



Volunteer Email Account Setup Instructions

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Purpose

The purpose of this document is to enable BHS Volunteers to set up a secure email account for use when performing British Horse Society business rather than using a personal email account.

On completion of this process a Volunteer will be able to:

- Access the email securely
- Send and receive emails
- Reset their email account password 24x7 without the need for any BHS help.

Pre-requisites

Setting up your BHS Volunteer email address will take approximately 5 – 10 minutes and will have you:

- Access the email account through your internet browser using the email address and password provided by BHS
- Change the given password to a new password known only to you.

Before you start setting up your email account you will need the following:

(recommendation - use a desktop or a laptop to complete the account sign up as you will need to receive a text message and get a code from your personal email to authenticate the account)

- 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)

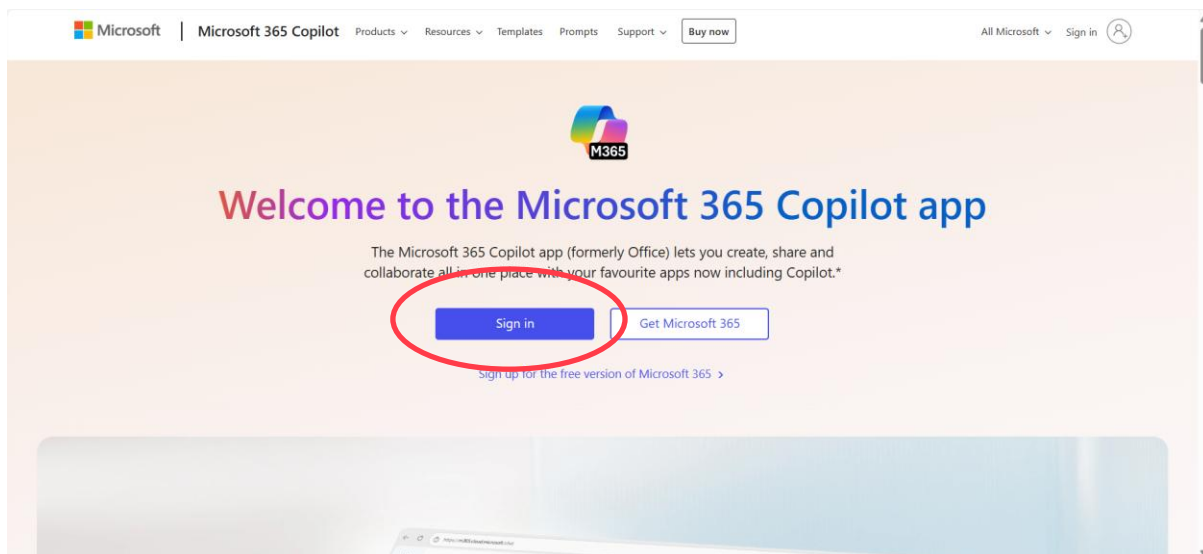
Step 1: Setting up access to your volunteer email account.

To access the Volunteer email account either Click or copy and paste the link below into your Internet browser.

