

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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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.



NHS
Volunteering

Sign in

Sign in with your email address

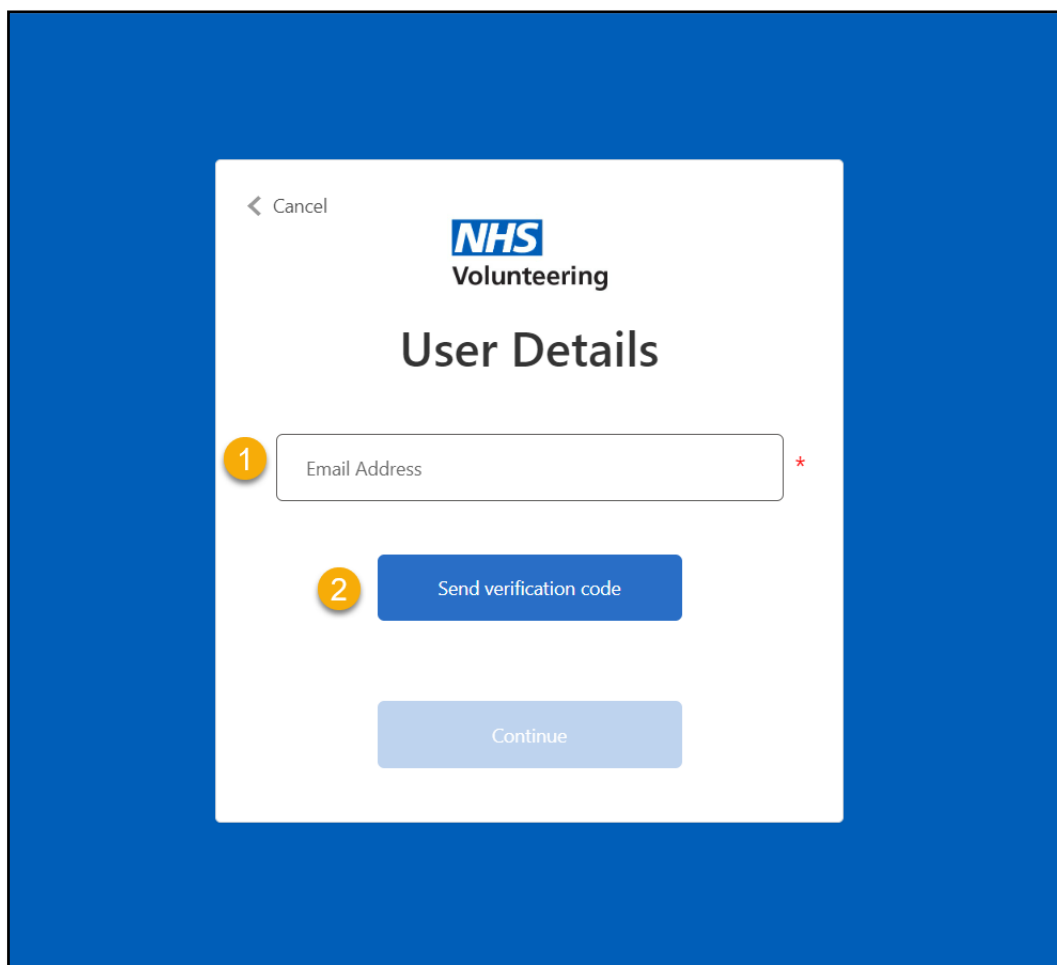
1 [Forgot your password?](#)

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.



