

From: [Asfahaan Mirza](#)
To: [Jeanette Elley](#); [Digital Health Identity Integration](#); [Alan Monnox](#); [Sanju Nannuri](#)
Cc: [Samuel Wong](#); [Rama Kumble](#)
Subject: Re: MHA production redirect URLs please?
Date: Monday, 10 October 2022 10:28:48 am
Attachments: [image001.jpg](#)
[image002.jpg](#)

Dear Alan
Please send them through to me and Sanju.
If it can only be one person, send them through to me.
Thank you.
Kind Regards
Asfahaan

From: Jeanette Elley [9\(2\)\(a\)](#)
Date: Monday, 10 October 2022 at 9:59 AM
To: Digital Health Identity Integration <[xxx.xxxxxxxx@xxxxxx.xxxx.xx](#)>, Alan Monnox <[xxxx.xxxxxx@xxxxxx.xxxx.xx](#)>, Sanju Nannuri [9\(2\)\(a\)](#) Asfahaan Mirza [9\(2\)\(a\)](#)
Cc: Samuel Wong [9\(2\)\(a\)](#) Rama Kumble [9\(2\)\(a\)](#)
Subject: RE: MHA production redirect URLs please?

Thanks [@Alan](#).
I suspect that will be fine to send the production credentials to [@Asfahaan](#).
We'll let you know promptly if it should be anyone else.
Regards
Jeanette E.

From: Megan Robinson <[xxxxx.xxxxxxxx@xxxxxx.xxxx.xx](#)> **On Behalf Of** Digital Health Identity Integration
Sent: Monday, 10 October 2022 9:55 am
To: Alan Monnox <[xxxx.xxxxxx@xxxxxx.xxxx.xx](#)>; Sanju Nannuri [9\(2\)\(a\)](#)
Cc: Jeanette Elley [9\(2\)\(a\)](#)
Subject: RE: MHA production redirect URLs please?

Good morning all,
Once the Prod Details and Credentials are available these will be sent through via encrypted email.
We usually send these details through to the contact person listed on the onboarding request form - in this case that would be Asfahaan. If you would like these details to be sent to someone else just let us know.
Many thanks,

Digital Health Identity Integration Team



Te Whatu Ora – Health New Zealand

From: Alan Monnox <[xxxx.xxxxxx@xxxxxx.xxxx.xx](#)>
Sent: Friday, 7 October 2022 2:14 pm

To: Sanju Nannuri 9(2)(a)
Cc: Jeanette Elley 9(2)(a); Digital Health Identity Integration
<xxxx.xxxxxxxxxx@xxxxxx.xxxx.xx>
Subject: RE: MHA production redirect URLs please?
Hi Sanju,
Thanks for confirming. We'll set you up in prod for Web and SPA.
Alan

From: Sanju Nannuri 9(2)(a)
Sent: Friday, 7 October 2022 1:31 pm
To: Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>
Cc: Jeanette Elley 9(2)(a)
Subject: RE: MHA production redirect URLs please?
Hi Alan
Please enable for both.
Regards
Sanju

From: Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>
Sent: Friday, 7 October 2022 9:03 AM
To: Sanju Nannuri 9(2)(a)
Cc: Jeanette Elley 9(2)(a)
Subject: RE: MHA production redirect URLs please?
Hi Sanju,
For production do you need support for Web app and SPA or is it just Web?
Currently we have you set up for both Web and SPA in the INT environment.
Can you confirm?
Thanks,
Alan

From: Sanju Nannuri 9(2)(a)
Sent: Wednesday, 5 October 2022 6:14 pm
To: Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>
Cc: Jeanette Elley 9(2)(a)
Subject: FW: MHA production redirect URLs please?
Hi Alan
Here are the redirect Url for MMH Production site.
9(2)(c)
9(2)(c)
Regards
Sanju

From: Jeanette Elley 9(2)(a)
Sent: Tuesday, 4 October 2022 10:07 AM
To: Sanju Nannuri 9(2)(a)
Cc: Asfahaan Mirza 9(2)(a); Rama Kumble 9(2)(a)
Manvir Singh 9(2)(a)
Subject: MHA production redirect URLs please?
Hi @Sanju,
You are probably the best person to provide Alan with the redirect URLs for MHA production I expect.

See email below.
Thanks & Regards
Jeanette E.

From: Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>
Sent: Tuesday, 4 October 2022 1:04 pm
To: Jeanette Elley **9(2)(a)**
Cc: Robyn Tipene <xxxxx.xxxxxx@xxxxxx.xxxx.xx>; Digital Health Identity Integration <xxx.xxxxxxxxxx@xxxxxx.xxxx.xx>
Subject: RE: Manage My Health | Onboarding Status Update

Hi Jeanette,
If you know the redirect URIs for production can you send them through and I can get the paperwork started to set up your access.
Cheers,
Alan

From: Robyn Tipene <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>
Sent: Tuesday, 4 October 2022 11:40 am
To: Jeanette Elley **9(2)(a)** Asfahaan Mirza **9(2)(a)** Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>; Sushant Balajee <xxxxxxx.xxxxxx@xxxxxx.xxxx.xx>
Cc: Dylan Nyika <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>; Fiona **9(2)(a)** Fiona Wakefield <xxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>; Gerard Keenan <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>; Megan Robinson <xxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>
Subject: RE: Manage My Health | Onboarding Status Update

Morena all,
Jeanette, really appreciate you pushing this forward on your end. Please find the attached fully approved versions of the NDA and Systems Terms of Use. Once we have the security side of things nailed down, Alan will submit a service request to generate your production credentials. [@Alan Monnox](#) please include me on the service request / comms to Unify. I have given the Unify Head of Managed Services, a heads up that this coming and that it is a priority.
Thanks again everyone! Almost there.
Robyn

From: Jeanette Elley **9(2)(a)**
Sent: Monday, 3 October 2022 3:18 pm
To: Robyn Tipene <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>; Asfahaan Mirza **9(2)(a)** Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>; Sushant Balajee <xxxxxxx.xxxxxx@xxxxxx.xxxx.xx>
Cc: Dylan Nyika <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>; Fiona **9(2)(a)** Fiona Wakefield <xxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>; Gerard Keenan <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>; Megan Robinson <xxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>
Subject: RE: Manage My Health | Onboarding Status Update

Hi [@Robyn](#),
Please find signed contract attached.
Regards
Jeanette E.

From: Robyn Tipene <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>
Sent: Monday, 3 October 2022 11:21 am
To: Jeanette Elley **9(2)(a)** Asfahaan Mirza **9(2)(a)** Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>; Sushant Balajee <xxxxxxx.xxxxxx@xxxxxx.xxxx.xx>

Cc: Dylan Nyika <xxxxx.xxxxx@xxxxxx.xxxx.xx >; Fiona 9(2)(a) Fiona Wakefield <xxxxx.xxxxxxxx@xxxxxx.xxxx.xx >; Gerard Keenan <xxxxxx.xxxxxx@xxxxxx.xxxx.xx >; Megan Robinson <xxxxx.xxxxxxxx@xxxxxx.xxxx.xx >

Subject: Manage My Health | Onboarding Status Update

Importance: High

Good morning,

[@Jeanette Elley](#) any progress on your end regarding commercial approvals. Do we have an ETA? [@Alan Monnox](#) and [@Sushant Balajee](#) can you please confirm if we are happy with the Security Details provided.

We need to close this out as soon as possible please.

Regards,

Robyn

From: Jeanette Elley 9(2)(a)

Sent: Wednesday, 28 September 2022 6:05 pm

To: Robyn Tipene <xxxxx.xxxxx@xxxxxx.xxxx.xx >; Asfahaan Mirza 9(2)(a)

Cc: Dylan Nyika <xxxxx.xxxxx@xxxxxx.xxxx.xx >; Fiona 9(2)(a) Fiona Wakefield <xxxxx.xxxxxxxx@xxxxxx.xxxx.xx >; Gerard Keenan <xxxxxx.xxxxxx@xxxxxx.xxxx.xx >; Megan Robinson <xxxxx.xxxxxxxx@xxxxxx.xxxx.xx >

Subject: RE: REVIEW | Draft My Health Account Service Terms of Use - query re overseas MMH support team

Hi Robyn,

Apologies for the delay. I have been chasing this today, and I understand that signing is underway.

Be back in touch soon.

Regards

Jeanette E.

From: Robyn Tipene <xxxxx.xxxxx@xxxxxx.xxxx.xx >

Sent: Wednesday, 28 September 2022 6:02 pm

To: Jeanette Elley 9(2)(a) Asfahaan Mirza 9(2)(a)

Cc: Dylan Nyika <xxxxx.xxxxx@xxxxxx.xxxx.xx >; Fiona 9(2)(a) Fiona Wakefield <xxxxx.xxxxxxxx@xxxxxx.xxxx.xx >; Gerard Keenan <xxxxxx.xxxxxx@xxxxxx.xxxx.xx >; Megan Robinson <xxxxx.xxxxxxxx@xxxxxx.xxxx.xx >

Subject: RE: REVIEW | Draft My Health Account Service Terms of Use - query re overseas MMH support team

Kia ora,

Any update on progressing the Terms of Use sign-off.