<https://www.office.com/>

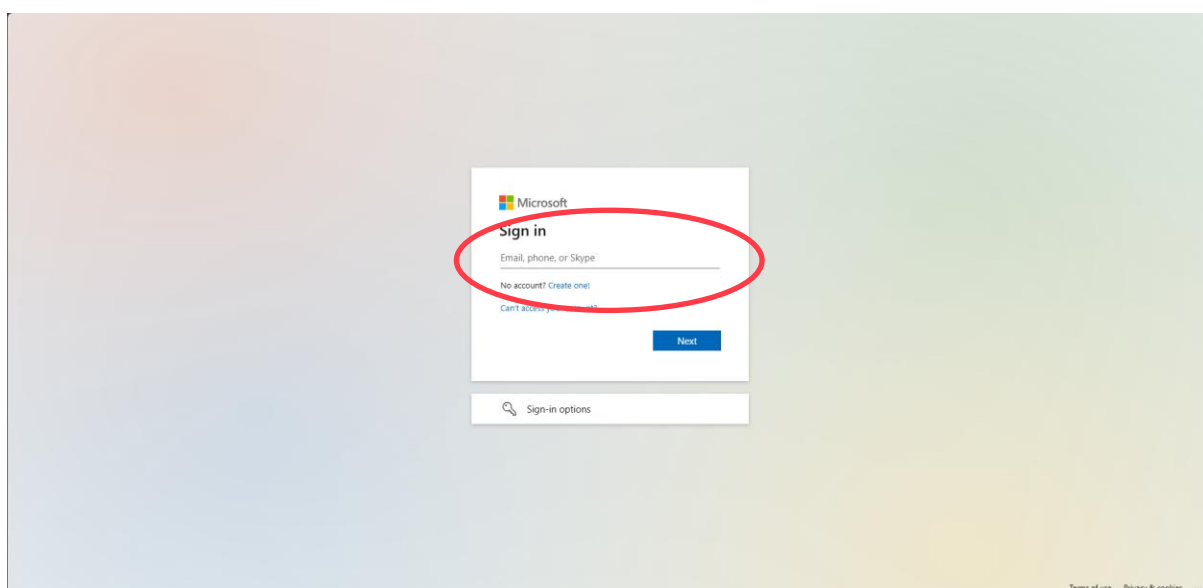
You will be directed to the Microsoft Log in page; this is your BHS Volunteer email landing page where you can register or sign into your account and reset your password.

Click **Sign in**

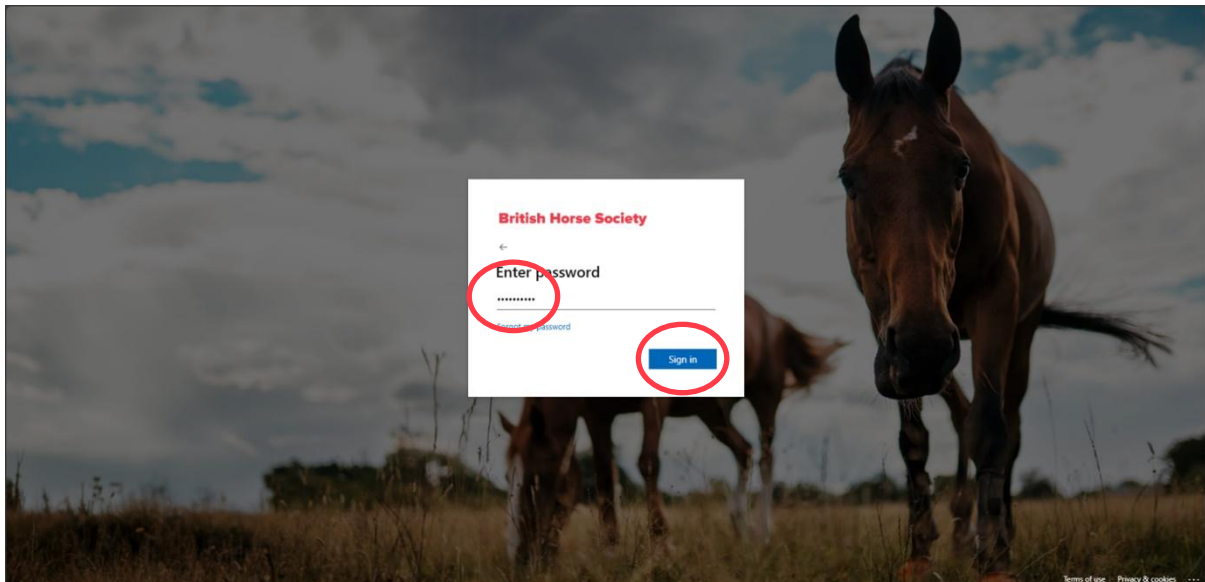


You will then be requested to enter the email address you have been provided in the field highlighted below, then click next.

The email address will follow a format of firstname.surname@bhsvolunteer.org.uk.