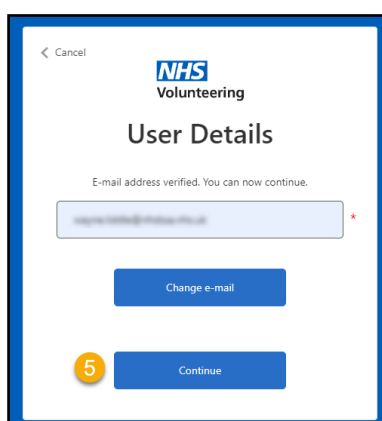
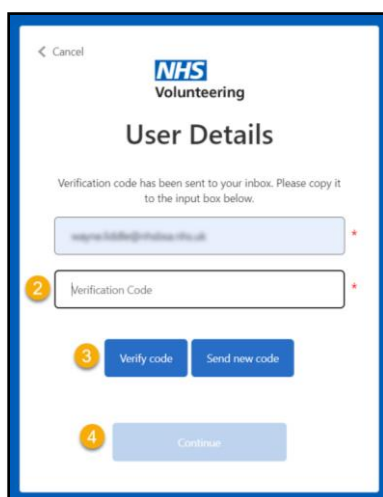
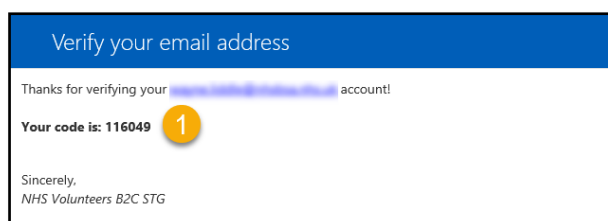
The screenshot shows a mobile application interface for NHS Volunteering. The screen is titled 'User Details' and features a white background with a blue border. At the top left, there is a '< Cancel' link. The NHS logo and the word 'Volunteering' are displayed at the top center. Below this, the title 'User Details' is centered. A text input field labeled 'Email Address' is positioned below the title, with a red asterisk on the right side. A yellow circle with the number '1' is placed to the left of the input field. Below the input field 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 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.



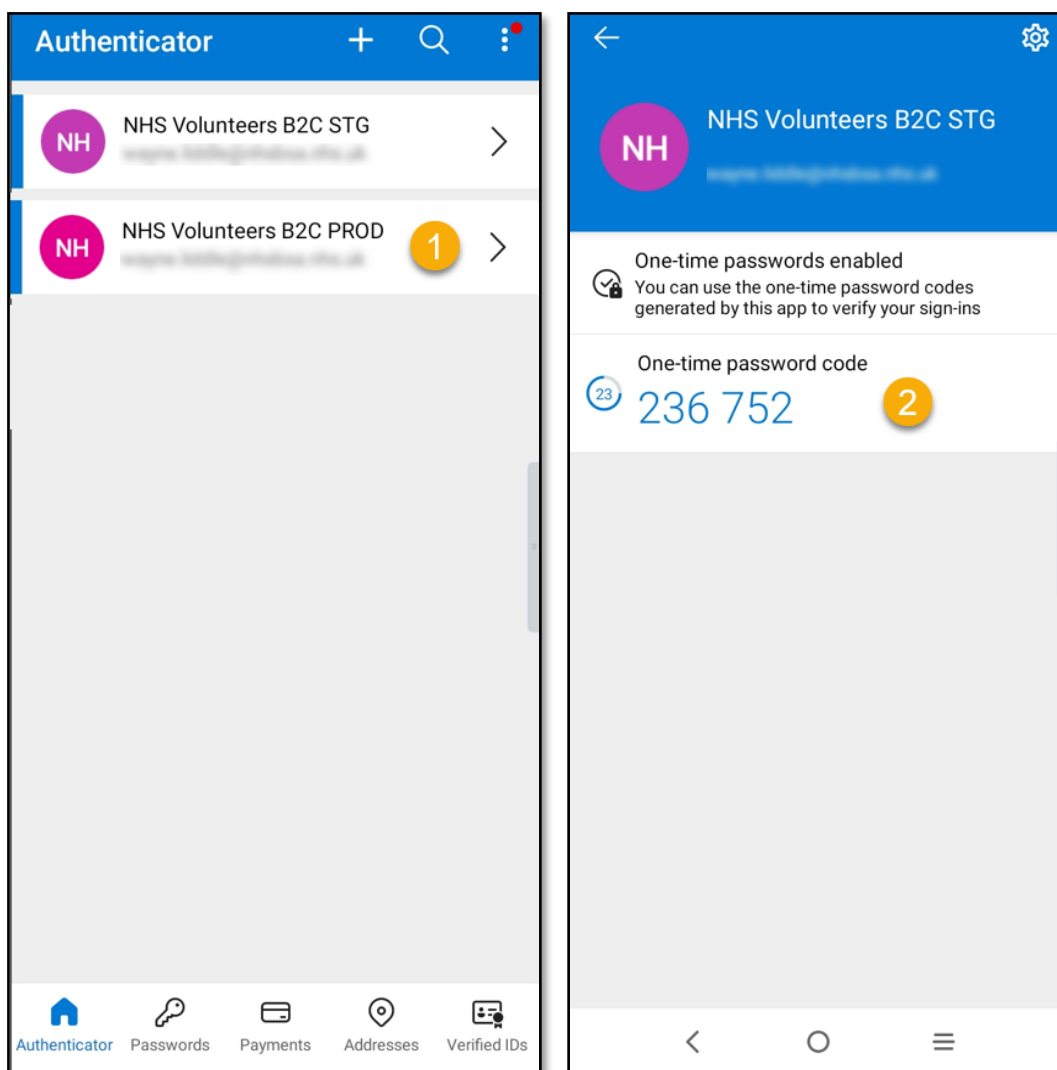
Tip: If your code expires before you enter it, select the **'Send new code'** button.

