NHS

Volunteering

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.

Contents

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.

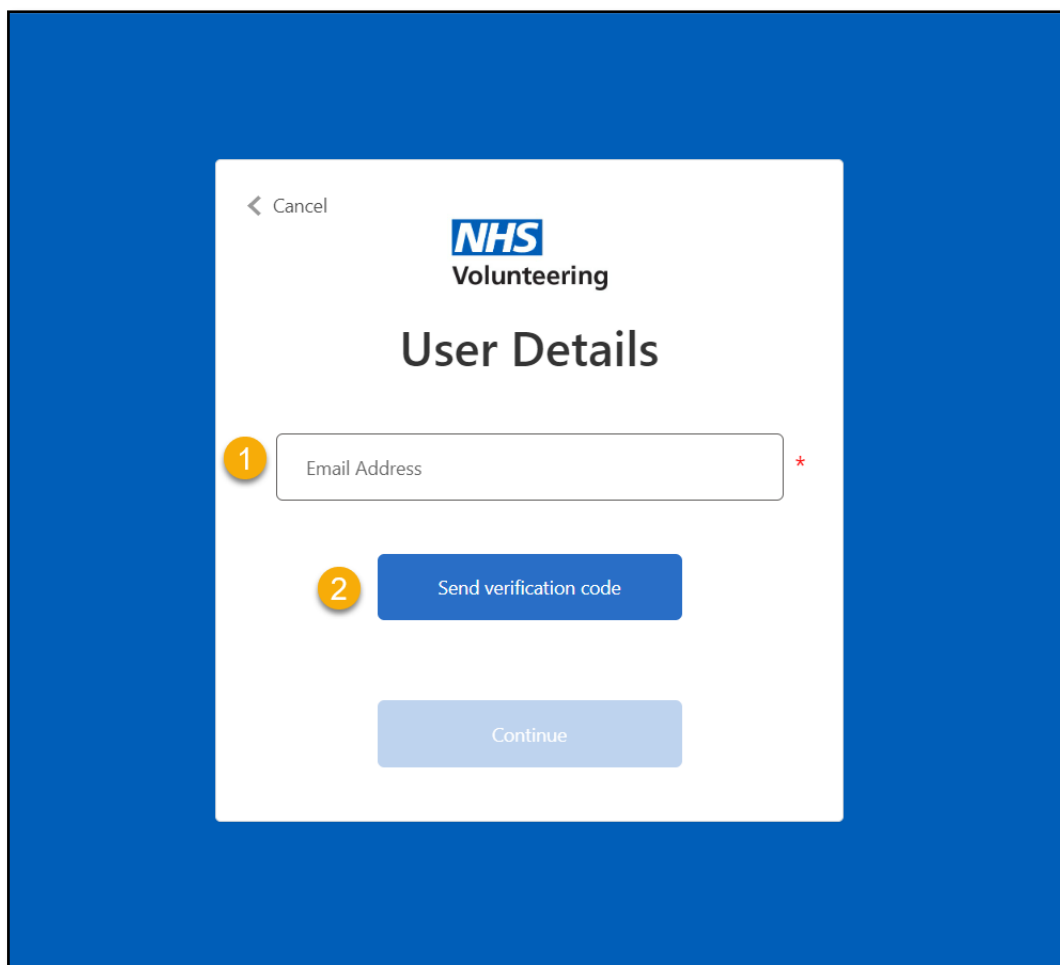## Request a verification code

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.
