

Frequently Asked Questions

Brisbane North (BN) HealthPathways Personal Accounts

Why is BN HealthPathways transitioning to personal accounts?

The HealthPathways platform is undergoing a major upgrade to optimise user experience and provide exclusive features that require an individual account. Additional features will be rolled out over time, but they currently include:

- immediate access and ability to reset your password at any time.
- CPD reporting ([watch video](#))
- AI-assisted smart search ([watch video](#))
- simplified access to other HealthPathways sites through your own secure login.

What will happen on go-live day on Tuesday 18 November?

On Tuesday 18 November 2025, your current shared login (Username: *Brisbane*, Password: *North*) will be discontinued and you will be logged out of HealthPathways. You will have to register for your personal BN HealthPathways account to continue accessing the site.

How do I register for my personal account?

You will be able to complete the registration form on the [BN HealthPathways](#) login page anytime from Tuesday 18 November 2025. [Watch this video](#) if you need assistance with the registration process.

Can I register for my personal account prior to Tuesday 18 November 2025?

No. Registration will open on the go-live date. Your existing login details will continue to work until then.

Do I need to accept any conditions during the registration process and how will my data be used?

Yes, you will be required to review and accept the [Privacy Policy and Terms and Conditions](#). Personal data is not shared with third parties. Only aggregated data is used for reporting and research.

What if I choose not to register for a personal HealthPathways account?

Unfortunately, you will no longer be able to access BN HealthPathways.



Can I bookmark or save my personal HealthPathways account to my Favourites and access it without entering my credentials each time?

Yes. You can bookmark your personal HealthPathways login for quick access.

Please note: existing bookmarks will no longer work after the transition date of Tuesday 18 November 2025, so you will have to delete any existing bookmark, and save a new one once logged in to your personal account.

Will I be able to access other HealthPathways sites (from another region)?

Yes, users wanting to use other HealthPathways sites can easily request access as explained in [this video](#).

Can I access my new account on a phone or tablet?

Yes, BN HealthPathways will continue to be mobile and tablet compatible.

How do I find out more information?

Email our BN HealthPathways team at healthpathways@brisbanenorthphn.org.au.