

Setting up your NHS Volunteering account

This guide explains how to set up your NHS Volunteering account when accessing it for the first time.

Important:

To set up your account, select the link in your welcome email.

This link only works when setting up your account for the first time.

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

This guide explains how to use the Microsoft Authenticator app.

We recommend that you download the Microsoft Authenticator app onto your mobile device before you start setting up your account.

When setting up your account you will need to scan a QR code using the authenticator app.

Do not close your browser at any time when setting up your account.

Once your account is set up, use this link to sign in to your account: [Sign in to NHS Volunteering](#)

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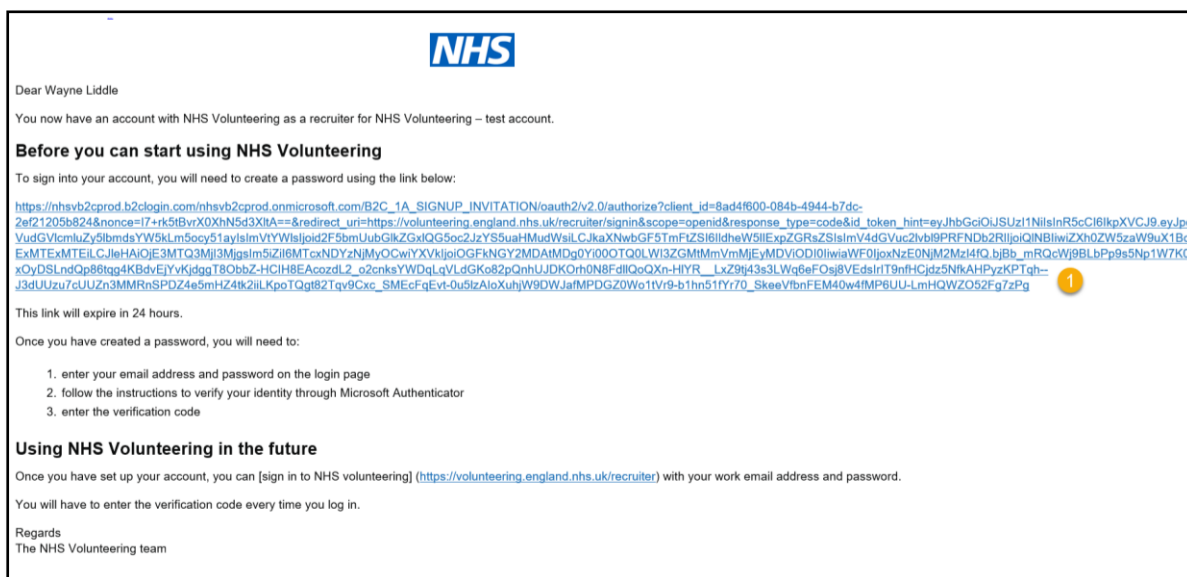
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Select the link in your welcome email on your laptop or PC

Important: You will receive this email once your organisation has onboarded to the NHS Volunteering service.

To start setting up your NHS Volunteering account, complete the following step:

1. Select the [link](#) in the welcome email.



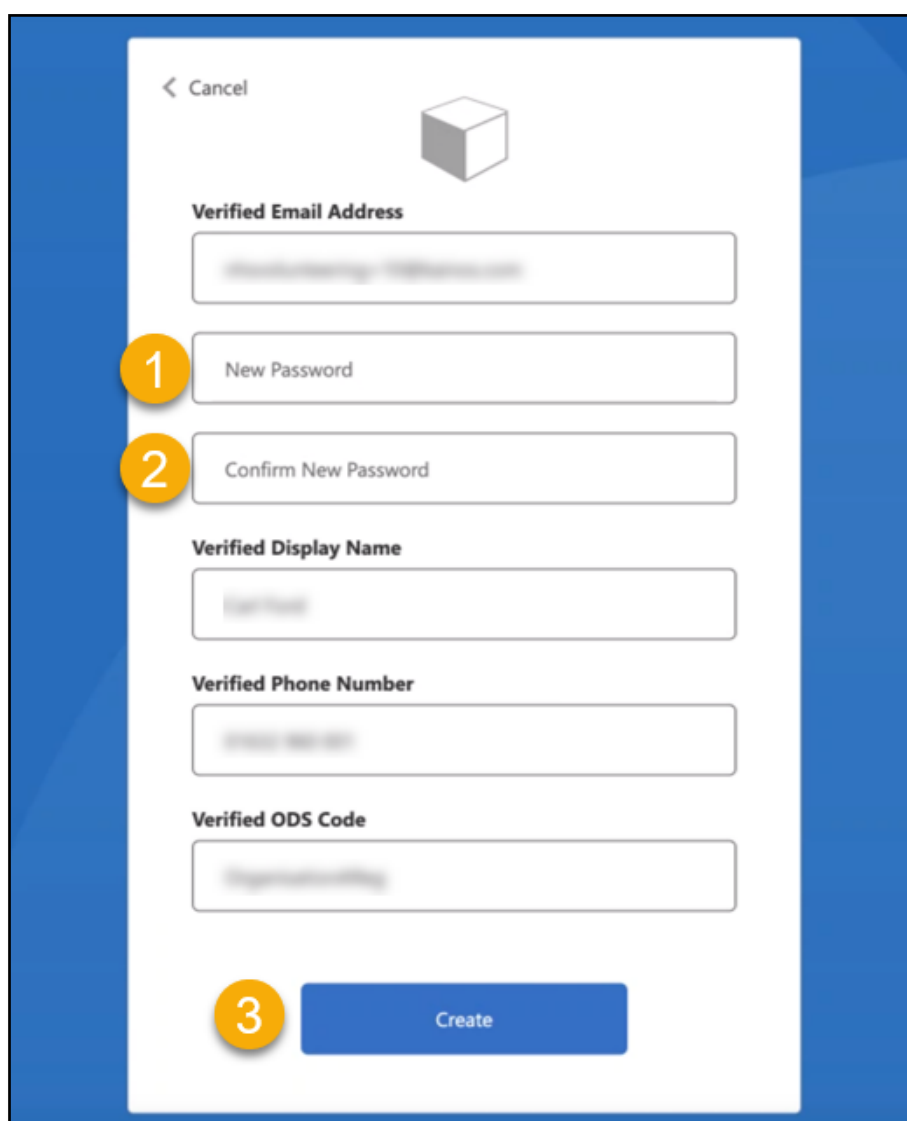
Tip: The link will expire after 24 hours.

Create your password on your laptop or PC

Important: Your name and contact information will be pre-populated with the details provided to NHS Volunteering.

To create and confirm your 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 ['Create'](#) button.



