

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

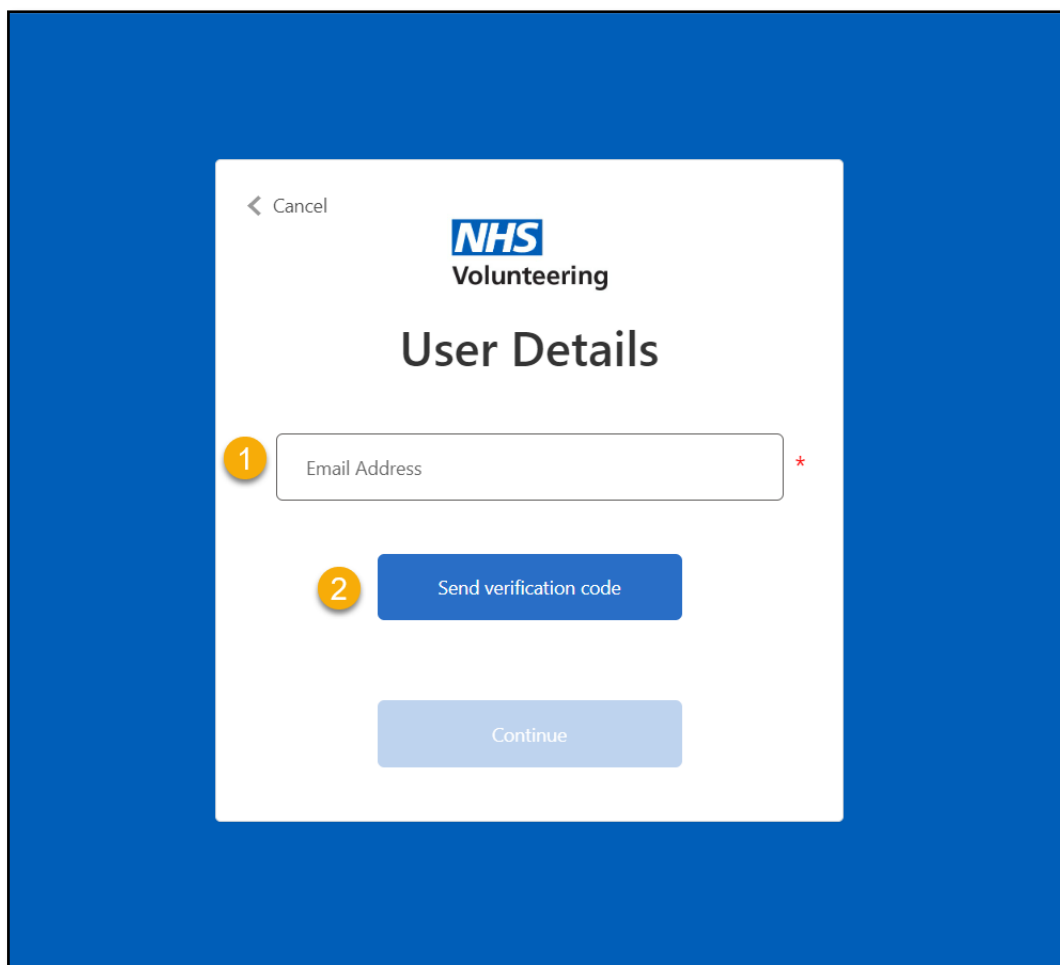
1 [Forgot your password?](#)

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.