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.



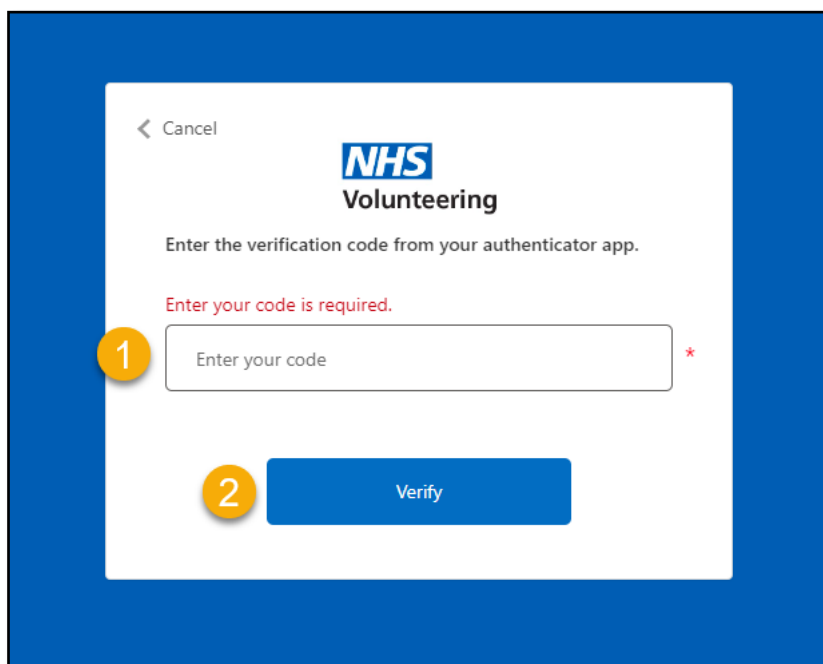
Tip: You may use the authenticator app for other services. Make sure you select the NHS Volunteering service. Icons may differ on the app from device to device.

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.