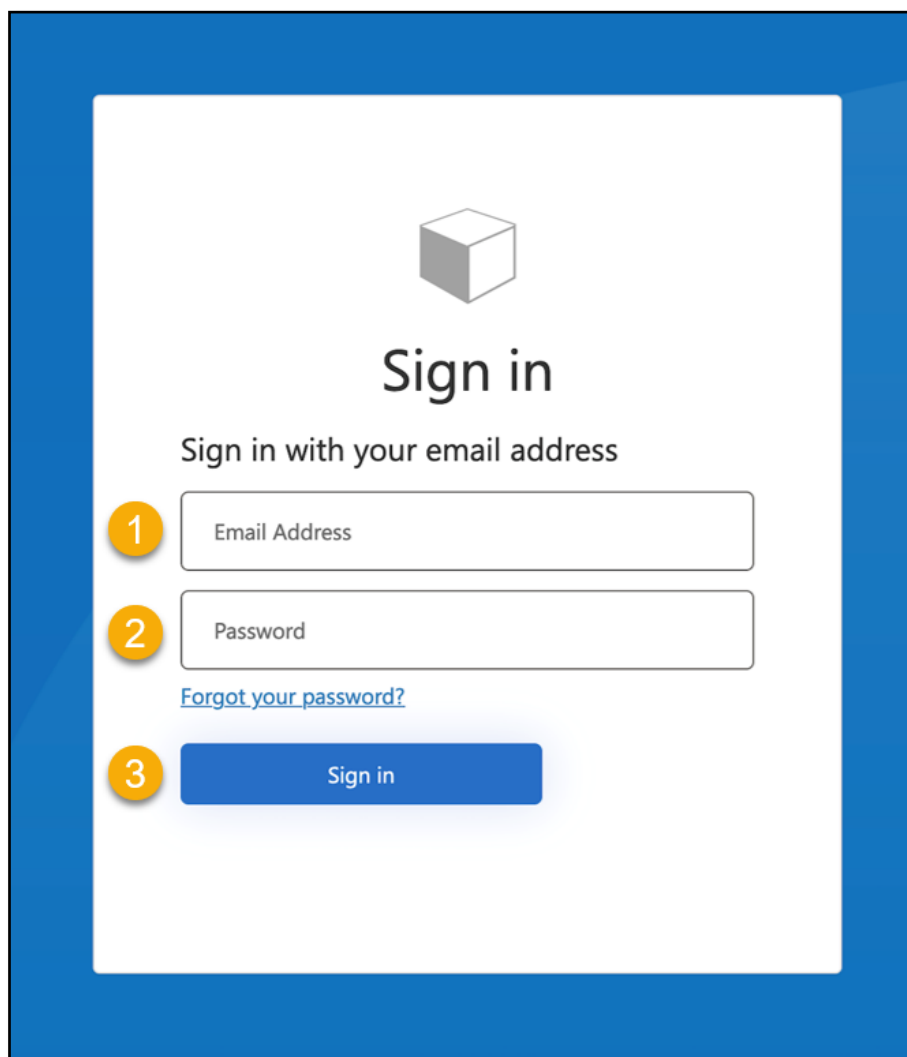
The screenshot shows a mobile-style form with a blue header and footer. At the top left is a '< Cancel' link. In the center is a 3D cube icon. Below the icon are several text input fields, each with a label above it: 'Verified Email Address', 'New Password', 'Confirm New Password', 'Verified Display Name', 'Verified Phone Number', and 'Verified ODS Code'. The 'New Password' and 'Confirm New Password' fields are highlighted with a yellow circle containing the number '1' and '2' respectively. At the bottom of the form is a blue button labeled 'Create', which is highlighted with a yellow circle containing the number '3'.


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

Sign in to your NHS Volunteering account on your laptop or PC

To sign in to your NHS Volunteering account, complete the following steps:

1. Enter your email address in the **Email Address** text box.
2. Enter your newly created password in the **Password** text box.
3. Select the ['Sign in'](#) button.





Sign in

Sign in with your email address

1

2

[Forgot your password?](#)