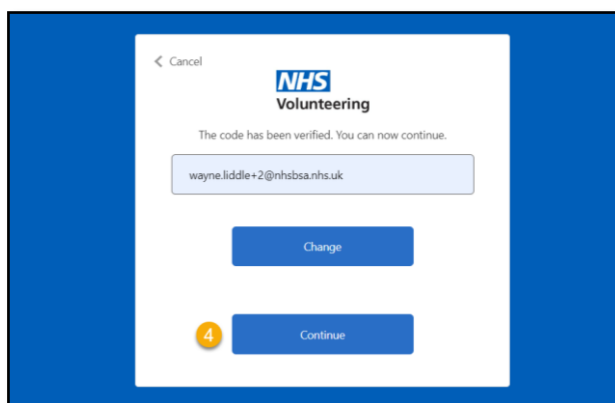
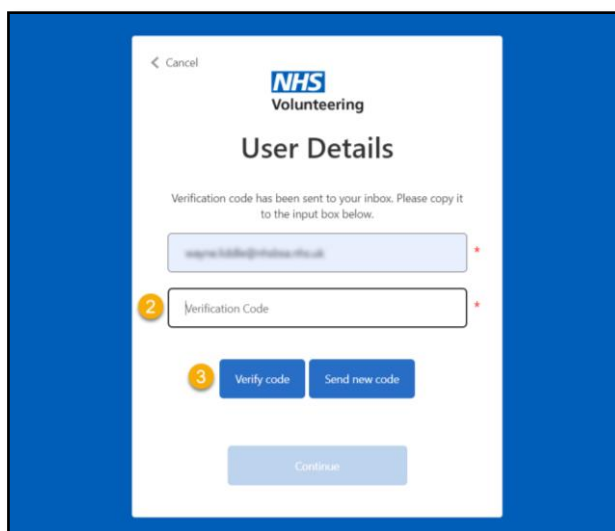
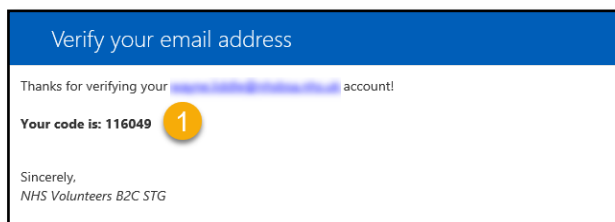


Tip: Selecting Send verification code will update the screen.

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.

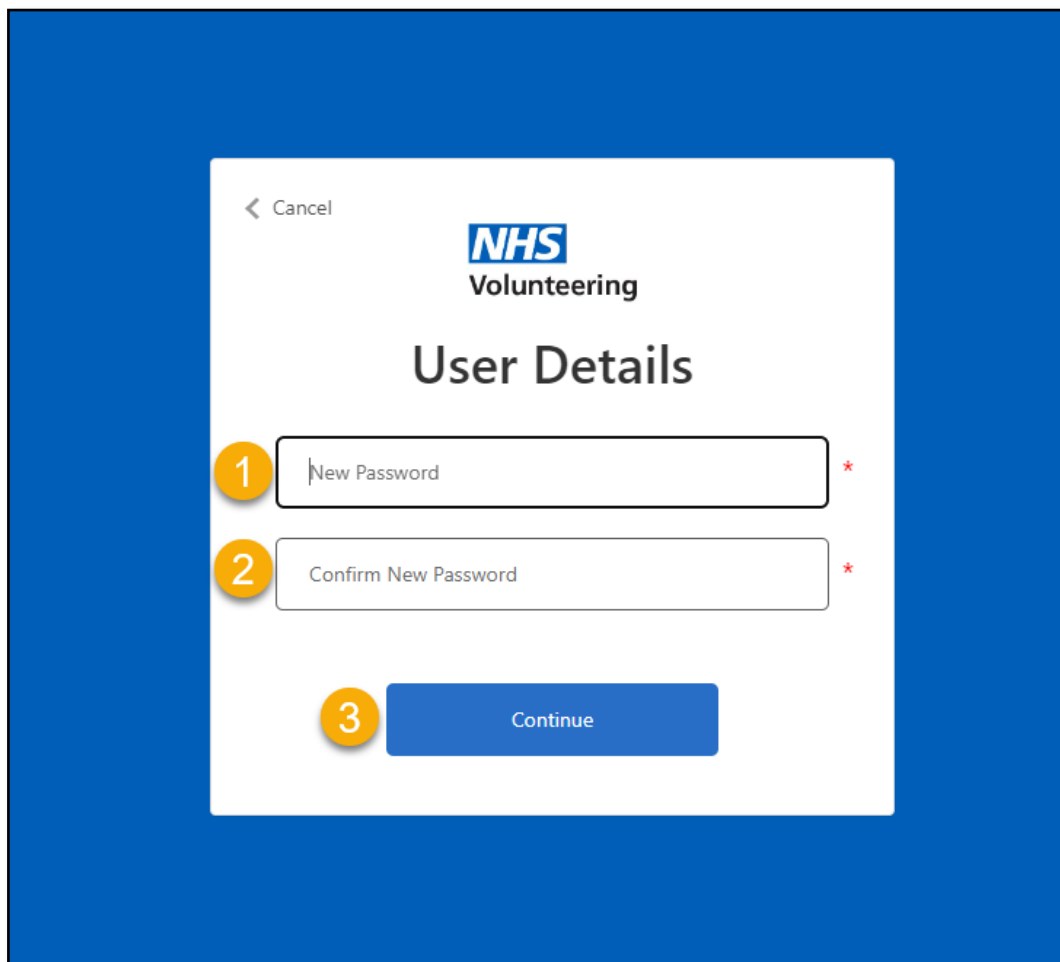


Tip: If your code expires before you enter it, select the '**Send new code**' button.

