

The page features several large, abstract orange shapes. A prominent one is a large, rounded triangle pointing to the right, filled with a gradient from light orange to dark orange. Another is a large, rounded shape at the bottom left, also with a gradient. The background is white with thin orange lines forming a network-like pattern.

**Portal: How to guide
1. How to reset your
password**

A guide to explain how to re-set
the password you use to log in to
the Portal

How to reset your password

Please note – once starting this process, it needs to be completed within 24 hours or it will not work, so please make sure you have the time available to complete it in full before starting. It should take 5 minutes roughly.

1. Click on the following link to go to the Portal: <https://portal.mssociety.org.uk>
2. Click on "Forgot password?" (see arrow on screen-shot below)

MS Society Portal - Login

Welcome to the MS Society Portal. This site is only for volunteers of the MS Society.

Username or e-mail address *

Password *

 [Forgot password?](#)

[Log in](#)

If you would like to access the Portal, please contact the [system administrator](#) or your local staff member.

3. This will take you to the screen shown below. Make sure you enter your email address in the box and press the "email new password" button.

[User account](#) / [Request new password](#)

MS Society Portal - Forgotten Password

If you have forgotten your password please enter your email address in the box below and a reset link will be sent to you shortly.

Username or e-mail address *





4. You'll then receive an email asking you to click on a link to re-set your password (see example below). Please check your junk folder if you haven't received the email after a few minutes. You need to click on the link given in the email to re-set your password.

A request to reset the password for your account has been made at MS Society Portal.

You may now log in by clicking this link or copying and pasting it to your browser:

<https://portal.mssociety.org.uk/user/reset/34836/1551707256/rYRmDvxIbQOR...>

This link can only be used once to log in and will lead you to a page where you can set your password. It expires after one day and nothing will happen if it's not used.

--MS Society Portal team

5. Once you've clicked on the link, you'll be taken to the Portal and shown a message to say that you have successfully validated your email address and now have a one-time login which will expire in 24 hours. It says that the log in can be used only once and you should see an orange button which says "Log in". Click on this button.
6. You'll then be taken to the screen shown below. You need to enter the new password you want to use into the "Password" and "Confirm Password" boxes and then click "Save". As you're typing in your password, you'll see a box which tells you the password requirements (e.g. requires an uppercase character or numbers etc) so please ensure you take note of the guidance given in this box.

The screenshot shows a user account settings page with a green notification bar at the top: "You have just used your one-time login link. It is no longer necessary to use this link to log in. Please change your password." Below this are navigation tabs: "Basic Information", "Roles", "Training", "Checklist", "Additional Requirements", "Group Relationships", and "Edit Account". The "Edit Account" tab is active. The form contains two input fields: "Password" and "Confirm password". To the right of the "Password" field is a "Password quality" indicator. Below the input fields is a green "Save" button with a checkmark icon. Three black arrows point to the "Password" field, the "Confirm password" field, and the "Save" button.

7. Once you've clicked "Save", you'll be logged into your account and will be on the "Manage Groups page" shown below. There should be a message in green at the top to say "the changes have been saved"

Manage Groups

The screenshot shows the "Manage Groups" page. At the top is a green notification bar: "The changes have been saved." Below this is a light blue box with the text: "Please contact the Supporter Care team on 0300 500 8084 or supportercare@mssociety.org.uk if you need any help or support with the Portal." Below that is another light blue box with the text: "Start typing the first few letters of a group or structure in the box below, after a few seconds it will autocomplete the relevant groups. Select the appropriate one and click the 'Go' button." At the bottom is a search input field with the placeholder text "Choose a group by title" and a "Go" button.

8. Your password has now been successfully changed.

If you experience any difficulties when changing your password and so can't follow the procedure above, please email the Supporter Care Team at supportercare@mssociety.org.uk or give us a call on 0300 500 8084 (Monday-Friday, 9am-5pm).

You can also check the Portal Guidance document for the answers to the most frequent Portal questions. It is available for download once logged into the Portal on the top right hand side of the screen.



We're the MS Society.

Our community is here for you through the highs, lows and everything in between.

We understand what life's like with MS.

Together, we are strong enough to stop MS.

mssociety.org.uk



Contact us

MS National Centre 020 8438 0700
info@mssociety.org.uk

MS Helpline Freephone 0808 800 8000 (weekdays 9am-9pm)
helpline@mssociety.org.uk

Online

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twitter.com/mssocietyuk

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Multiple Sclerosis Society.
Registered charity nos. 1139257 / SC041990.
Registered as a limited company by guarantee
in England and Wales 07451571.

 **Let's stop MS together**