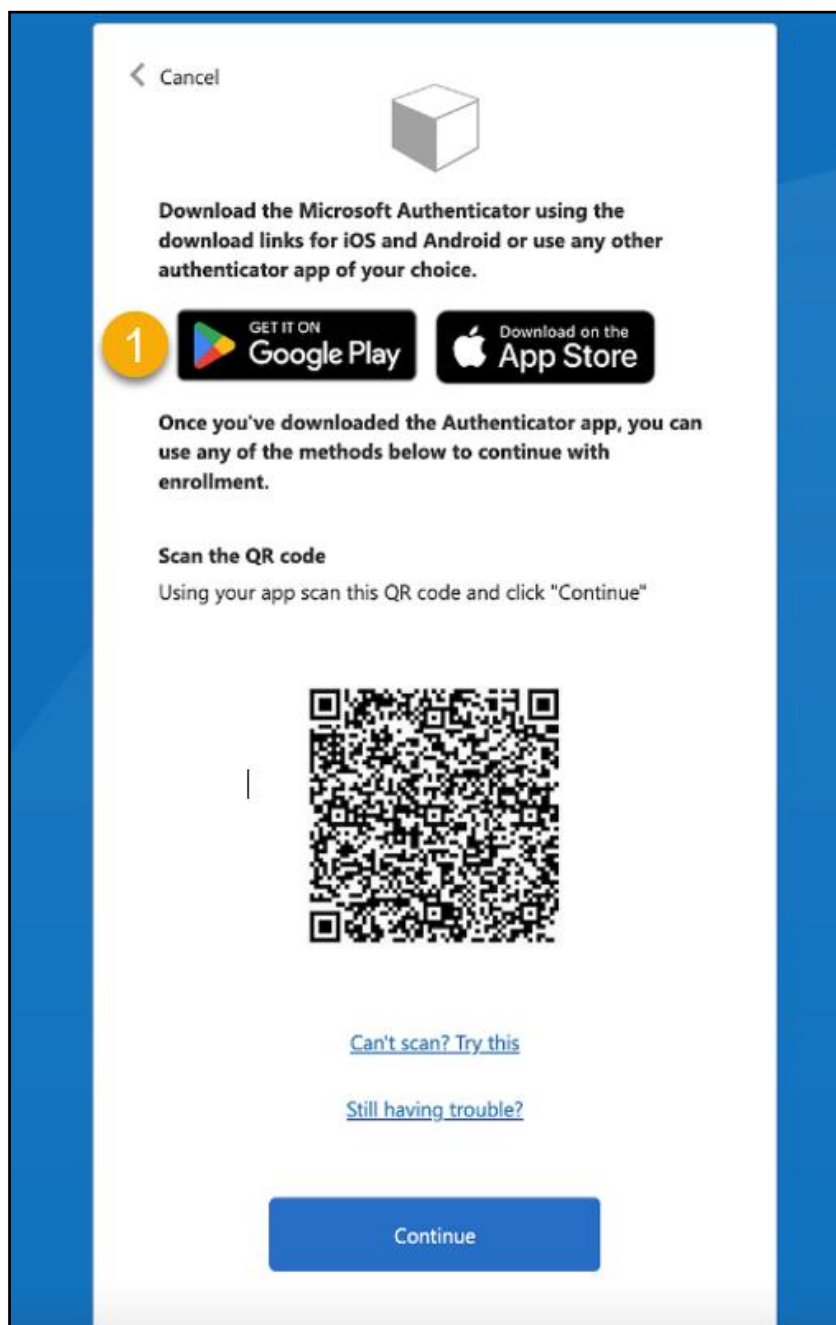
3

Tip: For the next step, you will need to download the Microsoft Authenticator app on to your mobile device if you don't already have it.

Download the Microsoft Authenticator App on to your mobile device

To download the Microsoft Authenticator app on to your mobile device, complete the following step:

1. [Download the Microsoft Authenticator app](#) for either your iOS or Android mobile device using the relevant service.