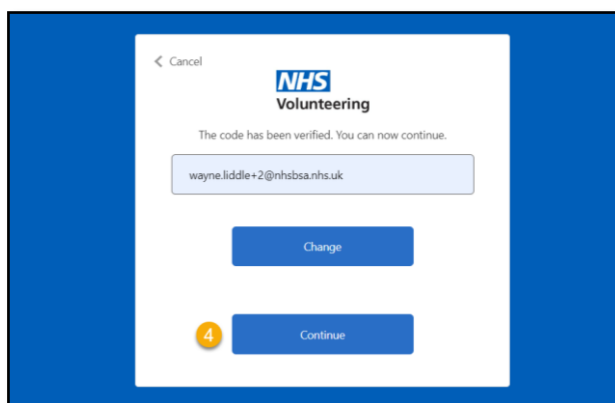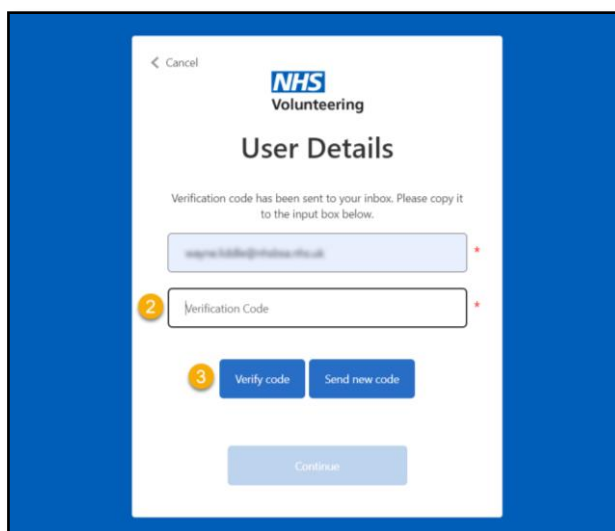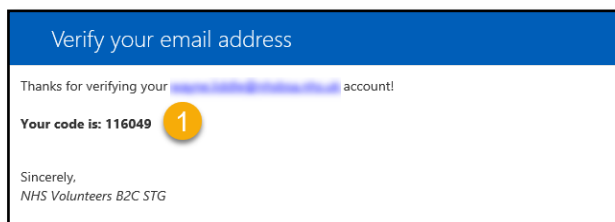2. Select the '<u>Send verification code</u>' button.

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.
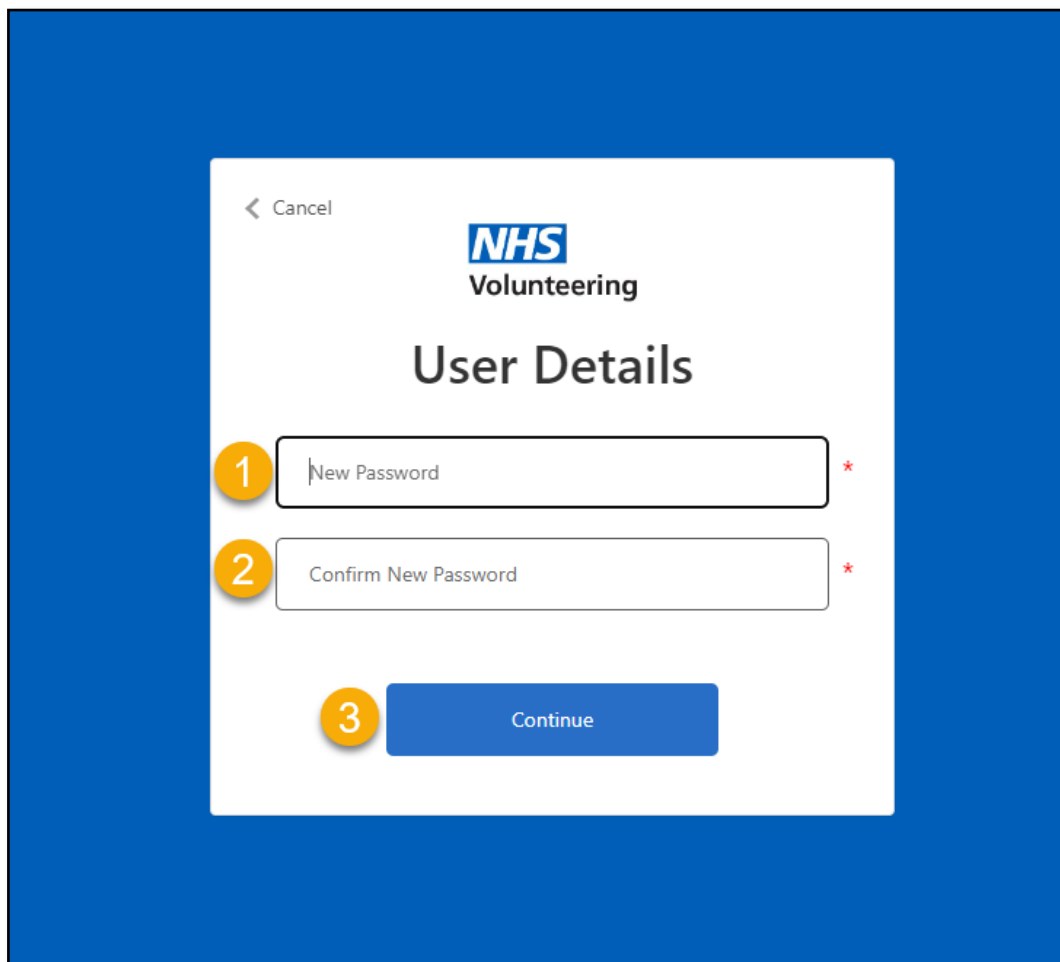3. Select the 'Verify code' button.
4. Select the 'Continue' button.