Robyn

Robyn Tipene

Product Delivery Manager

Data & Digital

waea pūkoro: 9(2)(a) imēra: xxxxx.xxxxx@xxxxxx.xxxx.xx
133 Molesworth Street, Wellington | PO Box 5013, Wellington 6140



Te Whatu Ora – Health New Zealand

[TeWhatuOra.govt.nz](https://www.TeWhatuOra.govt.nz)

From: Robyn Tipene

Sent: Friday, 23 September 2022 11:56 am

To: Jeanette Elley [9(2)(a)] Asfahaan Mirza [9(2)(a)]

Cc: Dylan Nyika <[redacted]@[redacted].[redacted].[redacted].[redacted]>; Fiona [9(2)(a)] Fiona Wakefield <[redacted]@[redacted].[redacted].[redacted]>; Gerard Keenan <[redacted]@[redacted].[redacted].[redacted]>; Megan Robinson <[redacted]@[redacted].[redacted].[redacted]>

Subject: RE: REVIEW | Draft My Health Account Service Terms of Use - query re overseas MMH support team

Importance: High

Morena Jeanette, Asfahaan,

We really appreciate you turning this around quickly. We have reviewed, made some minor amendments for greater clarity, in the appendix section.

The finalised version is attached for your internal approval. If you could return the approved document and we will finalise approvals on our end.

Many thanks again.

Nga mihi

Robyn

From: Jeanette Elley [9(2)(a)]

Sent: Thursday, 22 September 2022 5:22 pm

To: Robyn Tipene <[redacted]@[redacted].[redacted].[redacted]>; Asfahaan Mirza [9(2)(a)]

Cc: Dylan Nyika <[redacted]@[redacted].[redacted].[redacted]>; Fiona [9(2)(a)] ; Fiona Wakefield <[redacted]@[redacted].[redacted].[redacted]>; Gerard Keenan <[redacted]@[redacted].[redacted].[redacted]>; Megan Robinson <[redacted]@[redacted].[redacted].[redacted]>

Subject: RE: REVIEW | Draft My Health Account Service Terms of Use - query re overseas MMH support team

Hi Robyn,

Thanks for your prompt reply.

I attach a second draft of the "Terms of Use" document, with all required sections completed by MMH as requested.

Please let us know if we have missed anything, or whether you require any further changes or additions.

We will be all ready to sign once you have approved our revisions.

Thanks & Regards

Jeanette E.

From: Robyn Tipene <[redacted]@[redacted].[redacted].[redacted]>

Sent: Thursday, 22 September 2022 4:55 pm

To: Jeanette Elley [9(2)(a)] Asfahaan Mirza [9(2)(a)]

Cc: Dylan Nyika <[redacted]@[redacted].[redacted].[redacted]>; Fiona [9(2)(a)] ; Fiona Wakefield <[redacted]@[redacted].[redacted].[redacted]>; Gerard Keenan <[redacted]@[redacted].[redacted].[redacted]>; Megan Robinson <[redacted]@[redacted].[redacted].[redacted]>

Subject: RE: REVIEW | Draft My Health Account Service Terms of Use - query re overseas MMH support team

Kia ora Jeanette,

Thank you for your inquiry regarding clause 9.2.4.

As you have indicated that the access to the information would be in relation to a support function only, and that the consumer in question will authorise access to their own information, we confirm that we do not consider that this will breach the requirements that MHA data not be transferred or stored outside New Zealand. As you indicate, the data is ultimately MMH information, which you are responsible for managing securely. A consumer would be required to

provide the details that MHA can make available to MMH, whether or not the consumer chooses to use the MHA mechanism of identifying themselves. Once the information is in use within MMH we consider that it would not be a breach of clause 9.2.4 if a consumer was to seek assistance from your support services.

Hopefully this clarifies your query.

Nga mihi,

Robyn

Robyn Tipene

Product Delivery Manager

Data & Digital

waea pūkoro: 9(2)(a) imēra: xxxxx.xxxxxx@xxxxxx.xxxx.xx
133 Molesworth Street, Wellington | PO Box 5013, Wellington 6140



Te Whatu Ora – Health New Zealand

[TeWhatuOra.govt.nz](https://www.TeWhatuOra.govt.nz)

From: Jeanette Elley 9(2)(a)

Sent: Thursday, 22 September 2022 1:11 pm

To: Robyn Tipene <xxxxx.xxxxxx@xxxxxx.xxxx.xx>; Asfahaan Mirza 9(2)(a)

Cc: Dylan Nyika <xxxxx.xxxxxx@xxxxxx.xxxx.xx>; Fiona 9(2)(a) Fiona Wakefield <xxxxx.xxxxxxxx@xxxxxx.xxxx.xx>; Gerard Keenan <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>; Megan Robinson <xxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>

Subject: RE: REVIEW | Draft My Health Account Service Terms of Use - query re overseas MMH support team

Hi Robyn,

Thanks for the draft Terms of Use contract.

We are working through it and should have it back to you shortly.

We just have one question in regard to clause 9.2.4 which states –

“9.2.4 that no MHA Data will be transferred or stored or made available to any person outside New Zealand by the Supplier unless in compliance with the Privacy Act and as authorised by HNZ in writing”.

As far as data storage and general use is concerned, MMH is fully compliant with this clause.

However, MMH does have a support team based in India who under some conceivable circumstances may, in the course of assisting a user (and with their consent), be exposed to their live MMH data, which may have been originally sourced from MHA.

We are wondering whether you consider that this is a situation which needs to be “authorised by MHA in writing”?

Thanks for your assistance.

Regards

Jeanette E.

From: Robyn Tipene <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>

Sent: Monday, 19 September 2022 11:13 am

To: Asfahaan Mirza 9(2)(a); Jeanette Elley 9(2)(a)

Cc: Dylan Nyika <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>; Fiona 9(2)(a) Fiona Wakefield <xxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>; Gerard Keenan <xxxxxx.xxxxxx@xxxxxx.xxxx.xx>; Megan Robinson <xxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>

Subject: REVIEW | Draft My Health Account Service Terms of Use

Importance: High

Good morning,

Please find the attached My Health Account system terms of use for review and consideration.

Please let me know if you would like us to organise a meeting to discuss collectively.

Apologies for the delays getting this through to you.

Regards,

Robyn

Robyn Tipene

Product Delivery Manager

Data & Digital

waea pūkoro: 9(2)(a) imēra: xxxxx.xxxxxx@xxxxxx.xxxx.xx
133 Molesworth Street, Wellington | PO Box 5013, Wellington 6140



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From: [Alan Monnox](#)
To: "[Jeanette Elley](#)"; [Dylan Nyika](#); [Bhumika Talsania](#); [Robyn Tipene](#)
Cc: "[Asfahaan Mirza](#)"; "[Sanju Nannuri](#)"; "[Rama Kumble](#)"; "[Karanti Kaur Shergill](#)"; "[Samuel Wong](#)"
Subject: RE: No meeting needed today?
Date: Friday, 16 September 2022 2:48:00 pm
Attachments: [image001.png](#)

Hi Jeanette,

That's understood with the nickname. We will keep the claim enabled in your app registration. With the security assessment, our preference is to receive a report that has been prepared by an independent party. However, if that is a problem due to timeframes then we would accept an internal review.

If internal, the report needs to cover the baseline questions on the compliance page as well as either the low risk or medium risk solution questions. In the case of MMH, the medium solution is probably appropriate but you can make this call as you work through your assessment.

Here is the link to the compliance page:

9(2)(c)

Please let me know if you have any questions.

Cheers,

Alan

From: Jeanette Elley 9(2)(a)

Sent: Friday, 16 September 2022 12:09 pm

To: Dylan Nyika <xxxxx.xxxxx@xxxxxx.xxxx.xx>; Bhumika Talsania <xxxxxxxxxxxxxxxx@xxxxxx.xxxx.xx>; Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.nz>; Robyn Tipene <xxxxx.xxxxxx@xxxxxx.xxxx.xx>

Cc: Asfahaan Mirza 9(2)(a); Sanju Nannuri 9(2)(a)

Rama Kumble 9(2)(a); Karanti Kaur Shergill 9(2)(a)

Samuel Wong 9(2)(a)

Subject: RE: No meeting needed today?

Hi Alan,

Thanks for checking. Yes, we are using Nickname. At our end we store it into our pre-existing field called "Preferred Name".

Apologies for the ambiguity.

In the report I grouped all name fields together and just referred to "Full Name". That was intended to include First Name, Middle Name, Surname, and Nickname.

Thanks & Regards

Jeanette E.

From: Dylan Nyika <xxxxx.xxxxx@xxxxxx.xxxx.xx>

Sent: Friday, 16 September 2022 12:04 pm

To: Jeanette Elley 9(2)(a); Bhumika Talsania <xxxxxxxxxxxxxxxx@xxxxxx.xxxx.xx>; Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>; Robyn Tipene <xxxxx.xxxxxx@xxxxxx.xxxx.xx>

Cc: Asfahaan Mirza 9(2)(a); Sanju Nannuri 9(2)(a)

Rama Kumble 9(2)(a); Karanti Kaur Shergill 9(2)(a)

Samuel Wong 9(2)(a)

Subject: RE: No meeting needed today?

Thanks Jeanette.

[@Alan Monnox](#), is currently confirming the requirement around the internal vs external report

and will come back to you.

One other question that has popped up while working on the business contract: are you currently using the 'Nickname' attribute? It was not listed in your Brief Privacy Analysis, but I believe it was one of the attributes you are configured to receive. If you don't need it we will remove it from the attribute list.

Many thanks,
Dylan

From: Jeanette Elley <[REDACTED]>
Sent: Thursday, 15 September 2022 9:45 am
To: Dylan Nyika <[REDACTED]>; Bhumika Talsania <[REDACTED]>; Alan Monnox <[REDACTED]>; Robyn Tipene <[REDACTED]>
Cc: Asfahaan Mirza <[REDACTED]>; Sanju Nannuri <[REDACTED]>; Rama Kumble <[REDACTED]>; Karanti Kaur Shergill <[REDACTED]>; Samuel Wong <[REDACTED]>
Subject: RE: No meeting needed today?