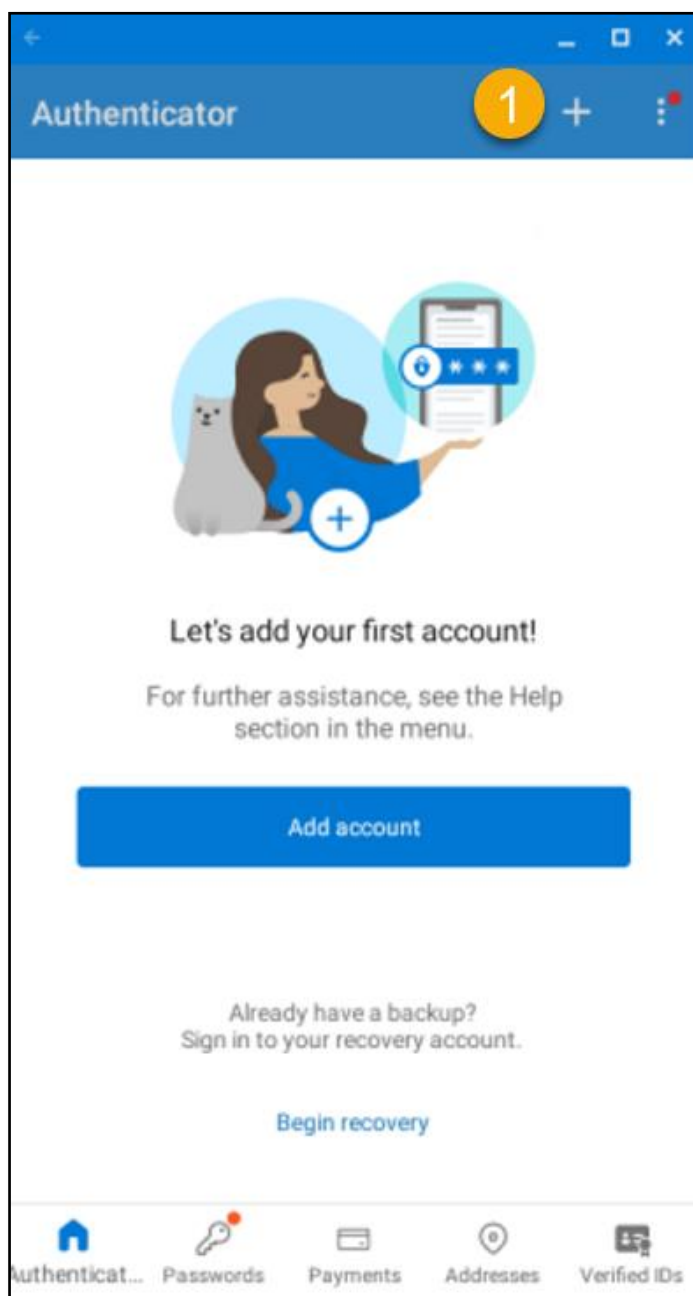
Tip: Do not close your web browser.

Add your NHS Volunteering account to the Microsoft Authenticator App on your mobile device

Important: You must have downloaded the app on to your mobile device before you can complete the next steps.

To start adding your NHS Volunteering account to the Microsoft Authenticator app, complete the following step:

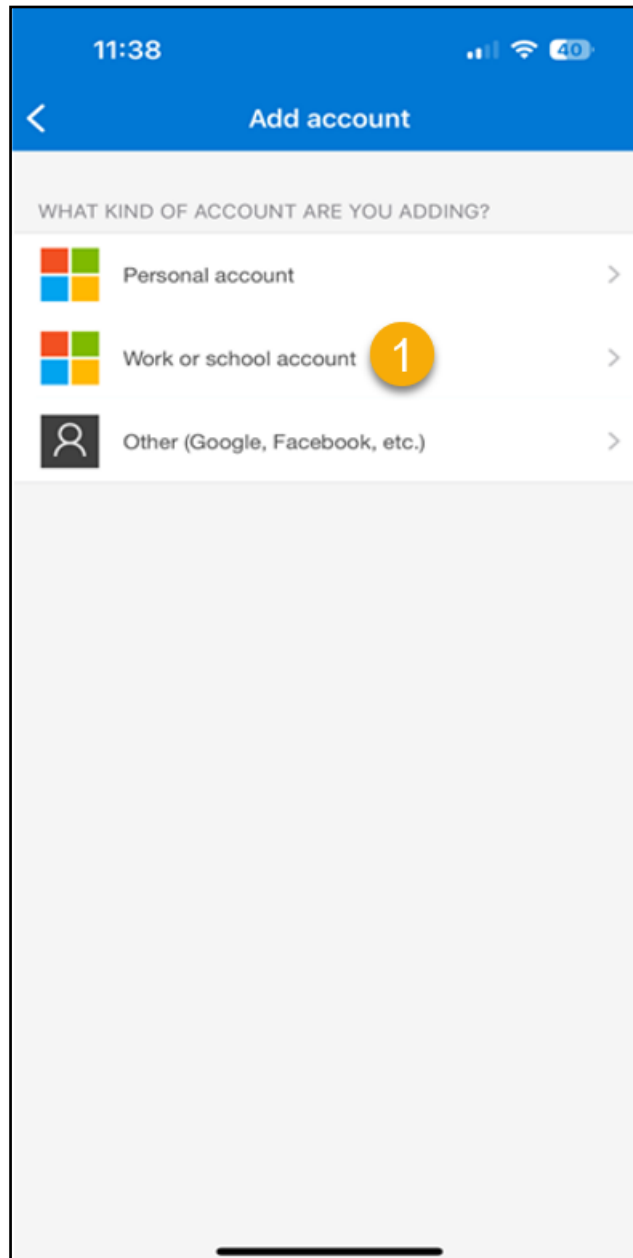
1. Open the app and press the [plus icon](#) in the top right-hand corner.