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

Reset your NHS Volunteering password

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.
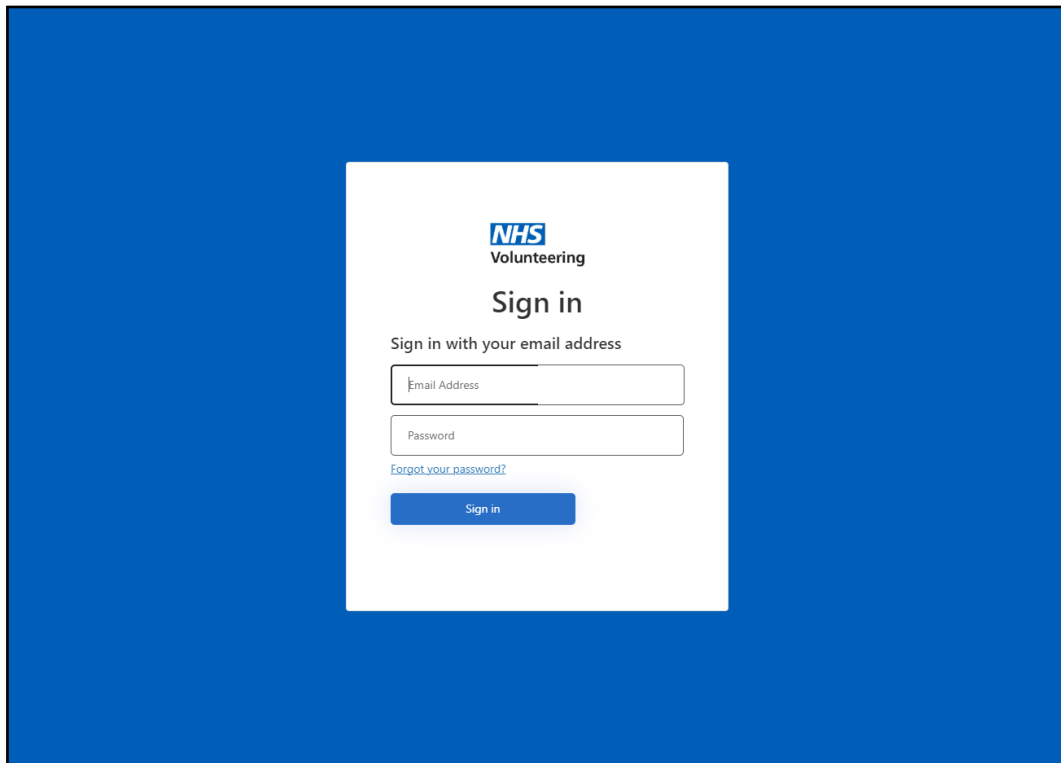3. Select the 'Continue' button.

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

Use your new password to sign in to your NHS Volunteering account.

You've reached the end of this user guide.

You've now reset your password