Hi Dylan,

Thanks for the update. I see no need for a meeting today.

1. Regarding the PIA, MMH has a full system PIA document, but it is not currently publicly available. An updated version is underway and should be completed shortly. I'll keep you posted on availability for that one.
2. For the business contract, that's fine, just let us know when ready.
3. For the security report, I'd just like to check that, as outlined on your compliance page, either an external report or an internal report would be acceptable?

Thanks & Regards
Jeanette E.

From: Dylan Nyika <[REDACTED]>
Sent: Thursday, 15 September 2022 9:33 am
To: Bhumika Talsania <[REDACTED]>; Jeanette Elley <[REDACTED]>; Alan Monnox <[REDACTED]>; Robyn Tipene <[REDACTED]>
Cc: Asfahaan Mirza <[REDACTED]>; Sanju Nannuri <[REDACTED]>; Rama Kumble <[REDACTED]>; Karanti Kaur Shergill <[REDACTED]>; Samuel Wong <[REDACTED]>
Subject: RE: No meeting needed today?

Hi Jeanette,

Regarding the PIA, the team has reviewed and are happy with the content in relation to the MMH / MHA integration. Can you please confirm that you've previously completed a PIA for the Manage My Health product itself? Is this publicly available?

Regarding the Business Contract/Terms of Use – apologies, this is still in progress. We have a version however are just trying to align with any other standard contracts in use at Te Whatu Ora. Hopefully this will be resolved soon and we'll be able to get this over to you.

We're happy to cancel the meeting unless you would like to discuss any of the above?

Many thanks,
Dylan

From: Bhumika Talsania <[REDACTED]>
Sent: Thursday, 15 September 2022 8:55 am
To: Jeanette Elley <[REDACTED]>; Dylan Nyika <[REDACTED]>; Alan

Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>; Robyn Tipene <xxxxx.xxxxxx@xxxxxx.xxxx.xx>

Cc: Asfahaan Mirza [9\(2\)\(a\)](mailto:9(2)(a)@xxxxxx.xxxx.xx); Sanju Nannuri [9\(2\)\(a\)](mailto:9(2)(a)@xxxxxx.xxxx.xx); Rama Kumble [9\(2\)\(a\)](mailto:9(2)(a)@xxxxxx.xxxx.xx); Karanti Kaur Shergill [9\(2\)\(a\)](mailto:9(2)(a)@xxxxxx.xxxx.xx); Samuel Wong [9\(2\)\(a\)](mailto:9(2)(a)@xxxxxx.xxxx.xx)

Subject: RE: No meeting needed today?

Hi Jeanette,

There might be a need to have a quick catch up, but I will discuss with the team internally and get back to you.

Thanks and Regards,

Bhumika Talsania

Delivery Lead

Data & Digital

[9\(2\)\(a\)](mailto:9(2)(a)@xxxxxx.xxxx.xx)

E xxxxxx.xxxxxxx@xxxxxx.xxxx.xx

From: Jeanette Elley [9\(2\)\(a\)](mailto:9(2)(a)@xxxxxx.xxxx.xx)

Sent: Thursday, 15 September 2022 8:45 am

To: Bhumika Talsania <xxxxxx.xxxxxxx@xxxxxx.xxxx.xx>; Dylan Nyika <xxxxxx.xxxx@xxxxxx.xxxx.xx>; Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>; Robyn Tipene <xxxxx.xxxxxx@xxxxxx.xxxx.xx>

Cc: Asfahaan Mirza [9\(2\)\(a\)](mailto:9(2)(a)@xxxxxx.xxxx.xx); Sanju Nannuri [9\(2\)\(a\)](mailto:9(2)(a)@xxxxxx.xxxx.xx); Rama Kumble [9\(2\)\(a\)](mailto:9(2)(a)@xxxxxx.xxxx.xx); Karanti Kaur Shergill [9\(2\)\(a\)](mailto:9(2)(a)@xxxxxx.xxxx.xx); Samuel Wong [9\(2\)\(a\)](mailto:9(2)(a)@xxxxxx.xxxx.xx)

Subject: No meeting needed today?

Hi @Bhumika,

At our end we don't feel that we need a meeting today. Do you agree?

However, if you have anything you need to raise then we could still meet if it seems that would be beneficial.

As far as I am aware, there are two tasks outstanding –

1. Business contract (from MHA)
2. Security report (from MMH)

With regards to the security report, according to your [guidelines](#), MMH appears to have two options, either an external report, or an internal report (answering the questions listed at the bottom of the page).

Note that, as mentioned in the privacy assessment, we consider our solution to be low risk, because the data provided by My Health Account to Manage My Health is no different from personal data that MMH already collects, stores, and manages.

My understanding is that MMH is still pursuing the external report option at this stage, but if that appears to be taking too long, we may consider the alternative of the internal report, as suggested on your page.

Let me know if you require, or have, any further clarifications.

Thanks & Regards

Jeanette Elley PhD

Senior Business Analyst / Project Manager

[9\(2\)\(a\)](mailto:9(2)(a)@xxxxxx.xxxx.xx)

W: managemyhealth.co.nz



Level 1, Cereus Health House

48 Market Place, Viaduct Harbour, Auckland 1010

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To: [Robyn Tipene](#); [Bhumika Talsania](#); [Asfahaan Mirza](#); [Sanju Nannuri](#); [Karanti Kaur Shergill](#); [Rama Kumble](#); [Dylan Nyika](#); [Alan Monnox](#)
Cc: [Fiona Wakefield \(MoH\)](#); [Fiona](#)
Subject: RE: Manage My Health | Onboarding
Date: Thursday, 8 September 2022 10:14:44 am
Attachments: [image001.jpg](#)

Hi All,

Thanks for the update.

1. As far as we are concerned the **privacy report** is complete, but I suspect you will need to check it at your end.
2. We look forward to receiving the **business contract** from you.
3. We are still working on the **security report**. I hope to have an update on that within a few days.

Thanks & Regards

Jeanette E.

From: Robyn Tipene <xxxxx.xxxxxx@xxxxxx.xxxx.xx>

Sent: Thursday, 8 September 2022 10:02 am

To: Bhumika Talsania <xxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>; Asfahaan Mirza

9(2)(a) Sanju Nannuri 9(2)(a) Karanti Kaur Shergill

9(2)(a) Rama Kumble 9(2)(a) Jeanette Elley

9(2)(a) Dylan Nyika <xxxxx.xxxxxx@xxxxxx.xxxx.xx>; Alan Monnox

<xxxx.xxxxxx@xxxxxx.xxxx.xx>

Cc: Fiona Wakefield <xxxxx.xxxxxxxx@xxxxxx.xxxx.xx>; Fiona 9(2)(a)

Subject: RE: Manage My Health | Onboarding

Hi all,

With regards to my action below, Dylan is reviewing/making some updates. I will send through a draft today for our MMH team to work through. Asfahaan, I will send this through to you.

Regards,

Robyn

From: Bhumika Talsania <xxxxxx.xxxxxxxx@xxxxxx.xxxx.xx >

Sent: Thursday, 8 September 2022 9:57 am

To: Robyn Tipene <xxxxx.xxxxxx@xxxxxx.xxxx.xx >; Asfahaan Mirza 9(2)(a);

Sanju Nannuri 9(2)(a) Karanti Kaur Shergill <9(2)(a)>

Rama Kumble 9(2)(a) Jeanette Elley 9(2)(a) Dylan

Nyika <xxxxx.xxxxxx@xxxxxx.xxxx.xx >; Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx >

Subject: RE: Manage My Health | Onboarding

Hi All,

Jeanette has proposed that we cancel the meeting today, and I just wanted to go through pending items and get an update:

- Test results in INT → **Complete**. This activity is now complete as all onboarding tests have been marked as compliant
- Complete Privacy Impact Assessment → Jeanette has sent through the Privacy Analysis via email. What are the next steps on this?? Can this be marked as complete??
- Complete certification and accreditation → **Pending**. Could you provide an update on that [@Jeanette Elley](#)
- Complete commercials and terms of use → **Pending**. [@Robyn Tipene](#) was working on that. In Progress.

Is there anything else we need to follow up on??

Thanks and Regards,

Bhumika Talsania

Delivery Lead

Data & Digital

9(2)(a)

E bhumika.talsania@health.govt.nz

-----Original Appointment-----

From: Robyn Tipene <Robyn.Tipene@health.govt.nz>

Sent: Wednesday, 29 June 2022 5:02 pm

To: Robyn Tipene; Asfahaan Mirza; Sanju Nannuri; Karanti Kaur Shergill; Rama Kumble; Jeanette Elley; Dylan Nyika; Bhumika Talsania; Alan Monnox

Subject: Manage My Health | Onboarding

When: Thursday, 8 September 2022 3:00 pm-3:30 pm (UTC+12:00) Auckland, Wellington.

Where: Microsoft Teams Meeting

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Join with a video conferencing device

9(2)(a)

[Alternate VTC instructi](#)

Or call in (audio only)

9(2)(a)

New Zealand, Wellington

Phone Conference ID: 9(2)(a)

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From: [Jeanette Elley](#)
To: [Bhumika Talsania](#); [Dylan Nyika](#); [Alan Monnox](#)
Cc: [Asfahaan Mirza](#); [Karanti Kaur Shergill](#); [Manvir Singh](#); [Sanju Nannuri](#); [Rama Kumble](#)
Subject: Privacy analysis document
Date: Thursday, 8 September 2022 9:44:57 am
Attachments: [image001.png](#)
[MMH MHA Identity Integration -Brief-Privacy-Analysis 1 Sep 2022.pdf](#)

Hi [@Bhumika](#),

Please find the required privacy analysis document attached.

