

## Resetting your NHS Volunteering account password

This guide explains how to reset your NHS Volunteering account password.

NHS Volunteering uses multifactor authentication to keep the service secure for users.

This guide explains how to use the Microsoft Authenticator app on your mobile device.

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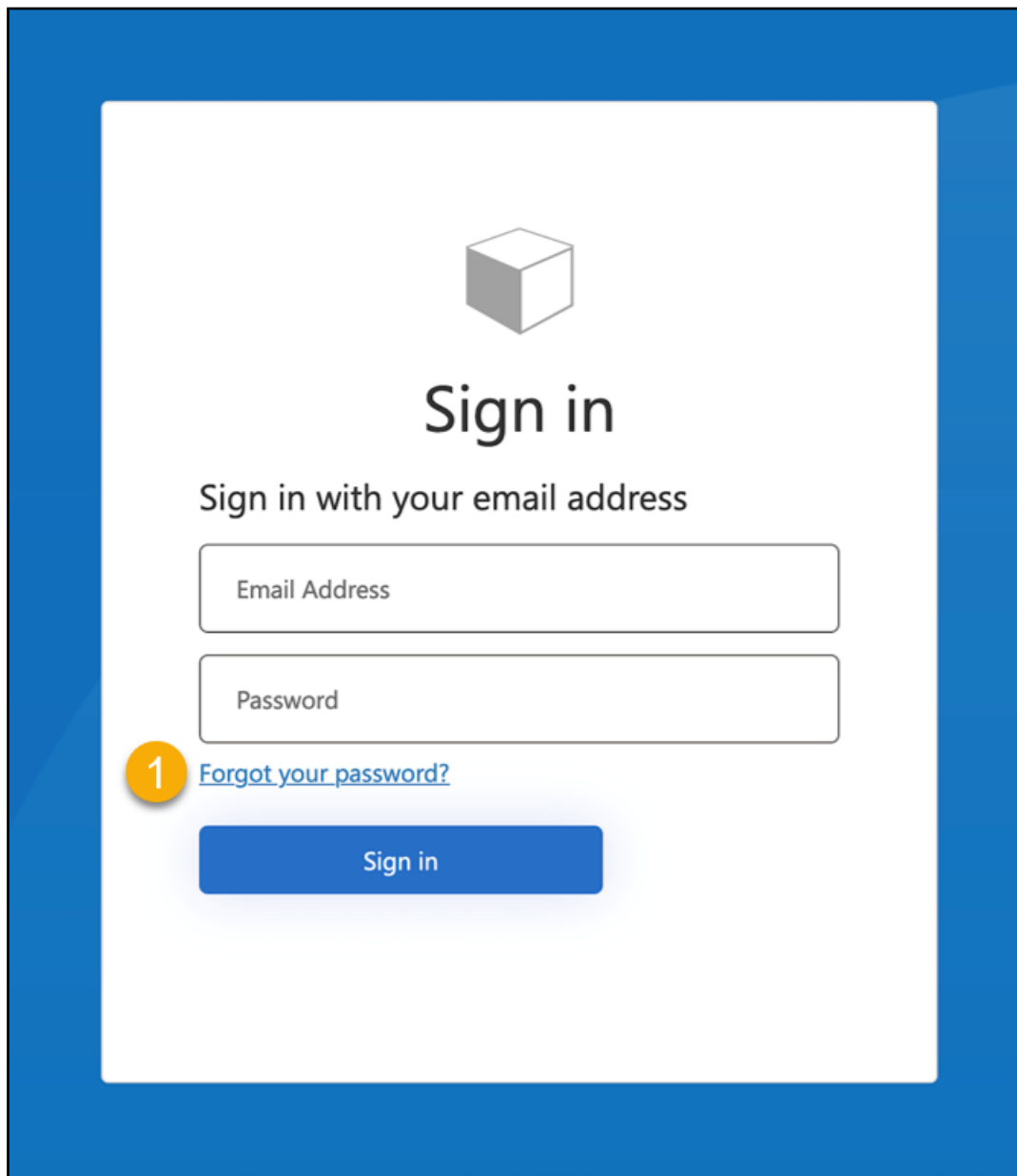
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## Access the NHS Volunteering service