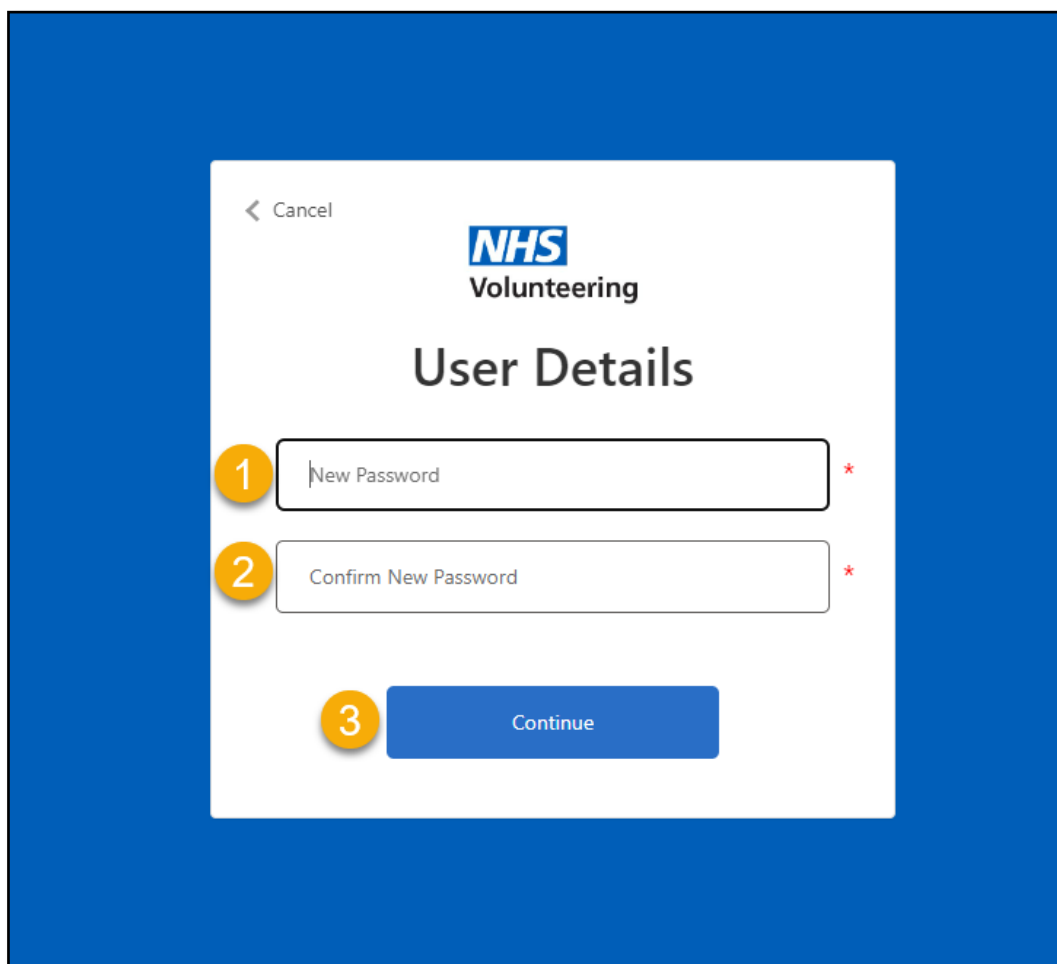
The screenshot shows a mobile-style interface for NHS Volunteering. At the top left is a back arrow and the word 'Cancel'. The NHS logo and 'Volunteering' text are centered. Below that, the instruction 'Enter the verification code from your authenticator app.' is displayed. A red error message 'Enter your code is required.' is shown above a text input field. The input field contains the placeholder text 'Enter your code' and has a red asterisk on its right side. A yellow circle with the number '1' is positioned to the left of the input field. Below the input field is a blue button labeled 'Verify', with a yellow circle containing the number '2' to its left.

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 yellow circle with the number '1' is positioned to the left of the first field, and a yellow circle with the number '2' is to the left of the second field. Below these fields is a blue 'Continue' button with a yellow circle containing the number '3' to its left.

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.

NHS Volunteering Log out

New service Give your feedback to help us improve this service. [Take our survey \(opens in a new tab\)](#)

NHS Volunteering

Your Dashboard

With your dashboard you can:

- create new volunteer listings
- save draft listings to come back to later
- review applications for each of your opportunities
- edit certain details of your listing such as the closing date or application limit
- reuse a listing
- view your listings
- close live listings

Your organisation is NHS Volunteering - Training and Support

[View your organisation's details](#)

[Advertise an opportunity](#)

Your listings

Title	Date created	Closing date	Applications received	Status
Porter VZBSA2-HPG-C54	23 October 2024	Not provided	Not started	Draft
Walk And Talk Volunteer 071124 VZBSA2-4GB-3BR	07 November 2024	01 December 2024	1	Published
Therapy animal chaperone VZBSA2-TKK-G7C	08 October 2024	23 October 2024	1	Closed

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