



BHS Volunteer Email Addresses - FAQs

August 2026

Why is BHS introducing this, I have not needed one before?

Volunteers are crucial to BHS. We simply couldn't do all that we do to make a real impact on the lives of horses and horse owners without the support of volunteers.

We really appreciate the time and skills that you give to help support our work. We're committed, and have legal responsibility, to ensure that your personal information is safe and secure.

100's of organisations and charities now have dedicated email addresses for their volunteers. the benefits for BHS and our volunteers include:

- ✓ It provides you with secure contact information that you can use on websites/posters/social media etc.
- ✓ Your personal information is not used or published externally.
- ✓ We can share documents securely with you via SharePoint.
- ✓ It will enable secure communication with BHS staff, members and the public while ensuring compliance with GDPR/SAR (subject access request) regulations.
- ✓ Facilitate greater engagement and being part of BHS 'One Team' identity.
- ✓ Enable separation between your personal and volunteer communications.
- ✓ Allow public, local authorities, owners and riders to know that you are a legitimate volunteer with BHS.
- ✓ A global contact list allowing you to contact volunteers across the UK, updated regularly.

I have not received/cannot find my activation email?

No problem! Simply drop us an email at volunteer@bhs.org.uk with your name and region and we will send you a new activation email. The process is simple and takes 5 – 10 minutes.

If you come across any problems or feel unsure and would like us to talk you through the process, then you can book onto one of our online [Support Sessions](#).

I have a problem activating my BHS email address?

Please book onto a [Support Session](#) where we will help you through the process. We can fix 99% of issues there and then, and if we are not able to resolve your issue in the session, we will go away and find a solution for you.

What do I need to have when I activate my new email address?

You simply need your mobile phone to hand and a personal email address.

- ✓ As per the set-up process, you will be asked to enter your mobile phone number, and the system will text you with a code that you will need to input. This is to verify that it really is you.
- ✓ You will be asked to enter an alternative email address. This email address will only be used if you forget your password to your BHS volunteer account. The system will then send an automated 'forgotten password' link to your alternative email, allowing you to reset your password.

I have activated my BHS email address; how do I check it?

You can check your email account by clicking on the link in your activation email ([BHS Volunteer Email](#)).

You could save this link as a bookmark on your browser (we can help you do that if you are not sure).

We can also help you to add a shortcut to your home screen if that is what you would prefer. You can book onto a [Support Session](#) for added help.

I have activated the account, but how do I know if it is working?

One simple idea is to send an email from your BHS email address to your personal email address, so that you can check.

I have an iPhone/Mac- will this still work?

Yes! We have an instruction sheet that we can send to you that explains how to set up your volunteer email address on your iPhone. Contact volunteer@bhs.org.uk

I don't want to manage multiple email addresses, and I am worried I will not remember to check the different accounts - how can I simplify this?

BHS volunteers have chosen to add the volunteer email address to the outlook app on their mobile phones. You can book onto a [Support Session](#) for added help.

Is there an email signature that I can use?

The account has a signature automatically added to every email that is sent out from your account, so there isn't a need for you to add your own.

What will happen when I stop volunteering with the BHS?

Your access to the account will stop, however, one of the advantages of a BHS email address is we will be able to redirect any new messages to our volunteer team so that they can ensure that future enquiries are completed.

How often do I need to log into my BHS Volunteer Email?

Volunteers are expected to log into their BHS provided email account at least once every 30 days as a minimum requirement.

Welfare volunteers have a different requirement: due to the nature of the role, you are expected to log in at least every other day to ensure no concerns are missed.

I have a different query to those listed above.

Please contact Melanie Jarvis volunteer@bhs.org.uk, or book onto a [Support Session](#) ●