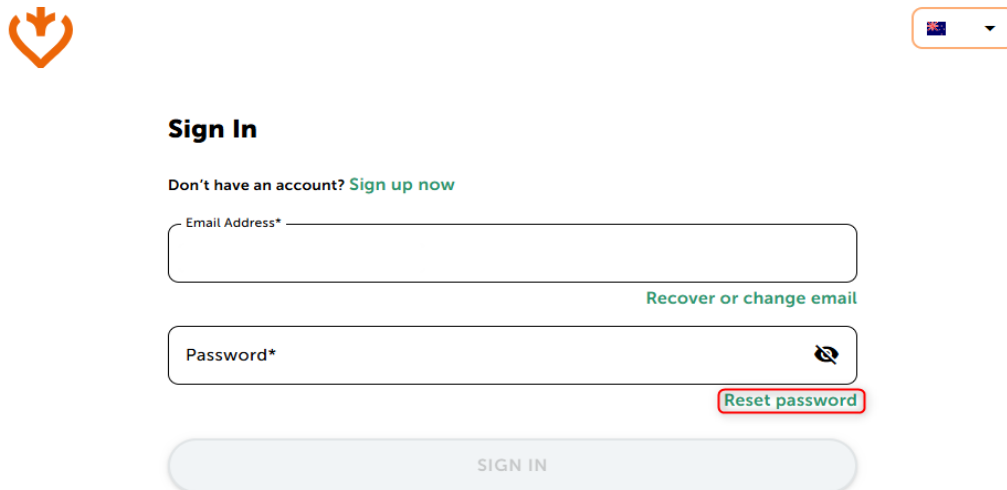


Deleting your Manage My Health Account

To permanently delete your Manage My Health Account, you will need go to the MMH website - <https://app.managemyhealth.co.nz/authentication/login>.

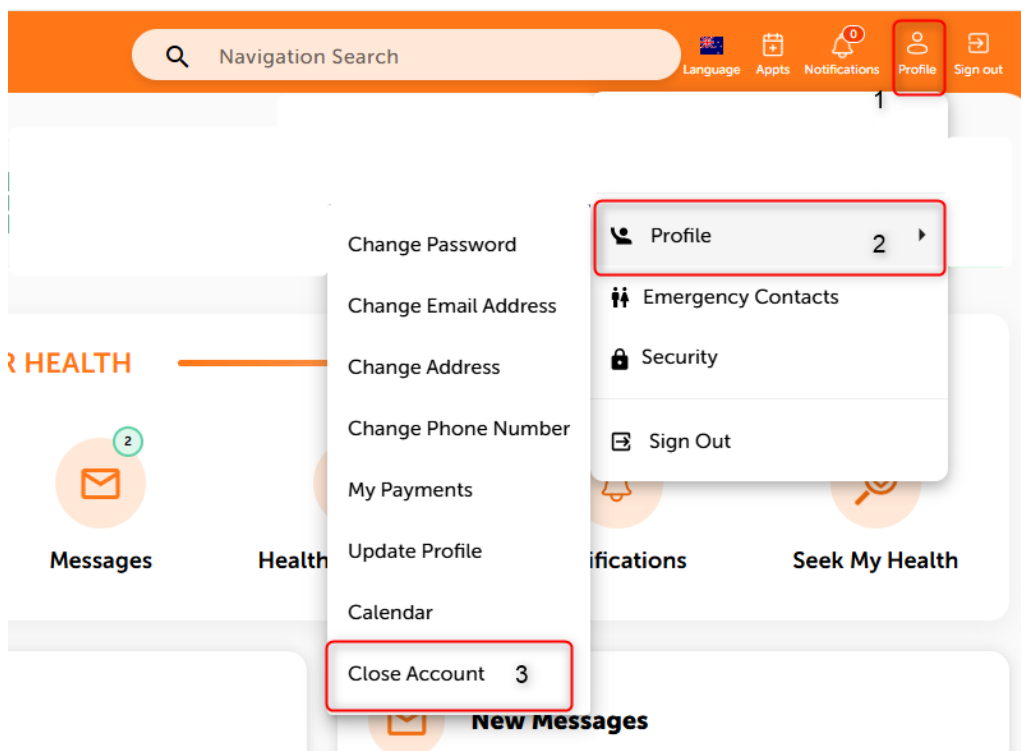
(You are unable to do this from the MMH App on your phone. You can access the website from a web browser on your phone using the address above).

1. Login to your account. If you are unable to login, follow the reset password option, then login with your new password.



The screenshot shows the 'Sign In' page of the Manage My Health website. At the top left is an orange heart icon with a white cross. At the top right is a language dropdown menu showing the New Zealand flag. Below the header, the text 'Sign In' is centered. Underneath, it says 'Don't have an account? [Sign up now](#)'. There are two input fields: 'Email Address*' and 'Password*'. To the right of the password field is a 'Recover or change email' link. Below the password field is a 'Reset password' link, which is highlighted with a red box. At the bottom is a large, light blue 'SIGN IN' button.

2. Click on “**Profile**” in the top right corner (as shown in the image below labelled 1), and hover the mouse over the option labelled “**Profile**” (labelled 2 below); then click on “**Close Account**” (labelled 3 below).



3. Click the green **“Close Account”** button on the bottom of the screen.
4. Select a reason from the drop down list and add feedback (this is not required), then click **“Confirm”**.

Close Manage My Health Account

Information
This screen provides you with the option to delete your Manage My Health account.
Closing your Manage My Health account will permanently delete all your information and you will no longer be able to use any of the Manage My Health services.
Please note that the closure of your account and the subsequent data deletion will occur 72 hours after your request. During this period, you retain the flexibility to reverse the closure request by accessing the site again. If you log in to the Manage My Health portal within 72 hours, you can retain access to your account and continue enjoying its features.

Reasons for closing your account?

Select*

Not interested in using Manage My Health

Would you like to share feedback with us?

Enter feedback

ⓘ Please note, that all the data associated with your apps will be deleted as per our [privacy policy](#). The deletion is permanent and the data cannot be recovered.

CONFIRM **CANCEL**

5. After clicking confirm, you will be presented with the box, to which you will need to tick the box in order to get the **“Close Account”** box to be highlighted green and to be clickable.

Information

Your account is currently linked to the following programs

Closing your account is irreversible. You will lose access to all health records, services, and subscriptions associated with your account.

☐ I acknowledge and wish to proceed with closing my Manage My Health account

CANCEL **CLOSE ACCOUNT**

6. You will see a green box appear with **“Success”** showing after. This will disappear after 10 seconds.

Note:

The deletion of your account will occur 72 hours after you submit the request. During this time, you can choose not to delete and stop this process – to do this, log out and log back into your account. You will be presented with the following options and can select to cancel your deletion request:

Pending Account Closure

You have a pending request to close your Manage My Health account.
Logging in during the 72 hours window automatically cancels the closure request.

Would you like to:

Cancel Account Closure — Keep your account active and continue using Manage My Health

Proceed with Account Closure — Finalise your account closure request

PROCEED WITH ACCOUNT CLOSURE

CANCEL ACCOUNT CLOSURE

After 72 hours the account deletion will be permanent. Your information can take up to 90 days to be fully removed from Manage My Health, as per their privacy policy.

This will **NOT** delete or alter your health information/records which will remain with your general practice – this just removes them from the Manage My Health system.