



Volunteer Email

Password Reset User Guide

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Purpose

The purpose of this document is to support BHS Volunteers in changing their Volunteer Email password. A user will be able to

- Change password if they have forgotten it
- Change Password from the Password entry screen
- Change password whilst in the email account

Pre-requisites

For password reset or change you will need the following:

- A laptop, desktop computer or Apple/Android tablet
- Access to an internet browser, this can be any with the most popular including:
 -  Chrome
 -  Edge
 -  Safari
- A personal email address
- A mobile phone or tablet (this can be Apple or Android)

1. Account Access

To access your BHS Volunteer email account, use the link below by either clicking on it or copying and pasting it into your browser.

<https://outlook.office365.com/>

If you wish to change your password there are three options, two before you log in and one once you have logged into your account. This guide will support changing your password.

2. Changing Password before accessing account.

2.1: Change Password after password entry failure.

If you enter an incorrect password a screen will be returned showing the error, you have the option of re-enter your password correctly and be directed to your email account or you can reset your password simply Click 'reset it now' and follow the instructions in section 2.3 Self Service Password Change of this document to create a new password.



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← paul.test@bhsvolunteer.org.uk

Enter password

Your account or password is incorrect. If you don't remember your password [reset it now.](#)

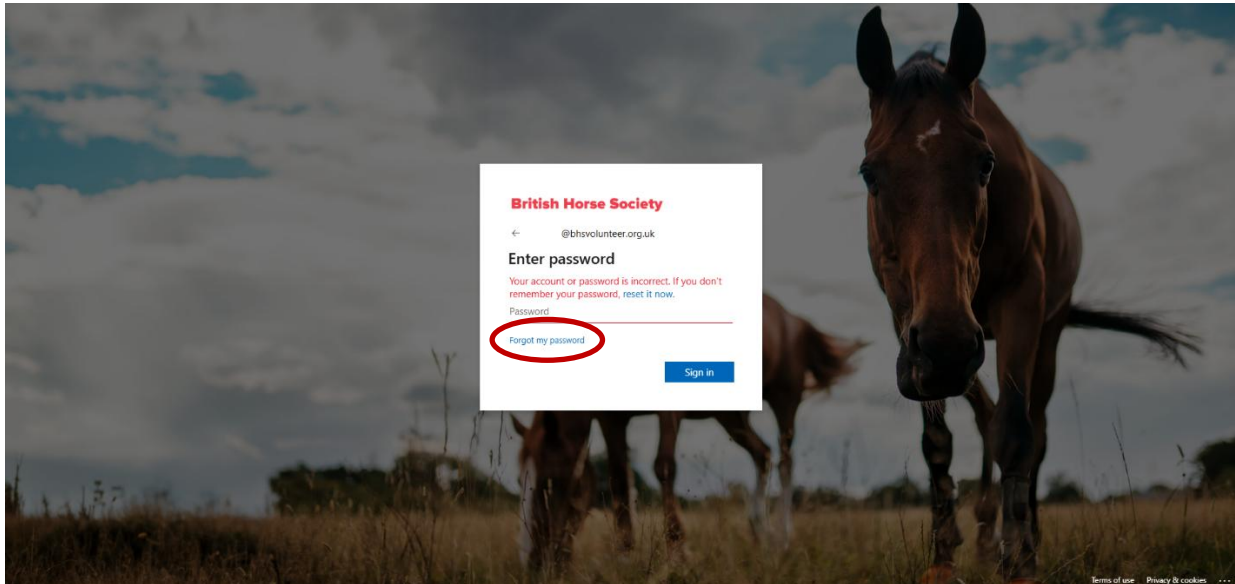
Password

[Forgot my password](#)

[Sign in](#)

2.2: Choose Forgot Password.

When you login to your Volunteer email account, if you cannot remember your password simply Click 'Forgot my password' and follow the instructions in section 2.3: Self Service Password Change of this document to create a new password.



2.3 Service Password Change

Following selection of 'Forgotten my password' or 'reset now' from the password entry screen you will be directed to the 'Get back into your account' screen, enter the characters from the picture into the field provided and Click **Next**. *Note the captcha is case sensitive.

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Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

You will then be directed to 'Get back into your account verification', it will give three options of which 2 will be mandatory.