**Important:** Access the [NHS Volunteering service](#) to follow the instructions in this guide.

To start resetting your password, complete the following step:

1. Select the '[Forgot your password?](#)' link from the sign in screen.





# Sign in

Sign in with your email address

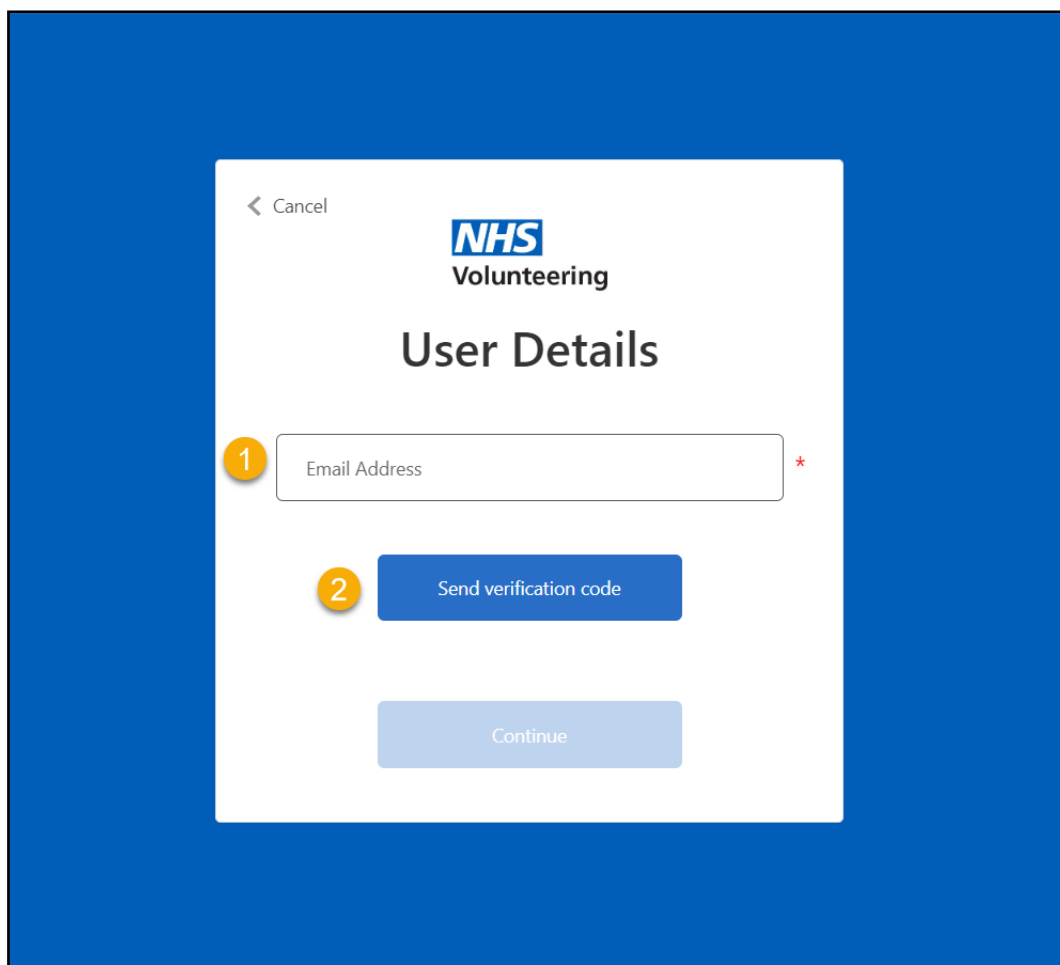
**1** [Forgot your password?](#)

## Request a verification code

**Important:** This will send an email with a code to your registered email address.

To request a verification code, complete the following steps:

1. Enter your email address in the Email address text box.
2. Select the '[Send verification code](#)' button.



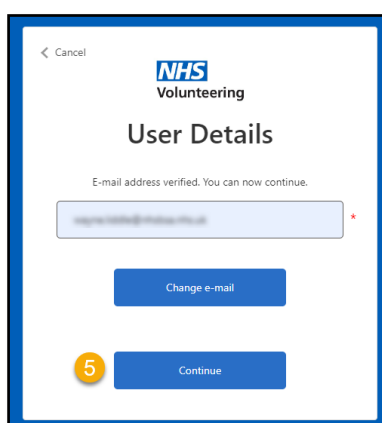
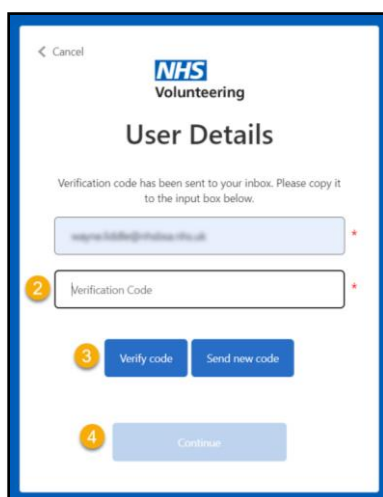
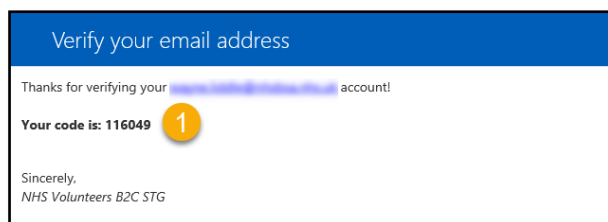
The screenshot shows a mobile application interface for NHS Volunteering. The screen is titled 'User Details' and features a white background with a blue border. At the top left, there is a '< Cancel' link. The NHS logo and the word 'Volunteering' are displayed at the top center. Below the logo, the title 'User Details' is shown. A text input field labeled 'Email Address' is present, with a red asterisk on the right side. A yellow circle with the number '1' is positioned to the left of the input field. Below the input field, there is a blue button labeled 'Send verification code' with a yellow circle containing the number '2' to its left. At the bottom of the screen, there is a light blue button labeled 'Continue'.

**Tip:** Selecting Send verification code will update the screen.

## Enter and verify the verification code

To enter and verify the verification code, complete the following steps:

1. Open and read **the email** received containing your verification code.
2. Enter the verification code in the **Verification Code** text box.
3. Select the 'Verify code' button.
4. Select the 'Continue' button.
5. Select the **'Continue'** button again.