This report is based upon a template provided by the Privacy Commission.

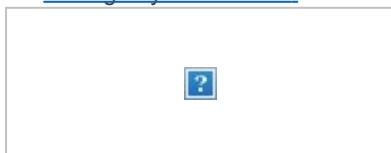
Thanks & Regards

Jeanette Elley PhD

Senior Business Analyst / Project Manager

9(2)(a)

W: managemyhealth.co.nz



Level 1, Cereus Health House

48 Market Place, Viaduct Harbour, Auckland 1010

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From: [Bhumika Talsania](#)
To: [Jeanette Elley](#)
Cc: [Asfahaan Mirza](#); [Sanju Nannuri](#); [Alan Monnox](#); [Dylan Nyika](#); [Robyn Tipene](#); [Manvir Singh](#); [Karanti Kaur Shergill](#); [Rama Kumble](#)
Subject: RE: No meeting needed today - list of remaining tasks
Date: Monday, 5 September 2022 3:01:34 pm
Attachments: [image001.jpg](#)
[image002.png](#)

Hi Jeanette,

Alan, Dylan and I came together to discuss the items listed in your email. Please find below some responses and next steps:

1. Thank you for the suggested (optional) **improvements that Alan emailed through** last week. We propose incorporating some of your suggestions into the next phase of the project.
 - a. Thanks for that and we acknowledge that we are happy for you to incorporate the changes in the next phase
2. We emailed a video link demonstrating the **change of MHA email requirement**. Let us know if that will suffice?
 - a. We have checked the video and are happy with that.
 - b. Based off that, we did an evaluation for our compliance test scenarios and there is one more to tick off the list. Could you please send us a demo recording for that

	Test Case	Objective	Outcome
1	Login - Sign-in or sign-up success	Confirm your application is correctly integrated with the Digital Health Identity service and that a My Health Account holder can either login securely from your application or login by following the sign-up flow.	Compliant
2	Login - Consent declined	Demonstrate how your application can handle the scenario where the My Health Account holder declines to give consent to share claim information.	Pending
3	Login - RealMe errors	In the case of a RealMe account holder failing to authenticate, demonstrate your application can successfully handle the errors returned by RealMe.	Compliant
4	Login - email change	Confirm that a user of your application can still login after changing the email address associated with their My Health Account using the self-service portal.	Compliant
5	Claims - Retrieval	Demonstrate your application can retrieve the account holder's confidence level from the Digital Health Identity service.	Compliant
6	Claims - Confidence level	Show your application can prevent the account holder from accessing restricted information if their identity confidence level is not at the required level.	Compliant
7	Claims - Self-service attribute change	This scenario covers the capability of your application to respond to changes made by the My Health Account in the self-service portal after they have authenticated. For example, the account holder may bind to their CPN number or increase their confidence_level after completing the login process.	Compliant

		Using either a walkthrough of a business process or through demonstration, where applicable, show how your application handles changes to claims made during the current end-user session.	
8	Branding - Compliance	Demonstrate your application complies with the My Health Account branding guide.	Compliant

Note: You can log into MHA and then "revoke" sharing with a connected application, in case you do not receive the consent page on login

3. I have written the **privacy analysis document**. I will send it to you shortly.
 - a. Pending action on MMH prior to completing compliance
4. We still need to get you a **security report including evidence of a pen test**.
 - a. Pending action on MMH prior to completing compliance
5. We still need to draw up a **business contract**. If you have a draft format you would like us to use for this, then please let us know.
 - a. Action is with Robyn. Will keep you informed on progress
6. Our **mobile app** is not yet ready to go, so we may need to make contact with you again in the future for mobile app sign-off, once it is ready.
 - a. Acknowledged

Thanks and Regards,

Bhumika Talsania

Scrum Master

Data & Digital

9(2)(a)

E xxxxxx.xxxxxxx@xxxxxx.xxxx.xx

From: Robyn Tipene <xxxxx.xxxxx@xxxxxx.xxxx.xx>

Sent: Thursday, 1 September 2022 10:02 am

To: Bhumika Talsania <xxxxxx.xxxxxxx@xxxxxx.xxxx.xx>; Jeanette Elley 9(2)(a);

Dylan Nyika <xxxxx.xxxxx@xxxxxx.xxxx.xx>; Alan Monnox <Alan.Monnox@health.govt.nz>

Cc: Asfahaan Mirza 9(2)(a); Sanju Nannuri 9(2)(a); Manvir

Singh 9(2)(a); Karanti Kaur Shergill 9(2)(a); Rama Kumble

9(2)(a)

Subject: RE: No meeting needed today - list of remaining tasks

Hi all,

Regarding point 5 below, this action is with me. I am waiting for our lawyer to return from leave. She will be back on deck next week.

Robyn

Robyn Tipene

Product Delivery Manager

Data & Digital

waea pūkoro: 9(2)(a) Imēra: xxxx.xxxxx@xxxxxx.xxxx.xx

133 Molesworth Street, Wellington | PO Box 5013, Wellington 6140



Te Whatu Ora – Health New Zealand

TeWhatuOra.govt.nz

From: Bhumika Talsania <xxxxxx.xxxxxxx@xxxxxx.xxxx.xx >

Sent: Thursday, 1 September 2022 9:52 am

To: Jeanette Elley 9(2)(a); Dylan Nyika <xxxxx.xxxxx@xxxxxx.xxxx.xx >; Alan Monnox

<xxxx.xxxxx@xxxxxx.xxxx.xx >; Robyn Tipene <xxxxx.xxxxx@xxxxxx.xxxx.xx >

Cc: Asfahaan Mirza 9(2)(a); Sanju Nannuri <9(2)(a)> Manvir

Singh 9(2)(a); Karanti Kaur Shergill 9(2)(a); Rama Kumble

9(2)(a)

Subject: RE: No meeting needed today - list of remaining tasks

Adding @Robyn Tipene into the loop with this conversation as well.

Thanks and Regards,

Bhumika Talsania

Scrum Master

Data & Digital

9(2)(a)

E xxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx

From: Jeanette Elley 9(2)(a)

Sent: Thursday, 1 September 2022 8:46 am

To: Bhumika Talsania <xxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>; Dylan Nyika <xxxxxx.xxxxx@xxxxxx.xxxx.xx>; Alan Monnox <xxxx.xxxxxxx@xxxxxx.xxxx.xx>

Cc: Asfahaan Mirza 9(2)(a); Sanju Nannuri 9(2)(a); Manvir Singh 9(2)(a); Karanti Kaur Shergill 9(2)(a); Rama Kumble 9(2)(a)

Subject: No meeting needed today - list of remaining tasks

Hi @Bhumika,

I don't think we need a meeting today, so I suggest that we cancel it. Would that be ok?

Here's where we are at with the remaining tasks –

1. Thank you for the suggested (optional) **improvements that Alan emailed through** last week. We propose incorporating some of your suggestions into the next phase of the project.
2. We emailed a video link demonstrating the **change of MHA email requirement**. Let us know if that will suffice?
3. I have written the **privacy analysis document**. I will send it to you shortly.
4. We still need to get you a **security report including evidence of a pen test**.
5. We still need to draw up a **business contract**. If you have a draft format you would like us to use for this, then please let us know.
6. Our **mobile app** is not yet ready to go, so we may need to make contact with you again in the future for mobile app sign-off, once it is ready.

If you have anything else to add to this list, please let me know?

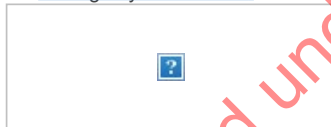
Thanks & Regards

Jeanette Elley PhD

Senior Business Analyst / Project Manager

9(2)(a)

W: managemyhealth.co.nz



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48 Market Place, Viaduct Harbour, Auckland 1010

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From: [Dylan Nyika](#)
To: [Bhumika Talsania](#); [Jeanette Elley](#); [Alan Monnox](#); [Alexandra Hawkhead](#)
Cc: [Asfahaan Mirza](#); [Sanju Nannuri](#); [Manvir Singh](#); [Karanti Kaur Shergill](#); [Rama Kumble](#); [Robyn Tipene](#)
Subject: RE: MHA integration project phase 1 - Revised wording for sign-up and sign-in error messages
Date: Friday, 26 August 2022 2:00:54 pm
Attachments: [image001.png](#)
[image016.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image017.png](#)

Hi Jeanette,

As discussed, I've provided some Alternate Messages for the error scenarios (I've added a column to your table below). As mentioned yesterday, we're happy for you to take or leave the feedback.

In addition I've just added some of the other feedback we mentioned yesterday. Again, up to you how / if you want to take on the feedback:

- Making it clear to users what information coming from My Health Account can be updated (e.g. grey out the un-editable fields)
- Consider providing some info to the user on why you're asking them for a password – e.g. so they understand that they will be able to sign in with both My Health Account and the email + password in the future
- Consider if the email verification is needed for My Health Account sign-ups
- For the website, consider a re-direct to the My Health Account log in page rather than a pop-up

Feel free to reach out for a chat.