First select 'Email my alternative email' on the left and menu, it will show you the alternative email address where a code will be sent, Click **Email**.

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Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternative email

Text my device

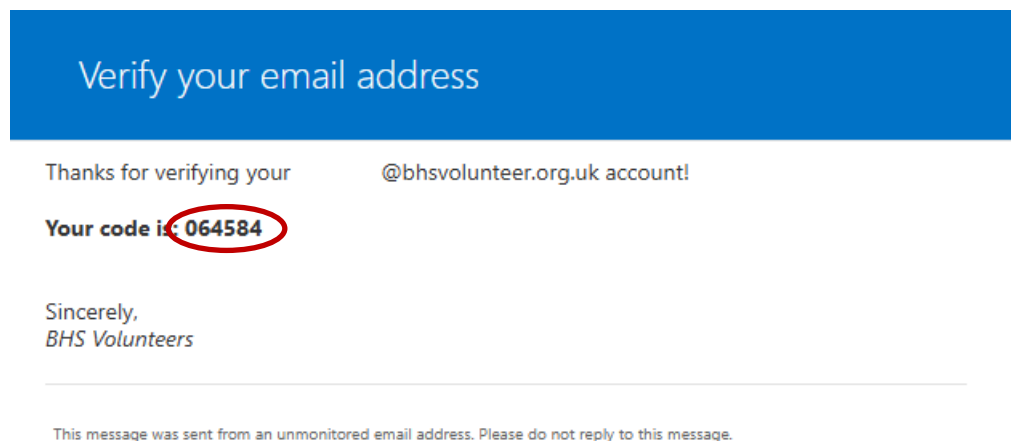
Call my device

You will receive an email containing a verification code at your alternative email address (pa*****@bhs.org.uk).

Email

Cancel

You will be sent an email to your alternative email address with a code, make note of the code, and enter on the screen asking for the code. See below.



You will then be requested to Verify via your mobile phone which will text a code to you. Provide your mobile phone number into the box provided and click text.

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Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

<input checked="" type="radio"/> Text my device	In order to protect your account, we need you to enter your complete device number (*****83) below. You will then receive a text message with a verification code which can be used to reset your password.
<input type="radio"/> Call my device	
	<input type="text" value="Enter your phone number"/>
	<input type="button" value="Text"/>

[Cancel](#)

Once you click text, you'll receive this screen and a text message to your phone, please enter the code you received into this window.

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Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

<input checked="" type="radio"/> Text my device	We've sent you a text message containing a verification code to your phone.
<input type="radio"/> Call my device	
	<input type="text" value="Enter your verification code"/>
	<input type="button" value="Next"/> Try again Contact your administrator

[Cancel](#)

Once you have entered the code and clicked next you will be prompted to choose a new password, please enter a memorable password and click finish.

Note a password should contain 15 characters which include Capital letter, numbers and special characters (., /! £\$%^&())

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Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

Password strength

* Confirm new password:

Finish

Cancel

Once you have entered an acceptable password and clicked finish you will be prompted with this screen.

To sign into your account, click '**click here**'. You will then be taken to the log-on screen where you can enter your BHS Volunteer email address, along with the new password you have just created.

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Get back into your account

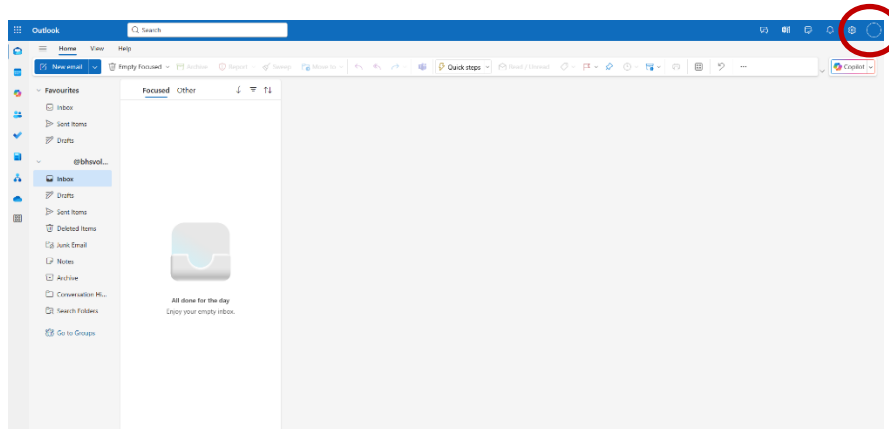
✓ Your password has been reset

To sign in with your new password, [click here](#).

