



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

Before you start setting up your email account 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)
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- Authenticate of your email account using the free Microsoft Authenticator on your mobile phone or tablet.

1. Account Access

To access your BHS Volunteer email account, you will have followed the instructions in the Volunteer email log in instructions and used 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 you changing your password.

2. Changing Password before accessing account.

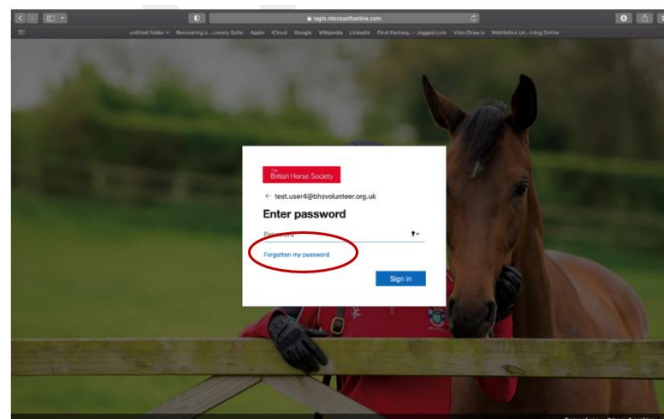
2.1: Change Password after password entry failure.

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.



2.2: Choose Forgot Password.

If when you go to log-in to your Volunteer email account, 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: Self Service Password Change

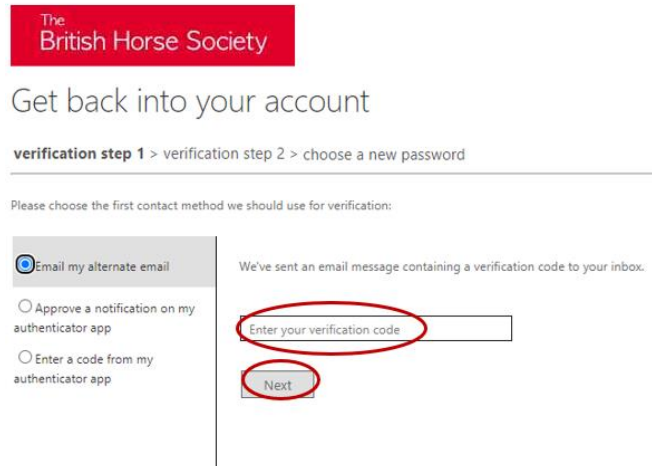
Following selection of 'Forgotten my password' or 'reset now' from the password entry screen you will be directed to the 'Get back into your account' screen, enter the characters from the picture into the field provided and Click **Next**.

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

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**.

You will be sent an email to your alternative email address with a code, make note of the code, see below.

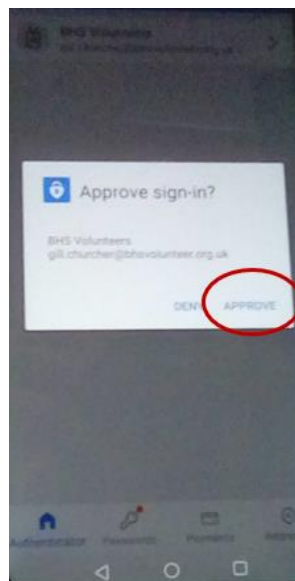
You will be returned to 'Get Back into your Account' screen on your computer and enter the code received in the email into the field provided and Click **Next**.



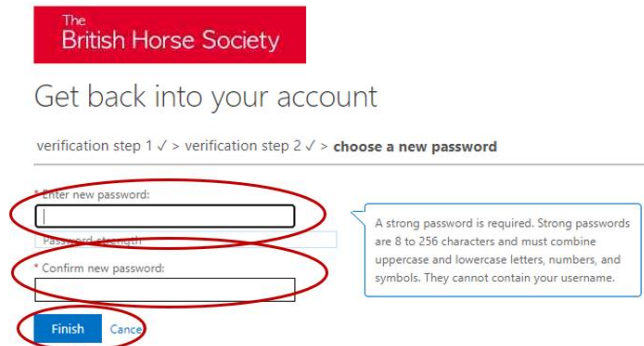
For the second step you will select the second button on the left hand side of the screen 'Approve a notification on my Authenticator App' and Click '**Send Notification**'.



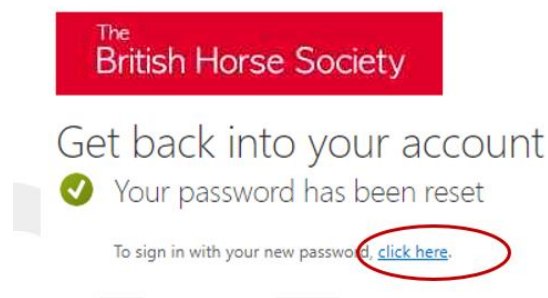
Go to your mobile phone or tablet that has the Microsoft Authentication App installed and open App, a notification for approval will appear, Click '**Approve**' see below.



Return to your computer, the enter new password screen will be displayed. Enter your new password into both the new password and the confirm password fields and click **'Finish'**.



You have now completed the reset of your password process, a screen will display

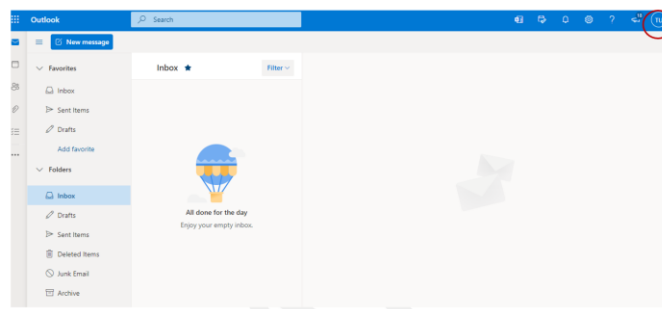


To sign into your account, Click **'click here'**. You will then be taken to the log on screen where you can enter you BHs Volunteer email address, along with the new password you have just created.

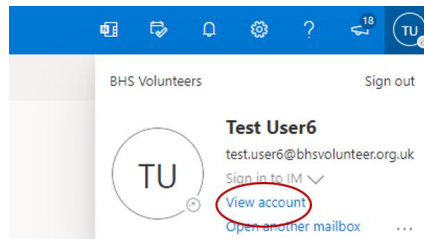
3: Change Password after logging into Account.

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

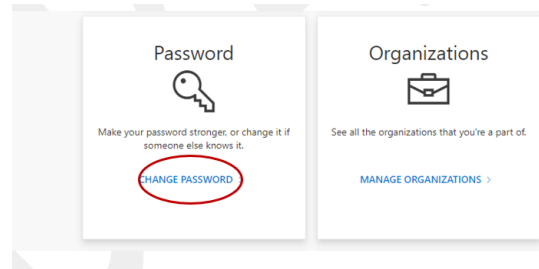
From the Outlook email page Click on your **account initials** in the top right corner of the screen see below.



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



A new page will open showing account management options including Password and Organisation. 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 be returned to the Manage Account portal which you can exit and return to your outlook emails.

End Of Document