Many thanks,
Dylan

From: Bhumika Talsania <xxxxxxx.xxxxxxx@xxxxxx.xxxx.xx>
Sent: Tuesday, 23 August 2022 11:25 am
To: Jeanette Elley [9\(2\)\(a\)](#); Dylan Nyika <xxxxx.xxxxx@xxxxxx.xxxx.xx>; Alan Monnox <Alan.Monnox@health.govt.nz>; Alexandra Hawkhead <xxxxxxxxx.xxxxxxx@xxxxxx.xxxx.xx>
Cc: Asfahaan Mirza [9\(2\)\(a\)](#); Sanju Nannuri [9\(2\)\(a\)](#); Manvir Singh [9\(2\)\(a\)](#); Karanti Kaur Shergill [9\(2\)\(a\)](#); Rama Kumble [9\(2\)\(a\)](#)
Subject: RE: MHA integration project phase 1 - Revised wording for sign-up and sign-in error messages
 Looping [@Alexandra Hawkhead](#) in.

Thanks and Regards,

Bhumika Talsania

Scrum Master
Data & Digital

[9\(2\)\(a\)](#)

E xxxxxxx.xxxxxxx@xxxxxx.xxxx.xx

From: Jeanette Elley [9\(2\)\(a\)](#)
Sent: Tuesday, 23 August 2022 11:08 am
To: Bhumika Talsania <xxxxxxx.xxxxxxx@xxxxxx.xxxx.xx>; Dylan Nyika <xxxxx.xxxxx@xxxxxx.xxxx.xx>; Alan Monnox <xxxx.xxxxx@xxxxxx.xxxx.xx>
Cc: Asfahaan Mirza [9\(2\)\(a\)](#); Sanju Nannuri [9\(2\)\(a\)](#); Manvir Singh [9\(2\)\(a\)](#); Karanti Kaur Shergill [9\(2\)\(a\)](#); Rama Kumble [9\(2\)\(a\)](#)
Subject: MHA integration project phase 1 - Revised wording for sign-up and sign-in error messages

Hi Team,

Please find below a summary table of business rules, then revised error messages, with their conditions. Then below that, example wireframes for error messages for sign-up, then sign-in.

As per MHA feedback, an attempt has been made to make the error messages more user friendly.

Feedback welcome

Business Rules Overview

Req	Description – Phase 1
BR-1	If MMH user elects to authenticate via MHA, they are sent to the MHA sign-in page (audit all actions)
BR-2	After MHA authentication attempt, user is redirected back to MMH
BR-3	If MHA (or RealMe) authentication unsuccessful, redirect user to start page with failed message
If MHA authentication is successful, extra MHA data validation is still needed before acceptance, as follows	
BR-4	If supplied MHA sub = another saved MHA sub (sign-up), or missing (sign-in) redirect to sign-in page with failed message
BR-5	If supplied MHA email = another saved MMH email, redirect to sign-in page with failed message
BR-6	If supplied MHA email = another saved MHA email, redirect to sign-in page with failed message
BR-7	If supplied MHA NHI = another saved MMH NHI, redirect to sign-in page with failed message
BR-8	If supplied MHA confidence level < 3, redirect to start page w failed message
If MHA data valid and new MMH user (user story 1), then	
BR-9n	Redirect to registration page & fill with MHA user data. Do not allow user to change copied MHA data.
BR-10n	New MMH user must select a password & confirm to add MMH account
Else if MMH user already exists, matching on MHA sub (user story 2), then	
BR-9e	If sub, NHI, surname, first name, or DoB do not match btw MMH & MHA, redirect to sign-in page with failed message (note that email may differ, but both must be unique).

BR-10e	If MHA data is valid, redirect user to MMH patient portal home page for their account
--------	---

Error Message Summary

Ref	US-1 signup condition	US-2 sign-in condition	Message	Alternate Message
1	MHA or RealMe authentication was unsuccessful, or an error code was returned	MHA or RealMe authentication was unsuccessful, OF an error code was returned	My Health Account login failed "My Health Account" couldn't log you in. Please choose an alternative method to [sign-in / sign-up] to Manage My Health.	We couldn't log you in We couldn't log you in using your My Health Account. Please try again or choose another way to [sign in / sign up] to Manage My Health.
signup 2a	MHA authorisation for sign-up was successful but the MHA sub is already stored against an existing MMH account		My Health Account exists Your "My Health Account" already matches a Manage My Health account. Please sign-in to that account. <i>[Where sign-up should be sign-in]</i>	You already have an account The My Health Account you've tried to sign up with is already in use with another account. Please sign in to your existing Manage My Health account.
sign-in 2a		MHA authorisation for sign-in was successful but MHA sub not found in MMH [Phase 1 only]	My Health Account not found Your "My Health Account" does not match a Manage My Health account. Please sign-up instead. <i>[Where sign-in should be sign-up. Note that US-3 in Phase 2 will allow an existing MMH user to initiate their first MHA authentication]</i>	We couldn't find an account The My Health Account you've tried to sign in with is not currently linked to an account. Please sign up instead.
signup 2b (email) 2c (nhi)	MHA authorisation for sign-up was successful but the MHA email or NHI is already stored against an existing MMH account		My Health Account match found Your "My Health Account" [email/NHI] already matches a Manage My Health account. Please sign-in to that account. <i>[Where sign-up should be sign-in]</i>	You already have an account Your My Health Account [email/NHI] is already in use with another account. Please sign in to your existing Manage My Health account.
sign-in 2b (email) 2c (nhi)		MHA authorisation for sign-in was successful and matched on MHA sub, but MHA NHI, or email is stored against a different MMH account	My Health Account mismatch Your "My Health Account" [email/NHI] matches to a different Manage My Health account. Please contact MMH to merge your accounts.	You have more than one account Your My Health Account [email/NHI] is already in use with another account. Please contact MMH to merge your accounts.
3	MHA authorisation for sign-up was successful but MHA confidence level is lower than 3	MHA authorisation for sign-in was successful but MHA confidence level is lower than 3	My Health Account incomplete Please load additional proof of identity into your "My Health Account" and then try again.	My Health Account incomplete Please load additional proof of identity into your My Health Account and then try again. <i>(Is it possible to have a link on the error message to My Health Account self-service portal)</i>
4		MHA authorisation for sign-in was successful but the MHA user data does not match the MMH profile data (for NHI, surname or DOB)	My Health Account mismatch Your "My Health Account" doesn't match your Manage My Health profile. Please align the data then try again.	<i>This one would confuse me as a user. How to I align the data? What data doesn't currently align? MHA does not allow a user to update their NHI, surname or DOB. NHI can only be updated by an NHI admin. Does MMH allow these attributes to be updated? How would a user get to them to update them?</i>

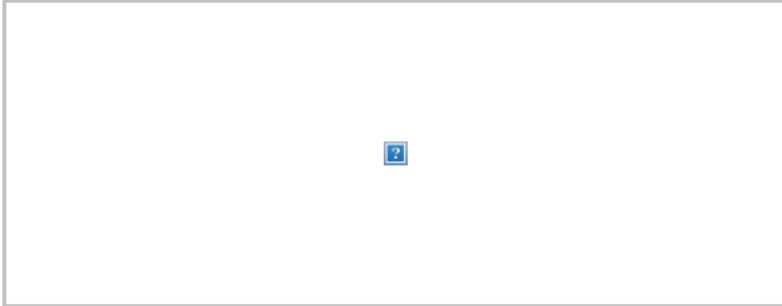
UI/UX for sign-up error messages



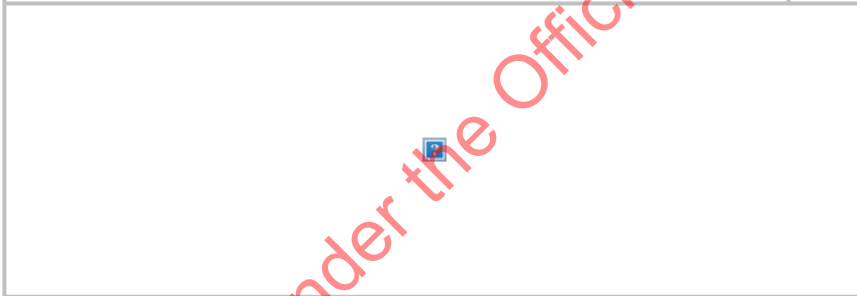
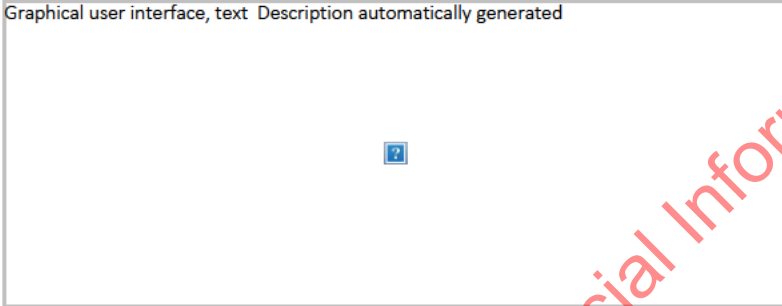
Graphical user interface, text Description automatically generated



UI/UX for sign-in error messages



Graphical user interface, text Description automatically generated

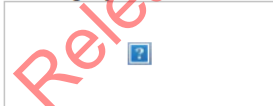


Regards

Jeanette Elley PhD
Senior Business Analyst / Project Manager

9(2)(a)

W: managemyhealth.co.nz



Level 1, Cereus Health House

48 Market Place, Viaduct Harbour, Auckland 1010

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From: Bhumika Talsania Bhumika.Talsania@health.govt.nz

Sent: Thursday, 18 August 2022 3:36 pm

To: Jeanette Elley 9(2)(a)

Cc: Alexandra Hawkhead Alexandra.Hawkhead@health.govt.nz; Alan Monnox Alan.Monnox@health.govt.nz; Dylan Nyika Dylan.Nyika@health.govt.nz

Subject: FW: Revised MMH UI/UX wireframes

Hi Jeanette,

Please find attached below some feedback from our UI designer. I have cced her into the email in case you want to reach out for further questions.