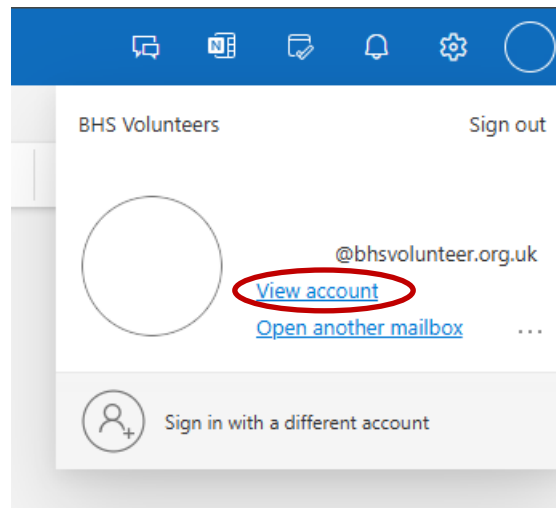
3: Change Password after logging into Account.

If once you are logged in to your email account, you would like to change your email password follow the instructions below.

From the Outlook email page Click on your **account initials** in the top right corner of the screen see below.

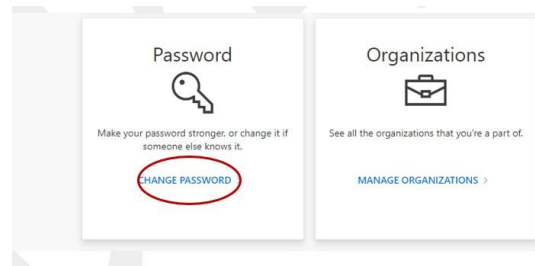


A drop-down list will be displayed. Click **'View Account'**



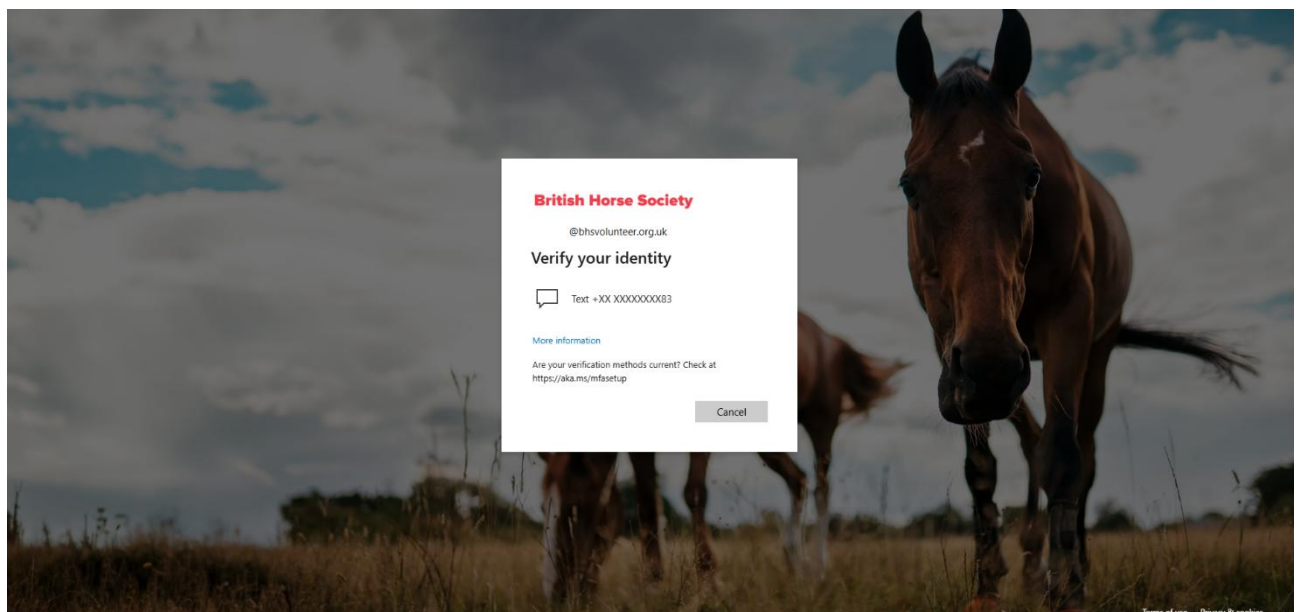
A new page will open showing account management options including Password and Organization.