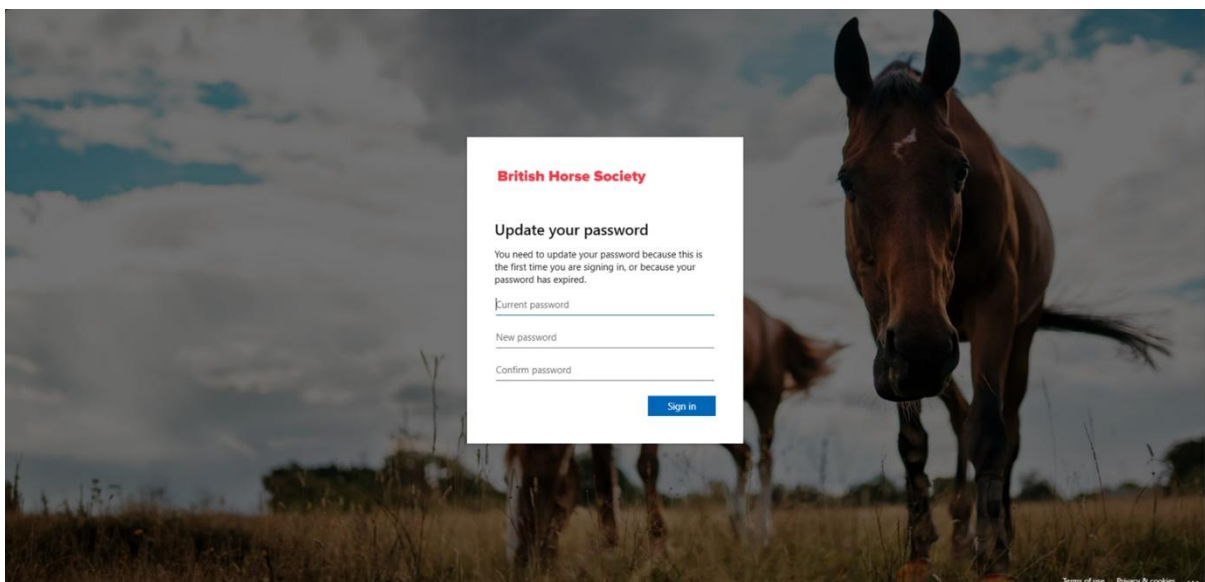


Next you will be requested to enter a password see below. Enter the password you have been provided and click **Sign in**