Thanks and Regards,

Bhumika Talsania

Scrum Master

Data & Digital

9(2)(a)

E xxxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx

From: Alexandra Hawkhead <xxxxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx >

Sent: Thursday, 11 August 2022 11:01 am

To: Dylan Nyika <xxxxxx.xxxxxx@xxxxxx.xxxx.xx >; Bhumika Talsania <xxxxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx >; Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx >

Subject: RE: Revised MMH UI/UX wireframes

Hey Dylan,

The log in page looks really good to me how they've laid it out, but it would be nice if we could see a version where that button text is written in title case (My Health Account) rather than in uppercase, just to compare. I think it looks really good how they've designed it and I'm happy with it.

I would recommend making a few small layout changes to the sign up page. I've attached a slightly butchered version of their design (apologies) where I've just slightly moved the elements around with information hierarchy in mind (namely moving the sign in link to the bottom as on this page it's the secondary action).

I think the error messages may need some editing. Typically we try and make our error messaging sound as friendly and simple as possible while making it clear what's gone wrong and how to fix it. For example we would probably use something like "We couldn't log you in" as the heading for all of those scenarios, rather than mentioning authentication (to make it sound friendlier).

I've edited one of the examples below, which may still need some wordsmithing but identifies the core thing what we want the user to know:

9(2)(c)

"My Health Account (MHA) authentication was unsuccessful because your "My Health Account (MHA)" confidence level is insufficient for MHA verification status to be granted within Manage My Health (MMH). Please independently log into your "My Health Account", add identity documents there, then try MHA authentication from MMH again."

"We couldn't log you in

You need to confirm your identity in My Health Account before you can continue to Manage My Health." (probably still needs some wordsmithing)

Because we don't currently tell users what their confidence level is, we tend to keep our messaging about the action they need to perform rather than the level they're at.

And just one final note: I think we need to avoid shortening the name My Health Account to the acronym MHA as well, as it's not inherently clear what MHA means (for example, "MHA" has been in the news a lot in the past year to mean Māori Health Authority).

I'm more than happy to help the MMH team rewrite the error messaging if they are pressed for time or resources

Ngā mihi,

Alex

Released under the Official Information Act 1982

From: [Bhumika Talsania](#)
To: [Jeanette Elley](#); [Dylan Nyika](#); [Alan Monnox](#); [Alexandra Hawkhead](#)
Cc: [Asfahaan Mirza](#); [Manvir Singh](#); [Sanju Nannuri](#); [Karanti Kaur Shergill](#)
Subject: RE: Demo for approval this afternoon?
Date: Thursday, 25 August 2022 8:52:40 am
Attachments: [image001.png](#)

Hi Jeanette,

That sounds good.

I will invite [@Alexandra Hawkhead](#) to it as well, so that she can look into the UI/UX aspects of this as well. Hoping Dylan and her get a chance to review what you sent earlier this week as well.

Thanks and Regards,

Bhumika Talsania

Scrum Master

Data & Digital

9(2)(a)

E xxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx

From: Jeanette Elley 9(2)(a)

Sent: Thursday, 25 August 2022 8:45 am

To: Bhumika Talsania <xxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>; Dylan Nyika <xxxxxx.xxxxx@xxxxxx.xxxx.xx>; Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>

Cc: Asfahaan Mirza 9(2)(a) Manvir Singh 9(2)(a)

Sanju Nannuri 9(2)(a) Karanti Kaur Shergill 9(2)(a)

Subject: Demo for approval this afternoon?

Hi [@Bhumika](#),

We have our regular catch-up meeting scheduled for this afternoon so we would like to use this opportunity to demo our MMH-MHA integration changes to you in order to gain your approval and sign-off, for the browser version.

The mobile app version is not ready yet, so we will need to seek approval for that one at a later date, but if we could go through the browser version this afternoon that would be great.

We have the list of expected tests from your confluence page. Let us know if there is anything else you need to see.

I'd like to give you a heads up for the MHA-authenticated MMH account creation process (user-story 1) in that we have kept to our existing process flow for now, which includes the following 2 extra security measures

1. MMH password creation (which will allow the user to log-in via MHA or MMH in future)
2. Email verification (even though MHA email address is already validated, MMH is validating it again)

Looking forward to catching up this afternoon.

Thanks & Regards

Jeanette Elley PhD

Senior Business Analyst / Project Manager

9(2)(a)

W: managemyhealth.co.nz



Level 1, Cereus Health House

48 Market Place, Viaduct Harbour, Auckland 1010

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From: [Bhumika Talsania](#)
To: [Jeanette Elley](#)
Cc: [Dylan Nyika](#); [Alan Monnox](#); [Manvir Singh](#); [Karanti Kaur Shergill](#)
Subject: RE: Do you have some dummy NHI numbers that we can enter in INT?
Date: Friday, 19 August 2022 1:29:58 pm
Attachments: [image001.png](#)

Hi Jeanette,
All good. That now makes sense
Thanks and Regards,

Bhumika Talsania

Scrum Master

Data & Digital

9(2)(a)

E xxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx

From: Jeanette Elley 9(2)(a)
Sent: Friday, 19 August 2022 1:25 pm
To: Bhumika Talsania <xxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>
Cc: Dylan Nyika <xxxxxx.xxxxx@xxxxxx.xxxx.xx>; Alan Monnox <Alan.Monnox@health.govt.nz>;
Manvir Singh 9(2)(a); Karanti Kaur Shergill 9(2)(a)
Subject: RE: Do you have some dummy NHI numbers that we can enter in INT?

Hi @Bhumika,

Don't worry. It's all good. We can test failure and success for RealMe so we're happy.
When I created my one RealMe test account, I didn't go via the MMH app, I went in via the back end, from 9(2)(c) and from there to RealMe Sign up.
From the long sign-up SAML page I was offered, I entered all of the patient data so that I could create the account, and after that it took me to RealMe style screens where it asked me for NHI, and address, before confirming that I had successfully created my RealMe account.
I saved the FLT so that we could then use it for our RealMe authentication test, and after that when we used it, it offered us the consent form as you describe.
I suspect if you do what I did you would have the same experience! But if you need screen shots, I have those as well ...
Let me know. Hope this helps
Thanks & Regards
Jeanette E.

From: Bhumika Talsania <xxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>
Sent: Friday, 19 August 2022 1:00 pm
To: Jeanette Elley 9(2)(a)
Cc: Dylan Nyika <xxxxxx.xxxxx@xxxxxx.xxxx.xx>; Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>;
Manvir Singh 9(2)(a); Karanti Kaur Shergill 9(2)(a)
Subject: RE: Do you have some dummy NHI numbers that we can enter in INT?

Hi Jeanette,

I will be interested in understanding exactly what steps are you taking in this scenario.

Ideally how this would work is:

- User hits the Manage My Health website in INT
- They click on sign-up
- Sign-up with RealMe
- In INT, you enter the data fields in MTS env and click initiate SAML response
- It prompts you to accept Tc & Cs

You enter and verify an email address

- “Allow” permission for My Health Account to share attributes with Manage My Health
- As soon as you hit continue it redirect back to your website

So no where in the scenario above does the user see a screen to add the NHI number. Hence I am inquisitive about the steps you are taking.

If you are signing up straight from MHA, then that is a separate scenario, but I would suggest you try the scenario I stated above.

Thanks and Regards,

Bhumika Talsania

Scrum Master

Data & Digital

9(2)(a)

E xxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx

From: Jeanette Elley 9(2)(a)

Sent: Friday, 19 August 2022 11:33 am

To: Bhumika Talsania <xxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>

Cc: Dylan Nyika <xxxxx.xxxxx@xxxxxx.xxxx.xx>; Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>;
Manvir Singh 9(2)(a); Karanti Kaur Shergill 9(2)(a)

Subject: RE: Do you have some dummy NHI numbers that we can enter in INT?

Hi @Bhumika,

We can test RealMe login failure without adding any accounts, but to test RealMe login success I had to add a new RealMe test account.

While doing that it asked me for NHI, and I thought it would be good to add an NHI in there if I could.

But if that's awkward then don't worry. The Real Me test account doesn't need to have an NHI.

I just wondered if you had any NHIs available to play with, but if not, no problem.

Yes, we can manage with the ones you have already given us.

Thanks & Regards

Jeanette E.

From: Bhumika Talsania <xxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>

Sent: Friday, 19 August 2022 11:01 am

To: Jeanette Elley 9(2)(a)

Cc: Dylan Nyika <xxxxx.xxxxx@xxxxxx.xxxx.xx>; Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>;
Manvir Singh 9(2)(a); Karanti Kaur Shergill 9(2)(a)

Subject: RE: Do you have some dummy NHI numbers that we can enter in INT?

Hi Jeanette,

Is there a reason you are trying to add an NHI number to the data?

I have provided a few test accounts already which should be bound to an NHI number.

Thanks and Regards,

Bhumika Talsania

Scrum Master

Data & Digital

9(2)(a)

E xxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx

From: Jeanette Elley 9(2)(a)

Sent: Thursday, 18 August 2022 6:11 pm

To: Bhumika Talsania <xxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>

Cc: Dylan Nyika <xxxxx.xxxxx@xxxxxx.xxxx.xx>; Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>;

Manvir Singh 9(2)(a) Karanti Kaur Shergill 9(2)(a)

Subject: Do you have some dummy NHI numbers that we can enter in INT?