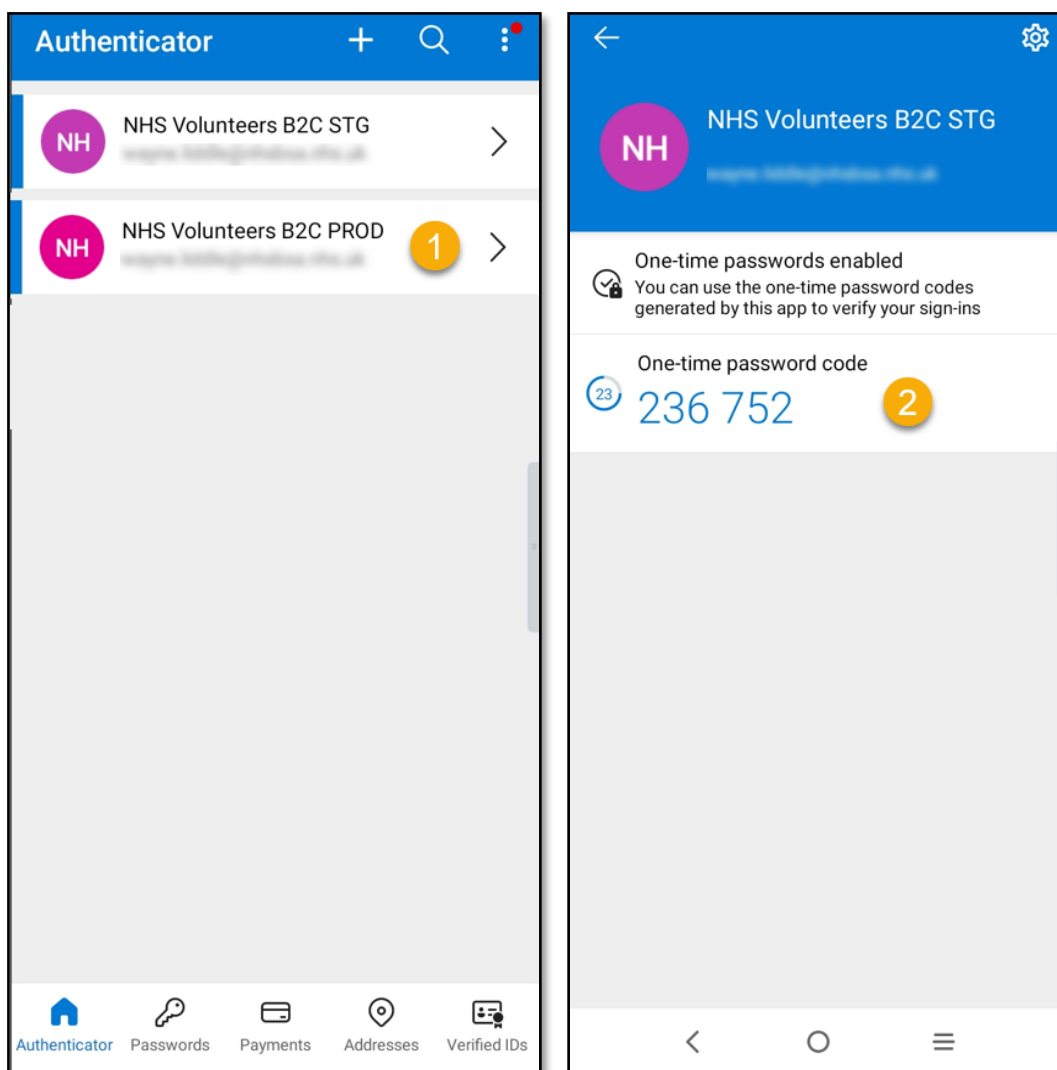
**Tip:** If your code expires before you enter it, select the **'Send new code'** button.

## Generate your one-time code using the app on your mobile device

**Important:** You must use the Microsoft Authenticator app to complete the instructions on this page.

To generate your one-time code, complete the following steps:

1. Select the account in the authenticator associated with your NHS Volunteering service account.
2. [Read the one-time code](#) generated by the authenticator app.



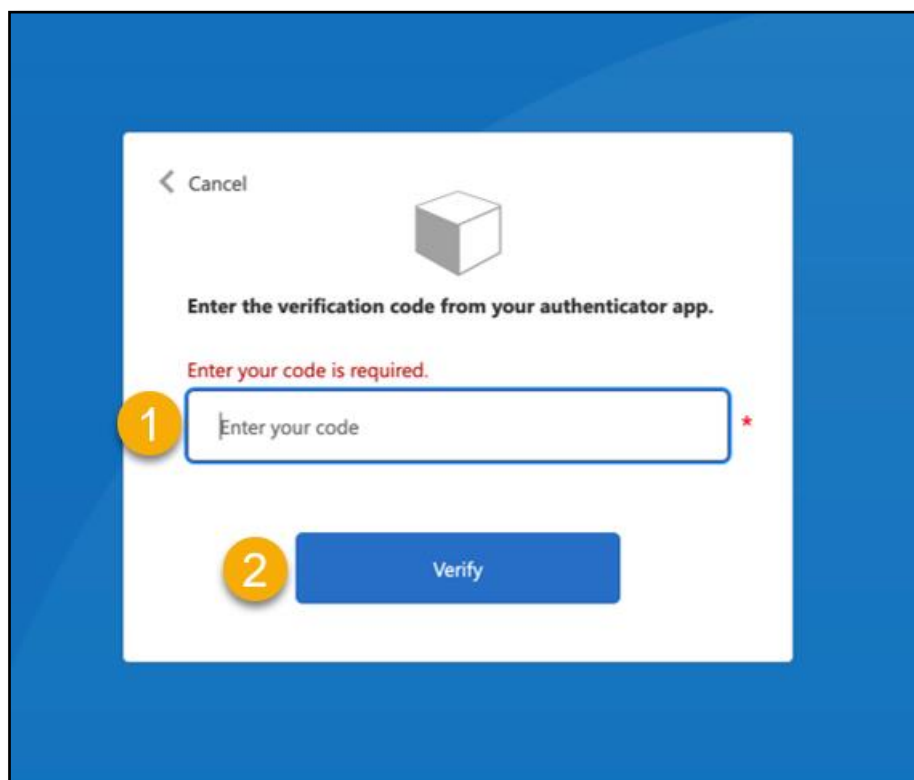
**Tip:** You may use the authenticator app for other services. Make sure you select the NHS Volunteering service.