Select the type of account you want to use on the Microsoft Authenticator App on your mobile device

To select a type of account when adding your NHS Volunteering account to the Microsoft Authenticator app, complete the following step:

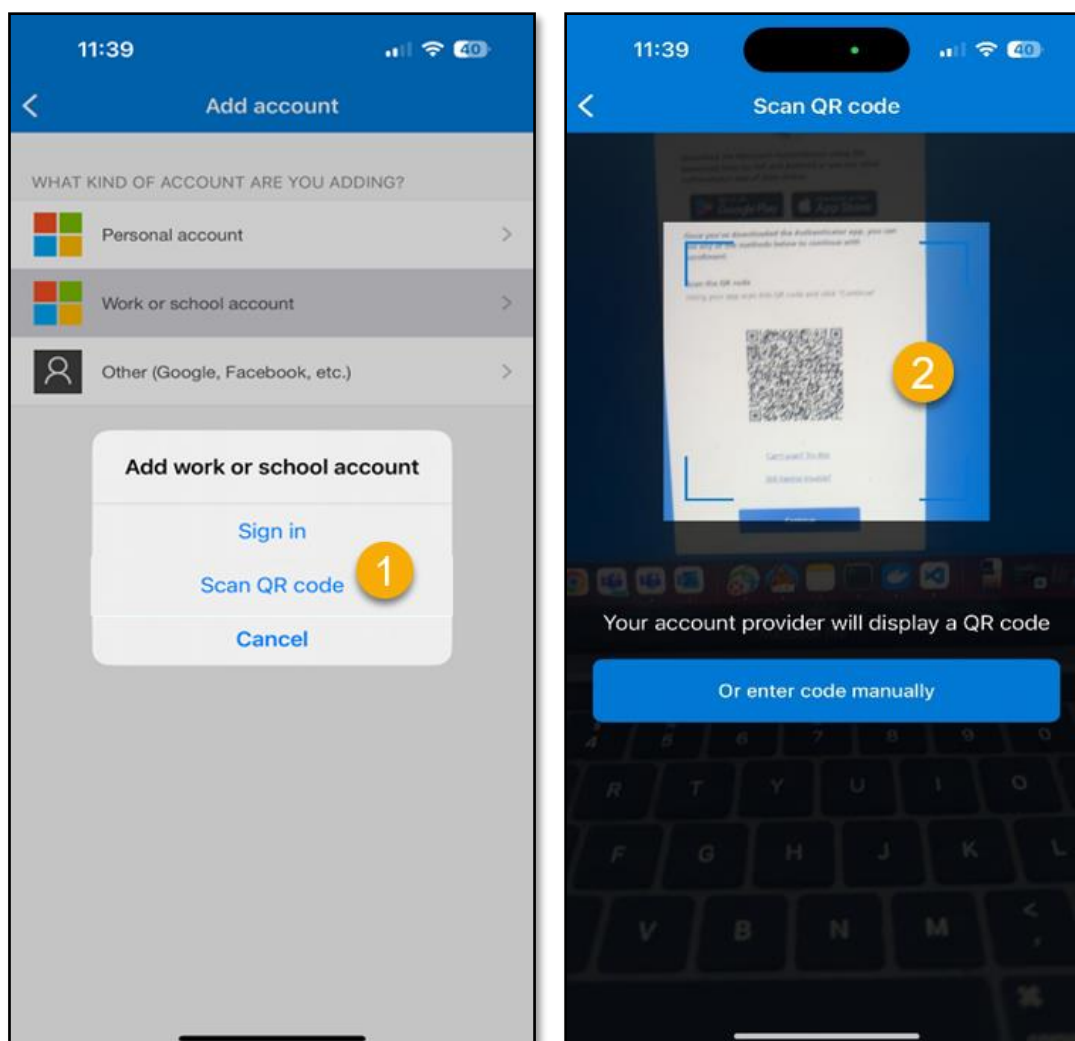
1. Select the ['Work or school account'](#) link.