Hi Bhumika,

Do you have some dummy NHI numbers that I can enter in INT for my Real Me created MHA account?

It complains about any that I invent!

Thanks & Regards

Jeanette Elley PhD

Senior Business Analyst / Project Manager

9(2)(a)
[Redacted]

W: managemyhealth.co.nz



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48 Market Place, Viaduct Harbour, Auckland 1010

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From: Jeanette Elley
To: Bhumika Talsania
Cc: Alexandra Hawkhead; Alan Monnox; Dylan Nyika
Subject: RE: Revised MMH UI/UX wireframes
Date: Thursday, 18 August 2022 3:45:08 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)

Thanks

From: Bhumika Talsania <xxxxxxxxxxxxxxxx@xxxxxxxx.xx>

Sent: Thursday, 18 August 2022 3:36 pm

To: Jeanette Elley <(2)(a)>

Cc: Alexandra Hawkhead <xxxxxxxxxxxxxxxx@xxxxxxxx.xx>; Alan Monnox <Alx.xxxxx@xxxxxxxx.xx>; Dylan Nyika <xxxxx.xxxxx@xxxxxxxx.xx>

Subject: FW: Revised MMH UI/UX wireframes

Hi Jeanette,

Please find attached below some feedback from our UI designer. I have cced her into the email in case you want to reach out for further questions.

Thanks and Regards,

Bhumika Talsania

Scrum Master

Data & Digital

<(2)(a)>

[E xxxxxxxx.xxxxxxxxx@xxxxxxxx.xx](mailto:xxxxxxxxxxxxxxxx@xxxxxxxx.xx)

From: Alexandra Hawkhead <xxxxxxxxxxxxxxxx@xxxxxxxx.xx>

Sent: Thursday, 11 August 2022 11:01 am

To: Dylan Nyika <xxxxx.xxxxx@xxxxxxxx.xx>; Bhumika Talsania <xxxxxxxxxxxxxxxx@xxxxxxxx.xx>; Alan Monnox <xxxx.xxxxx@xxxxxxxx.xx>

Subject: RE: Revised MMH UI/UX wireframes

Hey Dylan,

The log in page looks really good to me how they've laid it out, but it would be nice if we could see a version where that button text is written in title case (My Health Account) rather than in uppercase, just to compare. I think it looks really good how they've designed it and I'm happy with it.

I would recommend making a few small layout changes to the sign up page. I've attached a slightly butchered version of their design (apologies) where I've just slightly moved the elements around with information hierarchy in mind (namely moving the sign in link to the bottom as on this page it's the secondary action).

I think the error messages may need some editing. Typically we try and make our error messaging sound as friendly and simple as possible while making it clear what's gone wrong and how to fix it. For example we would probably use something like "We couldn't log you in" as the heading for all of those scenarios, rather than mentioning authentication (to make it sound friendlier).

I've edited one of the examples below, which may still need some wordsmithing but identifies the core thing what we want the user to know.

"MHA authentication unsuccessful

"My Health Account (MHA) authentication was unsuccessful because your "My Health Account (MHA)" confidence level is insufficient for MHA verification status to be granted within Manage My Health (MMH). Please independently log in to your "My Health Account", add identity documents there, then try MHA authentication from MMH again."

"We couldn't log you in

You need to confirm your identity in My Health Account before you can continue to Manage My Health." (probably still needs some wordsmithing)

Because we don't currently tell users what their confidence level is, we tend to keep our messaging about the action they need to perform rather than the level they're at.

And just one final note: I think we need to avoid shortening the name My Health Account to the acronym MHA as well, as it's not inherently clear what MHA means (for example, "MHA" has been in the news a lot in the past year to mean Māori Health Authority).

I'm more than happy to help the MMH team rewrite the error messaging if they are pressed for time or resources

Ngā mihi,

Alex

From: Dylan Nyika <xxxx.xxxxx@xxxxxxxx.xx>

Sent: Thursday, 11 August 2022 7:24 am

To: Alexandra Hawkhead <xxxxxxxxxxxxxxxx@xxxxxxxx.xx>; Bhumika Talsania <xxxxxxxxxxxxxxxx@xxxxxxxx.xx>; Alan Monnox <xxxx.xxxxx@xxxxxxxx.xx>

Subject: FW: Revised MMH UI/UX wireframes

Hey Alex,

Could you please take a look at the sign-in/sign-up images below and let me know if you think this looks OK? I have questions about the messages which will discuss in the session today – to me it is not all that clear what the error scenarios are or what the user should do. Not sure how much of the messaging should be dictated by us vs their UX people...

Cheers,

Dylan

From: Jeanette Elley <(2)(a)>

Sent: Wednesday, 10 August 2022 5:19 pm

To: Bhumika Talsania <xxxxxxxxxxxxxxxx@xxxxxxxx.xx>; Dylan Nyika <xxxxx.xxxxx@xxxxxxxx.xx>; Alan Monnox <xxxx.xxxxx@xxxxxxxx.xx>

Cc: Manvir Singh <(2)(a)>; Asfahaan Mirza <(2)(a)>; Sanju Nannuri <(2)(a)>; Karanti Kaur Shergill <(2)(a)>

Subject: Revised MMH UI/UX wireframes

Hi All,

In advance of our meeting tomorrow, please find below the revised MMH UI/UX for Sign-up (User story 1) and Sign-in (User story 2) incorporating the MHA authentication option.

Feedback welcome.

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Thanks & Regards
Jeanette Elley PhD
Senior Business Analyst / Project Manager

3(2)(a)
W: managemyhealth.co.nz



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From: [Jeanette Elley](#)
To: [Bhumika Talsania](#); [Dylan Nyika](#); [Alan Monnox](#)
Cc: [Asfahaan Mirza](#); [Sanju Nannuri](#); [Karanti Kaur Shergill](#); [Manvir Singh](#)
Subject: RE: Updated BRD as at today
Date: Thursday, 18 August 2022 2:45:33 pm
Attachments: [image001.png](#)
[BRD - MMH MoH MHA Integration \(Identity\) v1_6 18-Aug-2022.docx](#)

And again, with contents refreshed. My apologies. Please refer to this latest version

From: Jeanette Elley

Sent: Thursday, 18 August 2022 2:23 pm

To: Bhumika Talsania <xxxxxxx.xxxxxxx@xxxxxx.xxxx.xx>; Dylan Nyika <xxxxx.xxxxx@xxxxxx.xxxx.xx>; Alan Monnox <xxxx.xxxxxx@xxxxxx.xxxx.xx>

Cc: Asfahaan Mirza 9(2)(a) Sanju Nannuri 9(2)(a)

Karanti Kaur Shergill 9(2)(a) Manvir Singh 9(2)(a)

Subject: Updated BRD as at today

Hi All,

Please find attached an updated BRD for Phase 1 of this project, as at today.

The main things to note are the **updated wireframes**, the table of **business rules**, and the **updated error messages**, all as part of a **focus on phase 1 of the project**.

I have left the remaining phase 2 user stories in there for now, for reference, but I have mainly endeavoured to provide clearer comprehensive information about phase 1.

Apologies for not leaving much time for anyone to review this before our meeting at 3pm, but feel free to come back to me at any time subsequently if you have any questions or want to suggest further additions.

Catch up soon.

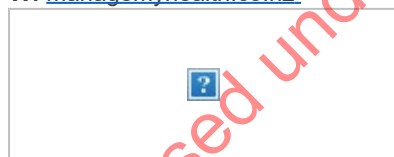
Thanks & Regards

Jeanette Elley PhD

Senior Business Analyst / Project Manager

9(2)(a)

W: managemyhealth.co.nz



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From: [Jeanette Elley](#)
To: [Alan Monnox](#); [Bhumika Talsania](#); [Dylan Nyika](#)
Cc: [Sanju Nannuri](#); [Asfahaan Mirza](#); [Karanti Kaur Shergill](#); [Rama Kumble](#); [Manvir Singh](#)
Subject: RE: Manage My Health | Onboarding - Phase 1 MVP project plan
Date: Wednesday, 17 August 2022 7:23:47 pm
Attachments: [image001.png](#)
[MMH MHA Integration Project Plan 18-Aug-22.pdf](#)

Hi All,

Please find below and attached a revised project plan.

We are running more or less to time, just a day or two of slippage, so all is good.