## Enter the one-time code into the NHS Volunteering service on your laptop or PC

**Important:** The Microsoft Authenticator app refreshes the 6-digit code every 30 seconds.

To add the code to the NHS Volunteering service, complete the following steps:

1. Enter the code in the **Enter your code** text box in the NHS Volunteering service.
2. Select the [Verify](#) button.

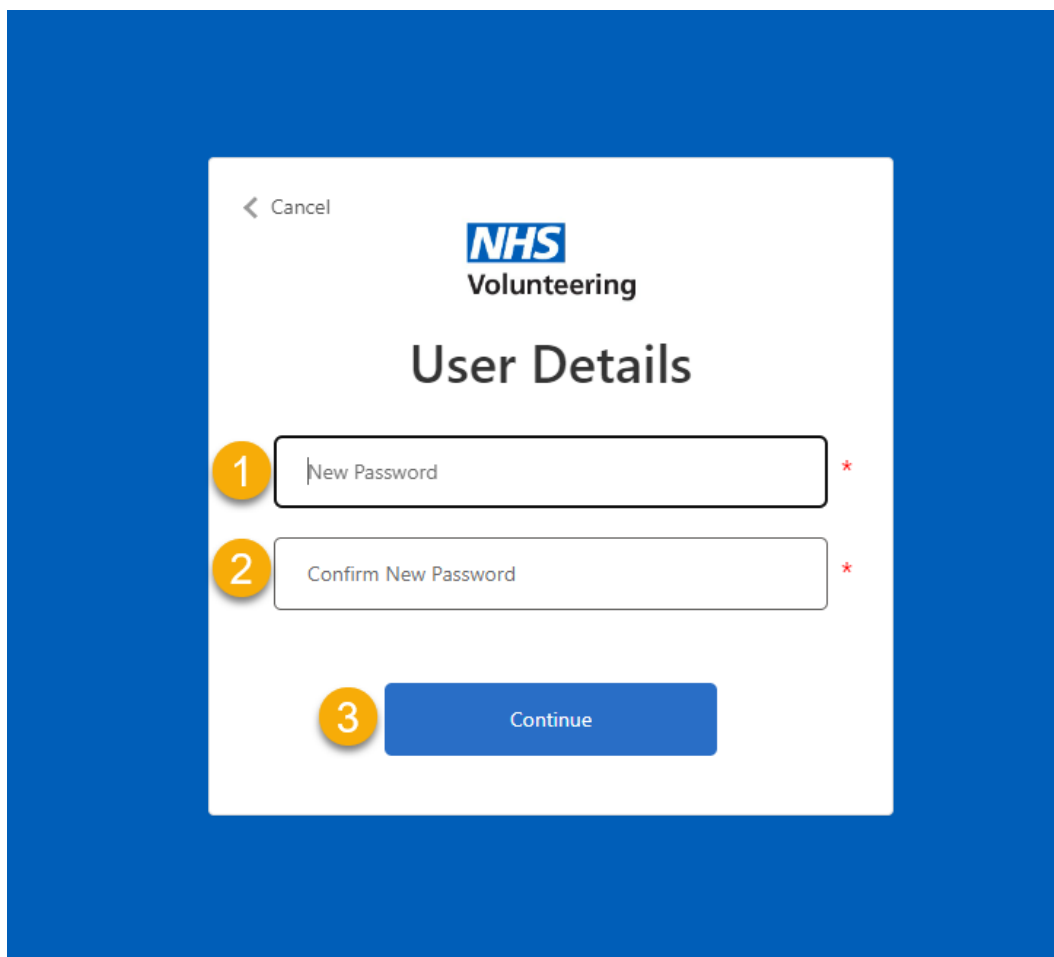


**Tip:** If the code changes before you select verify, enter the new code.

## Reset your NHS Volunteering password on your laptop or PC

To create and enter your new password, complete the following steps:

1. Enter your password in the **New Password** text box.
2. Confirm your password in the **Confirm New Password** text box.
3. Select the '[Continue](#)' button.



The screenshot shows a mobile-style form titled 'User Details' for NHS Volunteering. At the top left is a '< Cancel' link. The NHS logo and 'Volunteering' text