Once you have completed the registration form and requested access to NBM HealthPathways, existing users will be automatically granted access until 30 June 2025. From 1 July 2025, all access requests will be individually processed.

After registering, you can log in with your new credentials and are encouraged to update any saved bookmarks to reflect your new individual access.



### **What if I already have my own Individual HealthPathways account?**

Some GPs and GP registrars' access HealthPathways from other regions because they have cross-border patients, or they may work in another region. As most regions in NSW are already using individual HealthPathways accounts - it is possible that some GPs and GP registrars in the Nepean Blue Mountains region will already have an individual HealthPathways account. If you already have an individual HealthPathways account, please choose sign-in from May 13 2025 and use your individual HealthPathways account to sign-in. You will need to request access to Nepean Blue Mountains. You can then start using NBM HealthPathways with all the new features that you are used to on other HealthPathways sites. Please do not register a second HealthPathways account as this will result in a duplication.

### **What happens if I choose to sign in instead of registering?**

You may continue to use your generic access credentials until 30 June 2025.

If you log in with generic access, a coloured banner will appear inviting you to register for an individual account. Clicking on the link will take you to the registration page. If you have forgotten the generic log-in credentials, we recommend proceeding with registration.

### **What if I have been using generic access and now want to register?**

When you next log in with generic access, a coloured banner will invite you to register for your individual HealthPathways account. Clicking on the link in the banner will direct you to the registration page.

### **Do I have to create an individual HealthPathways account?**

Yes. Individual accounts will be required from 1 July 2025 to access NBM HealthPathways.

### **What if I forget my new login credentials?**

You can reset your password by selecting "Forgot Password" on the login screen. A link to reset your password will be sent to your registered email address.

### **How will my personal information be used?**

Only aggregated and anonymised usage data is used to monitor trends and support quality improvements. Further information can be found in the Terms and Conditions and Privacy Policy.

### **Will there be any additional fees for the individual accounts?**

No. Access to NBM HealthPathways will continue to be free for users.

### **Who can I contact if I need help or have questions?**

For any questions or support, please contact the NBM HealthPathways team via [email](#).