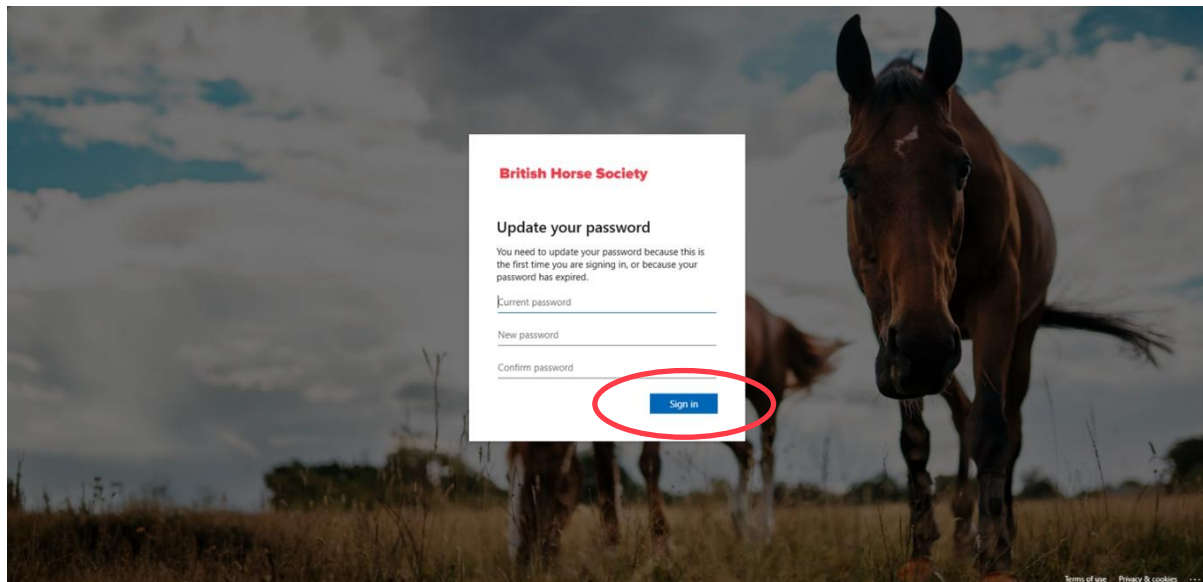


Step 2: Change Password

For security purposes on your first time of access to the account, you will then be prompted to change your password and set up a new password known only to you.

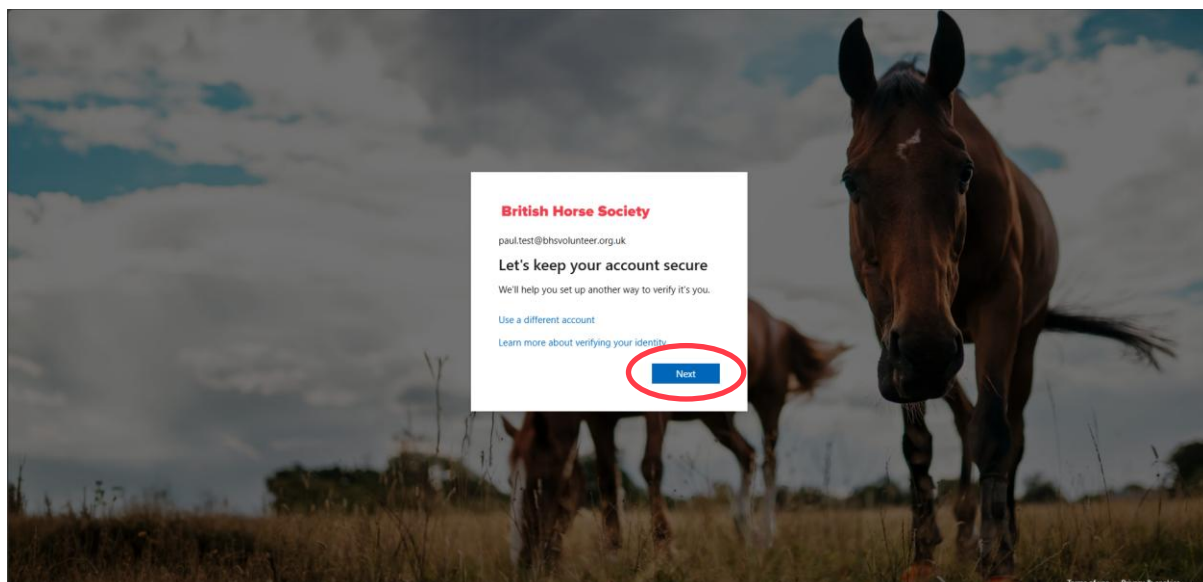


You will be asked to enter the old password, and new password, then confirm your new password to ensure correct spelling. Once you have updated all 3 fields, click **Sign in**