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.

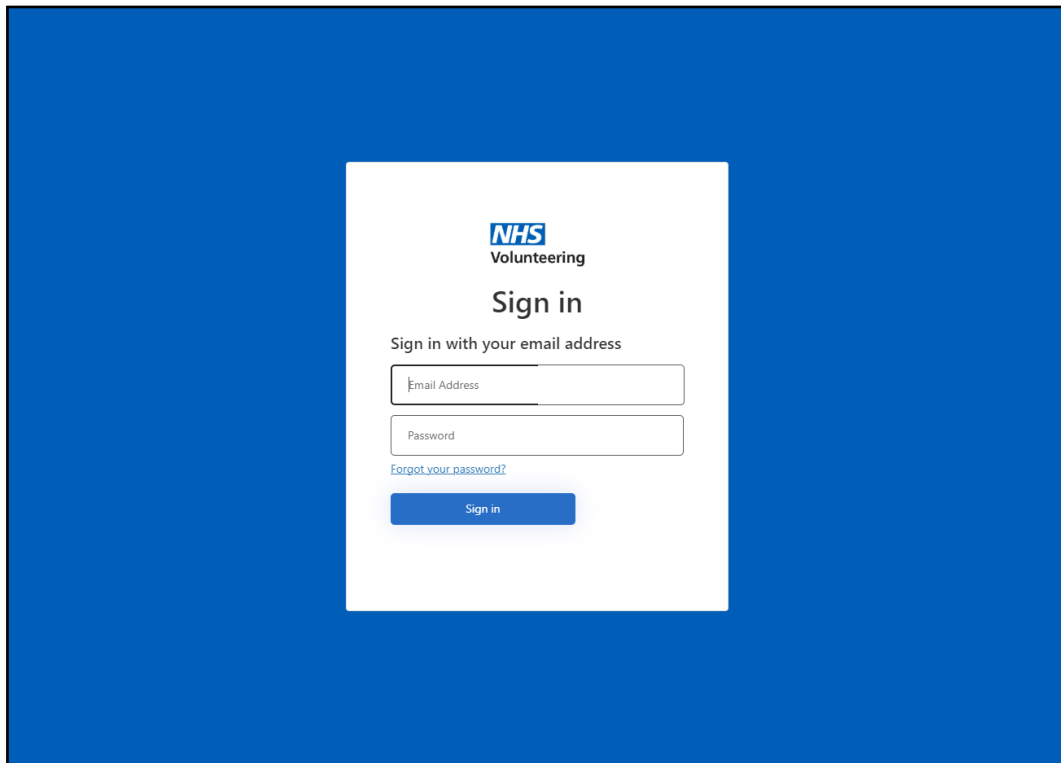


The screenshot shows a mobile application interface for 'NHS Volunteering' with the title 'User Details'. At the top left is a '< Cancel' link. The NHS logo and 'Volunteering' text are centered above the title. Below the title are two text input fields. The first field is labeled 'New Password' and has a red asterisk to its right. The second field is labeled 'Confirm New Password' and also has a red asterisk to its right. Below these fields is a blue button labeled 'Continue'. 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

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

A screenshot of the NHS Volunteering sign-in page. The page has a solid blue background. In the center, there is a white rectangular box containing the sign-in form. At the top of the white box is the NHS logo (the letters 'NHS' in a blue box) followed by the word 'Volunteering' in a smaller font. Below this is the heading 'Sign in' in a large, bold font. Underneath the heading is the instruction 'Sign in with your email address'. There are two input fields: the first is labeled 'Email Address' and the second is labeled 'Password'. Below the password field is a blue link that says 'Forgot your password?'. At the bottom of the white box is a blue button with the text 'Sign in' in white.

You've reached the end of this user guide.