

# Make the switch to **your own account** and turn on new features



February 2025

## PERSONALISED ACCOUNTS FAQ

From 1 April, 2025, personalised accounts are being introduced for Murray HealthPathways to enhance user experience and security.

<p><b>Why is everyone being moved to personalised accounts? What are the benefits?</b></p>	<p>The change will enable users to easily manage their account preferences and gain access to exclusive features as they are released. This includes the new Smart Search, an AI-powered user interface, that helps clinicians to rapidly find the information they need, when they need it.</p> <p>With a personal account, users can stay signed in for up to a year, eliminating the need to log in every visit. Cross border and travelling professionals will also be able to login to any other HealthPathways that supports individual logins using the same credentials.</p> <p>One of the largest benefits is tracking Continuous Professional Development (CPD) hours. Using CPD reporting, users can view an automatic log of their time spent, select specific logs relevant to their CPD, add reflections and learning notes and generate a PDF report for easy submission to CPD organisations. For step-by-step guidance, watch an instructional video: <a href="#">CPD Reporting</a></p>
<p><b>How do I create a personal account?</b></p>	<p>On the <a href="#">Murray HealthPathways login page</a>, click ‘register’ to create your own personalised HealthPathways account. Enter your email as your username and create a password that you will remember (we recommend saving it via a password manager) and answer some simple questions. Access will be automatically granted to existing users. There is no cost for registering.</p>
<p><b>Is there a deadline to make the switch?</b></p>	<p>Currently, there is no deadline, so people will still be able to login using their current credentials; however, everyone will eventually be moved to personalised accounts.</p>
<p><b>What if I forget my new credentials?</b></p>	<p>You can always reset your password by clicking “forgot password” on the login screen. A link to reset your password will be sent to your registered email – you may need to check your junk folders.</p>
<p><b>How will you use my personal information in the new account?</b></p>	<p>Only aggregated and anonymised usage data is used to monitor trends and support quality improvements. For more, view the Terms and Conditions and Privacy Policy: <a href="https://hub.healthpathwayscommunity.org/terms">https://hub.healthpathwayscommunity.org/terms</a></p>

If you have questions or require additional assistance, contact the Murray PHN HealthPathways team at: [infohealthpathways@murrayphn.org.au](mailto:infohealthpathways@murrayphn.org.au)