Step 3: Added Account Security

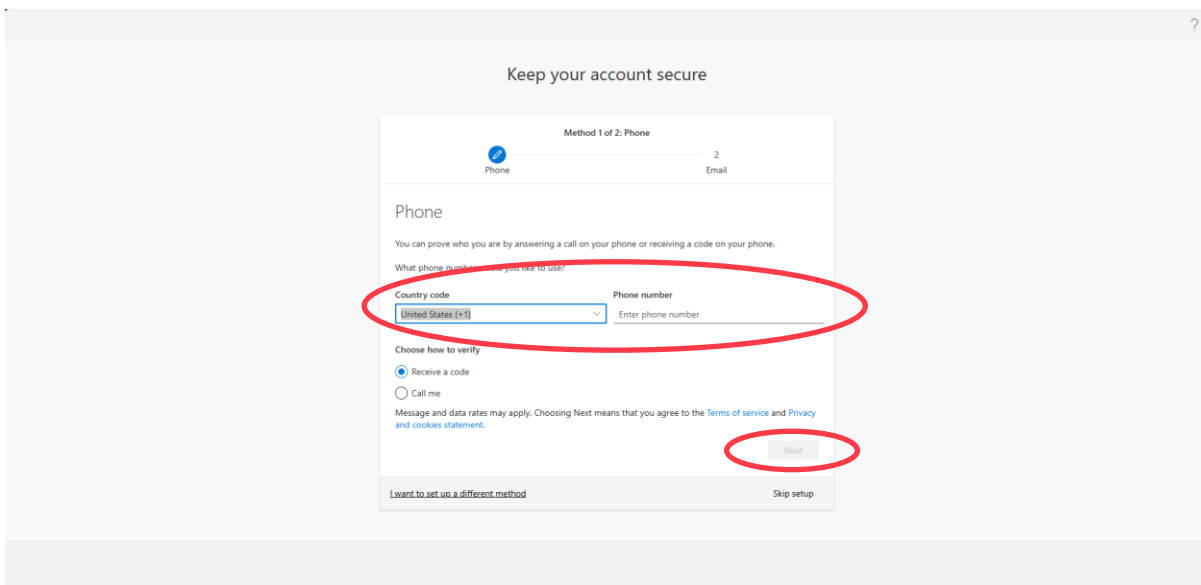
To keep your account secure and to enable you to reset your password in the future, you will be prompted to set up added security. Click **next**.



Step 4: Personal Mobile Authentication

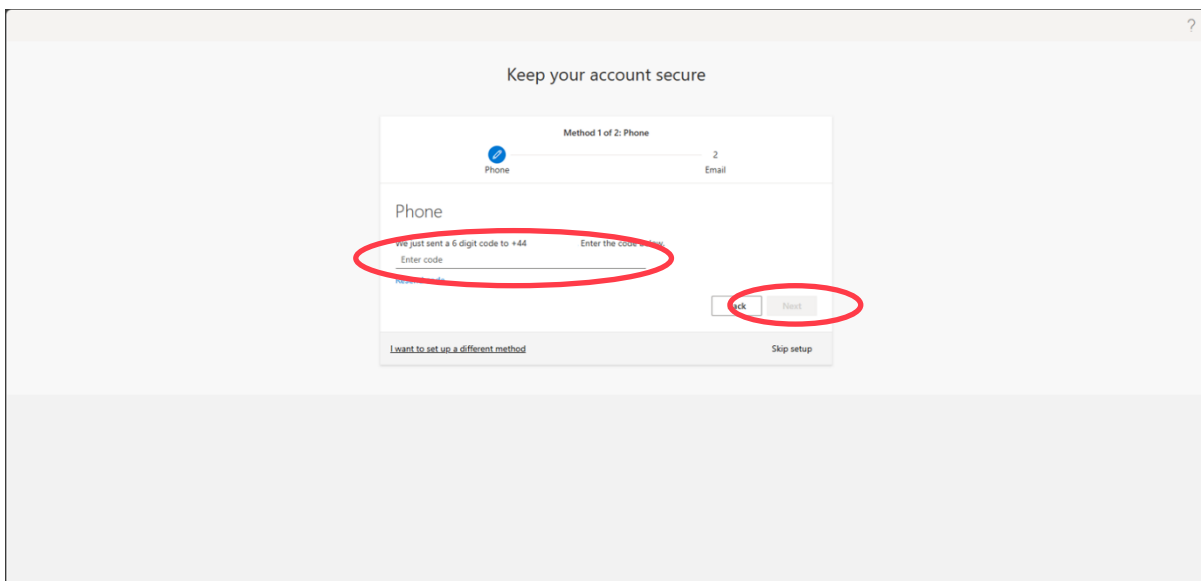
Now the account is authenticated you will then be prompted to enter in your own personal mobile number, should you need to reset your password in the future, a code will be texted.