Scan the QR Code on your laptop or PC using the Microsoft Authenticator app on your mobile device

To scan the QR code and link your NHS Volunteering account, complete the following steps:

1. Select the 'Scan QR code' link on your Microsoft Authenticator app.
2. [Use the camera on the app](#) to scan the QR code on your laptop or PC.



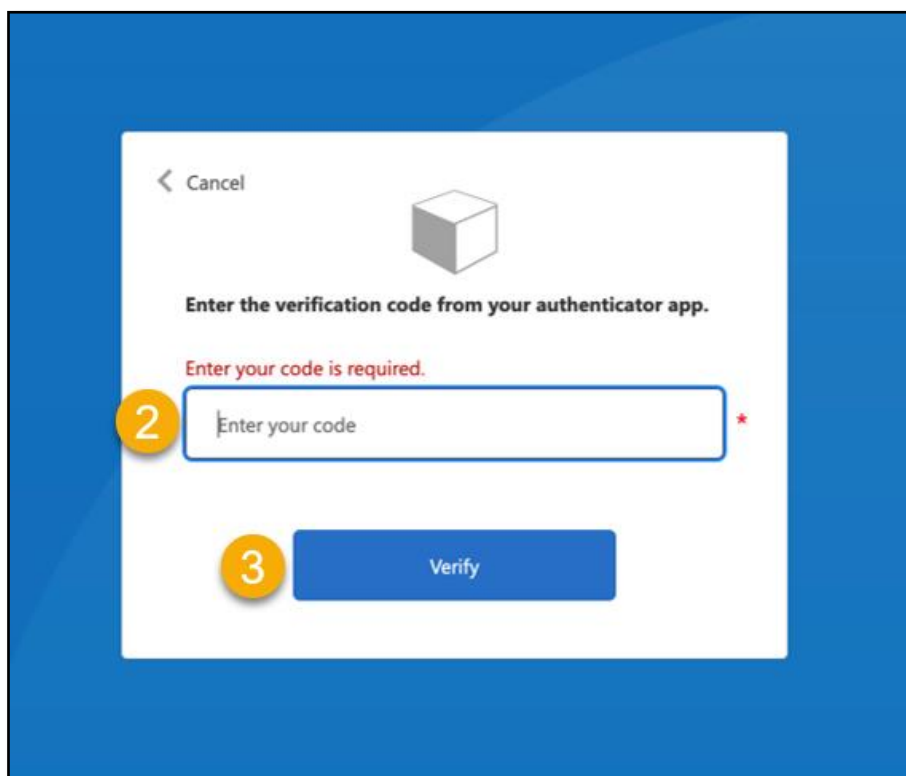
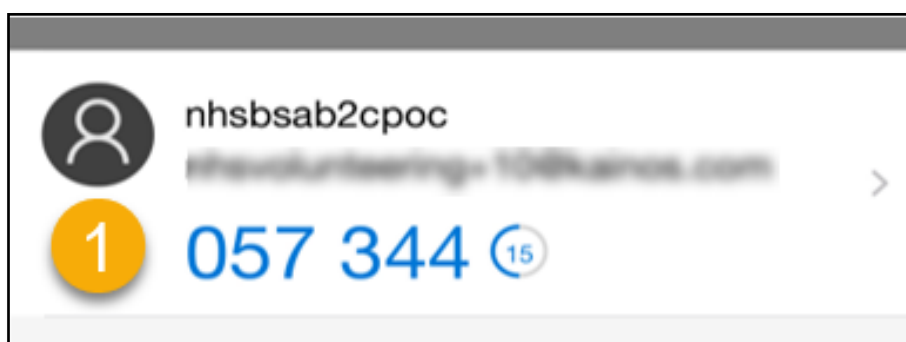
Tip: The QR code can only be scanned using the authenticator app.