Click '**CHANGE PASSWORD**' from the Password window.

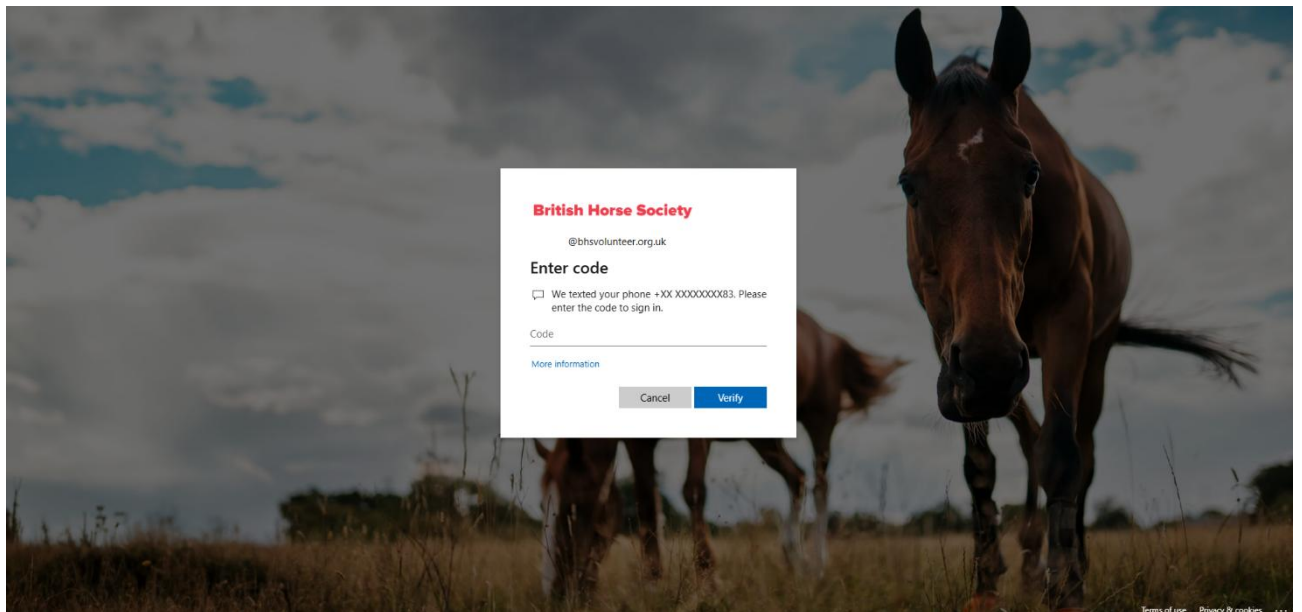


You will be directed to the Change password screen. Enter your existing password into Old Password and new password into Create a new password and confirm new password, Click **Submit**.

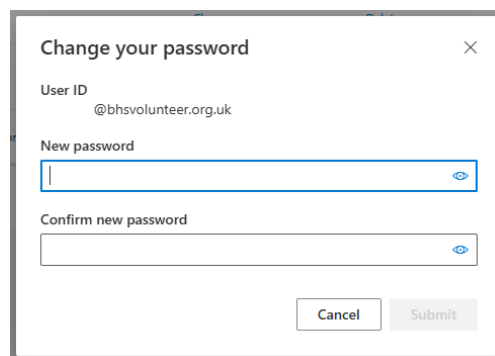
You will then need to verify your identity by clicking the Text button.



Once you receive the code you get this screen enter the code you get texted and click verify.



You will then be asked to choose a new password, enter in the box below and click submit.



You will then be returned to the Manage Account portal which you can exit and return to your outlook emails.

If you need assistance, please email volunteer@bhs.org.uk or book a support session.

End Of Document