Select your Country code (UK +44) from the drop down window and enter your mobile number without the 0 and click **next**



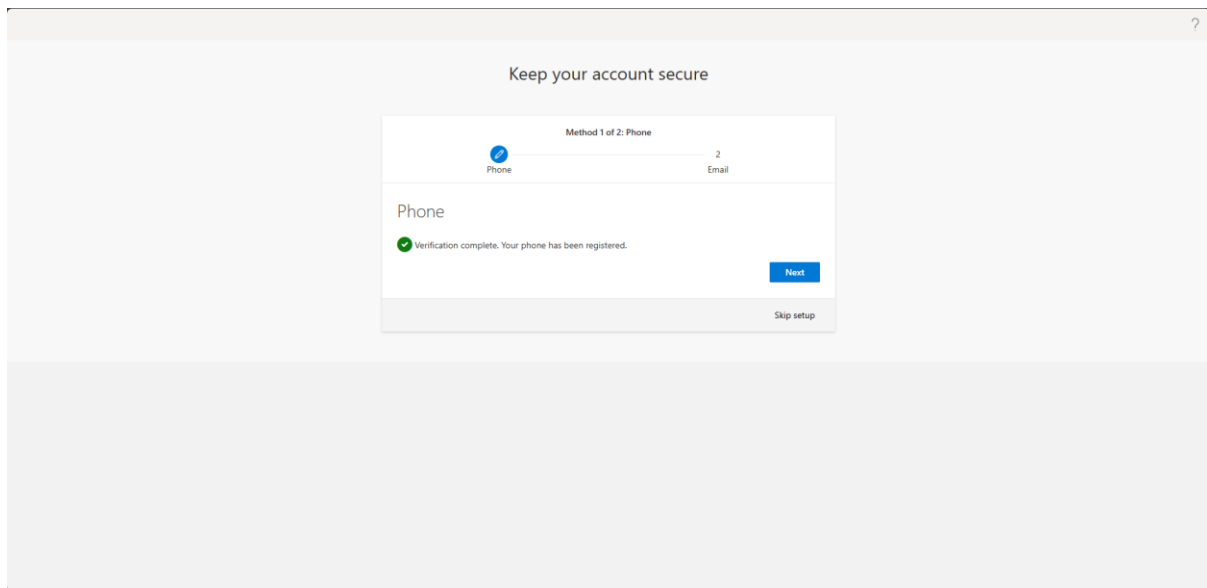
The screenshot shows the 'Keep your account secure' setup screen. At the top, it says 'Method 1 of 2: Phone' with a progress indicator showing 'Phone' as step 1 and 'Email' as step 2. The main heading is 'Phone'. Below this, it says 'You can prove who you are by answering a call on your phone or receiving a code on your phone.' and 'What phone number do you like to use?'. There are two input fields: 'Country code' with a dropdown menu currently showing 'United States (+1)', and 'Phone number' with the placeholder text 'Enter phone number'. Below these fields, there are two radio buttons for 'Choose how to verify': 'Receive a code' (which is selected) and 'Call me'. A small note says 'Message and data rates may apply. Choosing Next means that you agree to the [Terms of service and Privacy and cookies statement.](#)' At the bottom right, there is a 'Next' button. At the bottom left, there is a link 'I want to set up a different method' and at the bottom right, a 'Skip setup' link.

Microsoft will then text/WhatsApp a message to the number provided. Enter the 6-digit code you received into the screen below and click next.