are centered above the title. Below the title are two text input fields: 'New Password' and 'Confirm New Password'. Each field has a red asterisk to its right. A blue 'Continue' button is positioned below the second field. Three yellow circular callouts with numbers 1, 2, and 3 are overlaid on the form: callout 1 points to the 'New Password' field, callout 2 points to the 'Confirm New Password' field, and callout 3 points to the 'Continue' button.

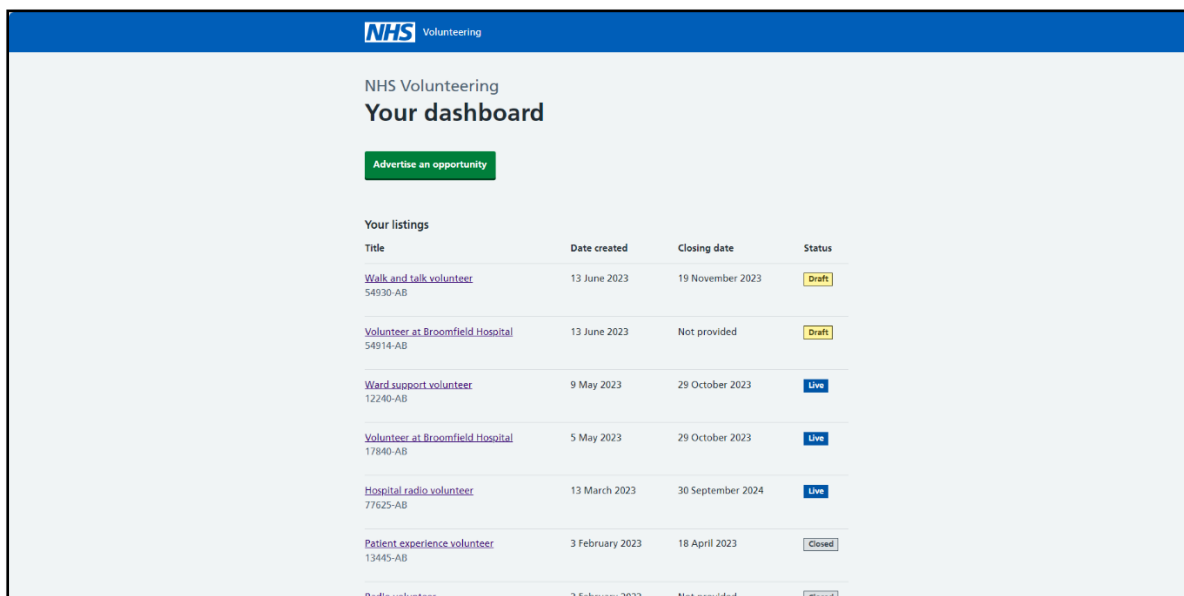
**Tip:** Your password should be at least **12 characters long** and a combination of **uppercase letters, lowercase letters, numbers, and symbols**.



## You've now reset your password and signed in to your NHS Volunteering account.

This page shows confirmation that you are now signed in to your NHS Volunteering account.

You can now create and manage adverts for your volunteering opportunities.



You've reached the end of this user guide.