Catch up soon

MMH MHA Integration (Phase 1) Project Plan at 18-Aug-22

Seq	Description	Date/ETA	Rem	Who	Status
1.	BRD document broadly agreed	27-Jul-22	N/A	MMH	Done
2.	NDA documentation finalised	4-Aug-22	N/A	MMH	Done
3.	PoC completed in Integration environment	11-Aug-22	N/A	MMH	Done
4.	MMH UI/UX draft design provided to MHA	11-Aug-22	N/A	MMH	Done
5.	MMH sign-up form development with UI/UX	18-Aug-22	0w	MMH	Underway
6.	MMH sign-in form development with UI/UX	19-Aug-22	0w	MMH	Underway
7.	MMH internal unit testing (QA) by	23-Aug-22	1w	MMH	Estimated
8.	MMH UI/UX final design approved by MHA	25-Aug-22	1w	MHA	Estimated
9.	MHA UAT / QA / approval testing process by	25-Aug-22	1w	MHA	Estimated
10.	MMH internal re-work and re-testing (QA) by	25-Aug-22	1w	MMH	Estimated
11.	MHA sign-off	26-Aug-22	1w	MHA	Estimated
12.	MMH / MHA production deployment test by	31-Aug-22	2w	both	Estimated
13.	MMH / MHA full production deployment	TBA		both	TBA

Thanks & Regards

Jeanette Elley PhD

Senior Business Analyst / Project Manager

9(2)(a)

W: managemyhealth.co.nz



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48 Market Place, Viaduct Harbour, Auckland 1010

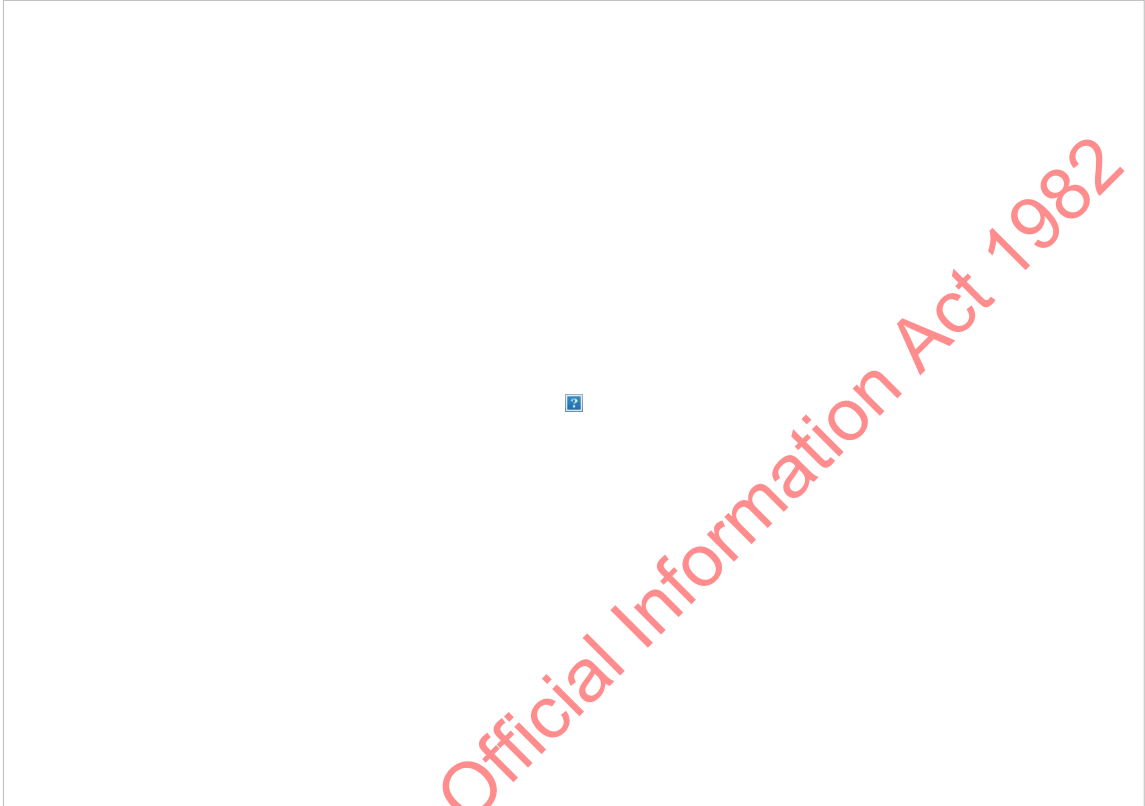
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From: [Bhumika Talsania](#)
To: [Alan Monnox](#); [Jeanette Elley](#); [Dylan Nyika](#)
Cc: [Asfahaan Mirza](#); [Manvir Singh](#); [Sanju Nannuri](#); [Karanti Kaur Shergill](#)
Subject: RE: A few questions
Date: Tuesday, 16 August 2022 4:55:07 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Apologies for the staged response, just wanted to elaborate on getting the error from RealMe login:

- Go to your app
- Click login
- Chose login with RealMe
- From the dropdown select "AuthnFailed" to generate an error scenario:



Thanks and Regards,

Bhumika Talsania

Scrum Master

Data & Digital

9(2)(a)

E xxxxxxxx.xxxxxxxx@xxxxxxx.xxxx.xx

From: Bhumika Talsania

Sent: Tuesday, 16 August 2022 4:40 pm

To: Alan Monnox <xxxx.xxxxxx@xxxxxxx.xxxx.xx>; Jeanette Elley 9(2)(a); Dylan Nyika <xxxxx.xxxxx@xxxxxxx.xxxx.xx>

Cc: Asfahaan Mirza 9(2)(a); Manvir Singh 9(2)(a); Sanju Nannuri 9(2)(a); Karanti Kaur Shergill

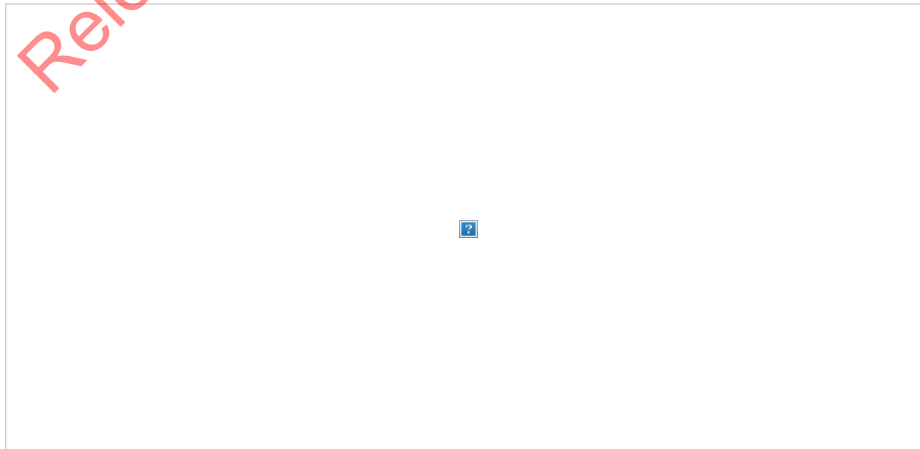
9(2)(a)

Subject: RE: A few questions

Hi Jeanette,

With the regards to the consent piece:

- Yes it is enabled in INT
- You will be asked to consent when you first log into the accounts through your website.
- If you have consent once, you will not be asked again (Unless you go to MHA and stop sharing!)
- Here is a screenshot of how it might look like based in the attributes that you are registered to receive, when you first log in from your application



Thanks and Regards,

Bhumika Talsania

Scrum Master

Data & Digital

9(2)(a)

E xxxxxxxx.xxxxxxxx@xxxxxx.xxxx.xx

From: Alan Monnox <xxxx.xxxxx@xxxxxx.xxxx.xx>

Sent: Tuesday, 16 August 2022 4:13 pm

To: Jeanette Elley 9(2)(a); Bhumika Talsania <xxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>; Dylan Nyika <xxxx.xxxxx@xxxxxx.xxxx.xx>

Cc: Asfahaan Mirza 9(2)(a); Manvir Singh 9(2)(a); Sanju Nannuri 9(2)(a); Karanti Kaur Shergill

9(2)(a)

Subject: RE: A few questions

Hi Jeanette,

A few answers...

Qu 1: Sign Up

If the user doesn't have an MHA account and chooses to sign up, then they will be taken through the process to either set up with an email address or RealMe. They can only get to a level one account from the sign up screen (unless using RealMe verified) at which point control returns to your app with an id and access token (as if they'd just signed in). For the user to upgrade their account to level 2 and above then they need to visit the MHA self-service portal.

Qu 2: Consent

This should be in the INT environment but I will confirm. The consent is different to the acceptance of the T&Cs for creating an account.

Qu 3: RealMe

You can choose to create a RealMe account on sign up. This then allows you to set test data using the MTS screen. You can event have MTS return a RealMe error. I've attached an internal doc on the topic.

Cheers,

Alan

From: Jeanette Elley 9(2)(a)

Sent: Tuesday, 16 August 2022 3:53 pm

To: Bhumika Talsania <xxxxxx.xxxxxxxx@xxxxxx.xxxx.xx>; Dylan Nyika <xxxx.xxxxx@xxxxxx.xxxx.xx>; Alan Monnox <xxxx.xxxxx@xxxxxx.xxxx.xx>

Cc: Asfahaan Mirza 9(2)(a); Manvir Singh 9(2)(a); Sanju Nannuri 9(2)(a); Karanti Kaur Shergill

9(2)(a)

Subject: A few questions

Hi MHA team,

A few questions that I'm hoping you can help me with –

1. In our work thus far, we have been assuming that the new user already has a MHA account. However, on your login page, there is a link to "Sign-up". If the user elects that option, and goes down that path to set up their MHA account from scratch, will they still be returned to us (MMH) at the end of that process? In other words, do we need to factor in this scenario as well? (We had not been planning to). If not, then do we lose the user at that point, and they just go off and do the sign-up thing without coming back at all?
2. As discussed at our last meeting, one login failure condition is where the user declines consent. This is also mentioned in the MHA Testing Requirements document as follows "Demonstrate how your application can handle the scenario where the My Health Account holder declines to give consent to share claim information". My understanding is that as part of OICD process the user needs to give consent to share their data with MMH (our claim), but I have not yet seen the screen where the user is asked this question. Are you able to send a screen shot please? (I presume that this is for an existing user agreeing to share a limited amount of their data and is unrelated to the acceptance of T&C that a new user goes through).
3. I believe we briefly discussed the need to handle the Real Me login scenario (success and failure) but I don't think we currently have any Real Me logins that we can use for testing. Please correct me if I am wrong? How can we test this? Do you have a dummy Real Me account that we can play with?

Thanks & Regards

Jeanette Elley PhD

Senior Business Analyst / Project Manager

9(2)(a)

W: managemyhealth.co.nz



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