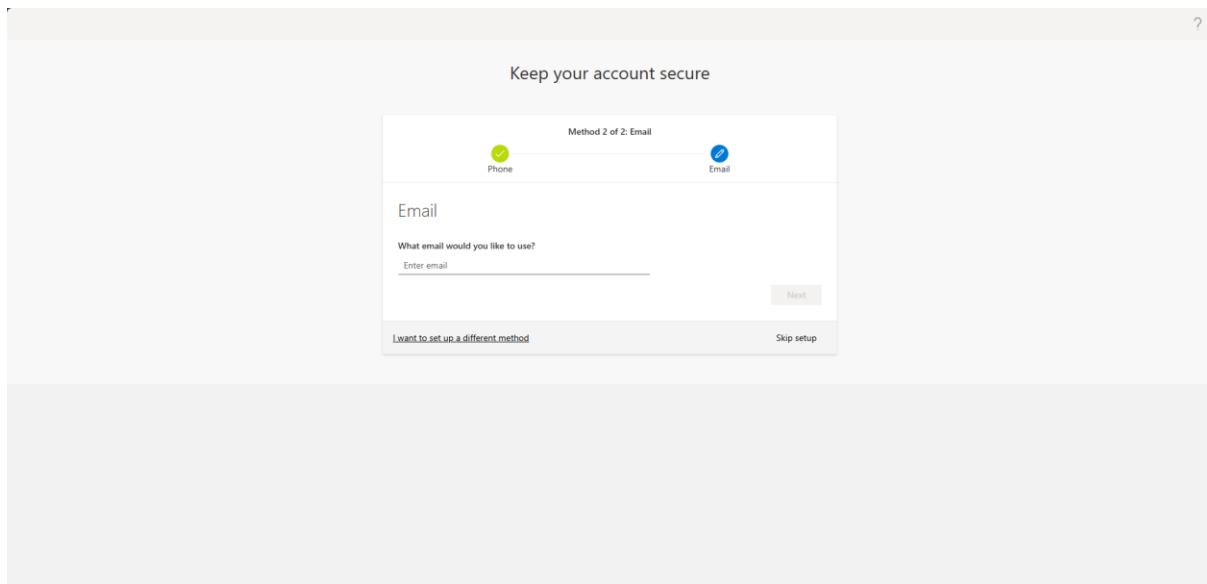
The screenshot shows the 'Keep your account secure' setup screen. At the top, it says 'Method 1 of 2: Phone' with a progress indicator showing 'Phone' as step 1 and 'Email' as step 2. The main heading is 'Phone'. Below this, it says 'We just sent a 6 digit code to +44' and 'Enter the code you received'. There is an input field with the placeholder text 'Enter code'. Below this field, there are two buttons: 'Back' and 'Next'. At the bottom left, there is a link 'I want to set up a different method' and at the bottom right, a 'Skip setup' link.

Once you have successfully entered the code you will be greeted with this screen. Click next to move onto the email part of the verification.

