

System Access

[Training videos - Requesting access](#)

[Training videos - Logging in](#)

Log in

Open <https://pmhcis.intake.org.au/>, then log in with your email and password.

If you don't have access, have forgotten your password, or didn't receive a password, contact your PHN Admin/Intake Manager.

You can also use the 'Forgot Password' link on the login page to reset your password.

To protect the confidentiality of clients it is important that you do not share your password with others, even colleagues within your organisation. If a colleague needs access, always refer them to your PHN Admin to request access.

Passwords

When your account is set up, you will be provided with a default password. When you first log in, you will be prompted to reset your password.

Your password should be a strong password that complies with your PHN/commissioning PHN's password policy and is a minimum length of 10 characters. Your log in credentials should be stored securely, and you must not allow anyone else to log in using your credentials.

You can reset your password at any time by logging in and clicking on your name in the top right corner to access the [Profile details](#) screen, in which you can click the **Change password** button.

Multifactor Authentication

When you first log in, you will be prompted to set up multifactor authentication. This can be using an authenticator app (e.g. Microsoft Authenticator, Google Authenticator), SMS or email.

You can change this at any time by logging in and clicking on your name in the top right corner to access the [Profile details](#) screen, in which you can click the **2FA settings** button.

Staging/Training/Demo/Test access

The staging system is an exact replica of the main system, except that it has test client data. If you want to enter test data, conduct training, or do a demo, you must use the staging system, not the live system, to avoid contaminating the reporting and analysis with test data.

The link to staging is: <https://pmhcis-staging.intake.org.au/>. As above, contact your PHN Admin if you don't have access or your user account is inactive.

Log out

Go to the top-right corner of the landing page, click the [your name] menu item and click **Log out**.

As the system collects personal information about consumers, ensure that you log out whenever you are not actively using the system. Note that the system will automatically log you out after 3 hours.

Deactivation

Accounts are automatically deactivated if a user does not log in and access a consumer record within 90 days. Users will receive an automated warning 7 days before deactivation. If you receive this warning and do not log in, your PHN admin can reactivate your account.

Support

All requests for user account support should go to your PHN Admin/Intake Manager in the first instance before contacting pmhcis.support@nwmpnh.org.au.

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