



## BHS Volunteer Email Addresses - FAQs

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

Volunteers are crucial to the 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.

Many organisations / charities now have dedicated email addresses for their volunteers. It has many benefits for the BHS and our volunteers, including:

- ✓ You will have access to BHS Wise E-learning platform for volunteers (a wide variety of online equine and volunteering knowledge, topics and training courses available to you 24 hours a day / 7 days a week)
- ✓ 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 maintaining compliance with GDPR/SAR (subject access request) regulations.
- ✓ Facilitate greater engagement and being part of the 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 the 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](mailto:volunteer@bhs.org.uk) with your name and committee/region and we will send you a new activation email. The process is simple and just takes a few 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 do 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 sort it immediately then we will go away and hopefully 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 (most people enter their personal email address here). 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 help you to set this up if you are not sure how to add another email address to your account.

We could 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 additional 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](mailto: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?**

Many volunteers choose to add their volunteer email address to their outlook on mobile phone - we can help you to set this up if you are not sure how to add another email address to your account. You can book onto a [Support Session](#) for additional 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?**

One of the advantages of a BHS email address is that if you stop volunteering with us, then we will be able to redirect any new messages to our volunteer team so that they can ensure that future enquiries are dealt with.

**I have a different query to those listed above.**

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