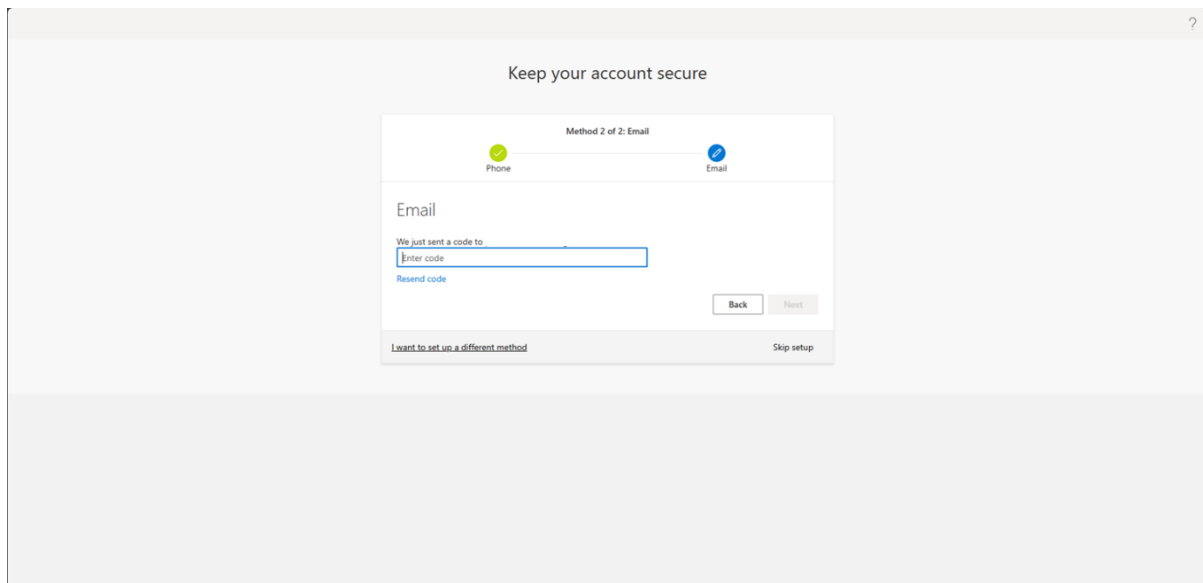


Step 5: Verifying your personal email address.

In this section, you will enter a personal email address that you have access to. Once entered click next.

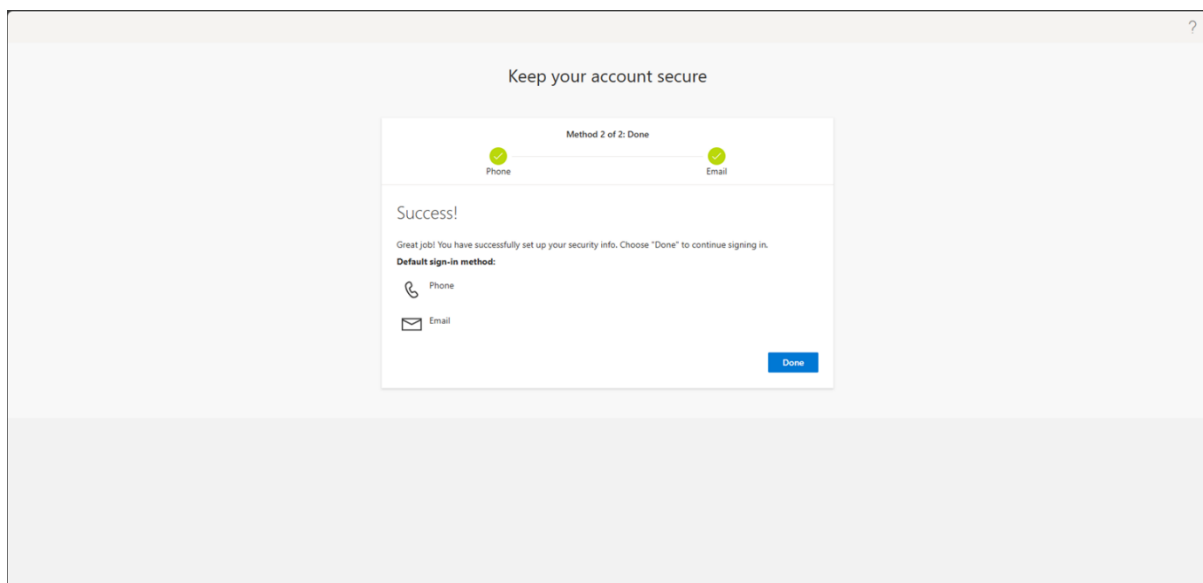


Once you click next you will be sent an email to the email address provided with a code. Please enter the code in the next window. And click next.



The screenshot shows a web interface titled "Keep your account secure". At the top, there is a progress indicator for "Method 2 of 2: Email", with a green checkmark under "Phone" and a blue checkmark under "Email". Below this, the "Email" section contains the text "We just sent a code to:" followed by a text input field labeled "Enter code". There is a "Resend code" link below the input field. At the bottom of the form, there are "Back" and "Next" buttons. At the very bottom of the screen, there are two links: "I want to set up a different method" and "Skip setup".

Once you have verified the code emailed to you, you will receive this screen confirming that you are now set up. Click Done



The screenshot shows the same "Keep your account secure" interface, but now both "Phone" and "Email" in the progress indicator have green checkmarks. The main content area displays "Success!" followed by the message: "Great job! You have successfully set up your security info. Choose 'Done' to continue signing in." Below this, there is a section titled "Default sign-in method:" with two radio button options: "Phone" and "Email". A blue "Done" button is located at the bottom right of the form.

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