Enter the verification code from the Microsoft Authenticator app into the NHS Volunteering service

Important: The Microsoft Authenticator app refreshes the 6-digit code every 30 seconds. If the code changes before you have added it and selected 'Verify' in the NHS Volunteering service, you will need to add the newly displayed code.

To add the code from the Microsoft Authenticator app to the NHS Volunteering service, complete the following steps:

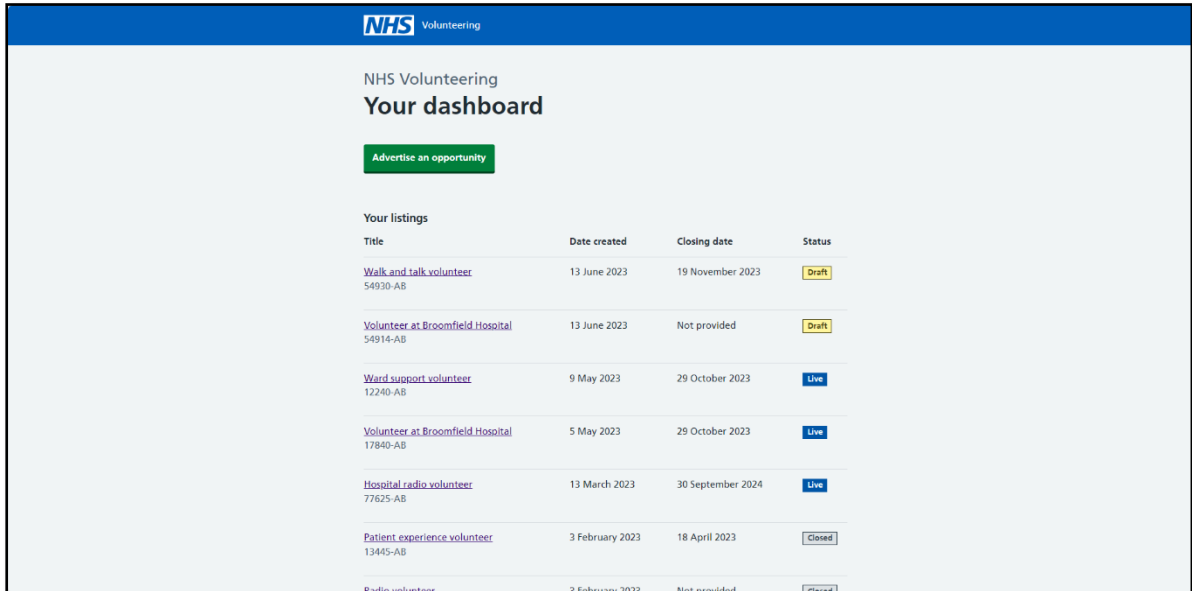
1. Read the current code on the Microsoft Authenticator app.
2. Enter the code in the **Enter your code** text box in the NHS Volunteering service.
3. Select the [Verify](#) button.



You're now 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 signed into your account for the first time and reached the end of this user guide.