

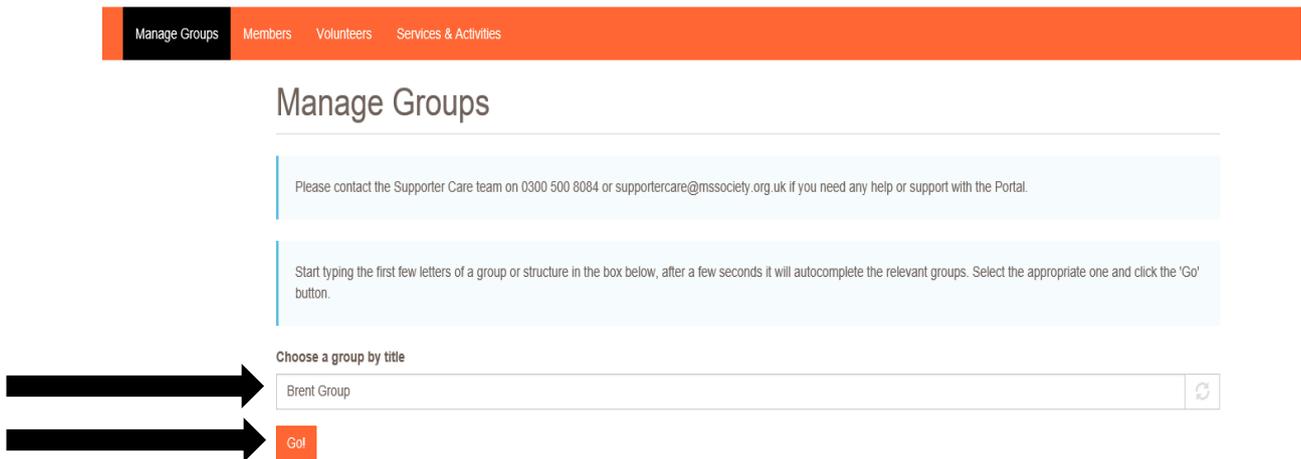
Portal: How to guide 5. How to download labels

A guide to explain how to
download labels from the Portal

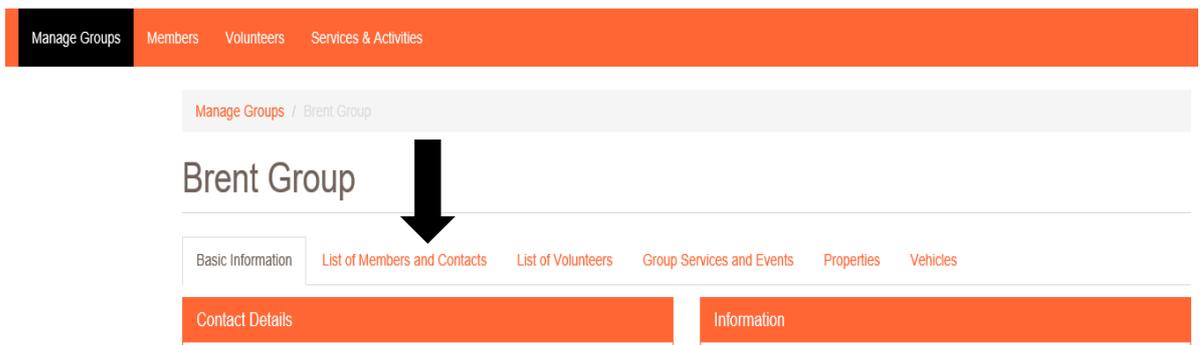
How to download labels

Please note, the labels on the Portal will download a PDF of labels designed to be printed on labels KF26051 by Q-Connect or L7160/J8160 by Avery.

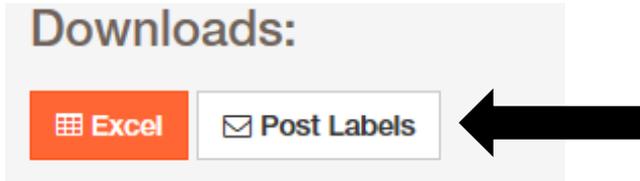
1. To start, go to the Portal (<https://portal.mssociety.org.uk>) and login. If you can't remember your password, please follow the "How to re-set your password" procedure.
2. Once you're logged into the Portal, you should be on the "Manage Groups" page. Enter the group name you're looking for (example used below of "Brent Group") and click "Go".



3. Next click on the tab that says "List of Members and Contacts"



- On the page this brings up, scroll down the page under the contact details shown for members until you see the word "Downloads" with the option for "Excel" or "Post labels".



- Click on the "Post labels" button.
- You will then be taken to a new page where you can select who you want to download labels for (see image below). Please select the details you require for your labels.

Labels Download

This will download a PDF of labels designed to be printed on labels KF26051 by Q-Connect or L7160/J8160 by Avery. Labels are formatted as below.

Mr A N Example
372 Edgware Road
Cricklewood
London
NW2 6ND

Records to download

- Download members and contacts
- Download members only
- Download contacts only

Filter by email?

- Only include people without an email address or who prefer mail
- Include all

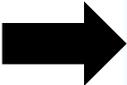
Records to download – Select if on your labels you want to see all members and contacts, just members or just contacts

Filter by email – Select here if you want to include all or only people who don't have an email address or who prefer mail

- After selecting the criteria you want to download, continue down the page to the "Reason for download" box and enter the reason that you require the information.

Reason for download *

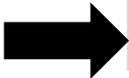
Sending out Group newsletter|



- Continue down the page to the password section (as shown below). You need to enter a password of your choosing. This password will be used to password protect the labels you download, so you will need to remember this password to open the labels for members which is created.

Password *

For data protection purposes please choose a password to apply to the download.
You will be prompted to enter this password each time you open the file.



- Continue down the page to the acceptance criteria section. Ensure you read the criteria and then tick the box to confirm you have read it.



- Acceptance criteria** - By ticking here I confirm that I am the authorised user of this account and that I will ensure that this personal information is used and stored legally and securely by:
- Always keeping the information encrypted with a password if stored on a computer
 - Not sharing, swapping or selling the information with 3rd parties outside the group
 - Only sharing with authorised committee members within the group
 - Deleting any previous or out of date versions of the information.
 - Only using the information for group related purposes
 - Reporting any suspected loss or theft of the information immediately to the Supporter Care Centre on 0300 500 8084 *

- After you've ticked the acceptance criteria box, click the orange download button at the bottom of the screen.

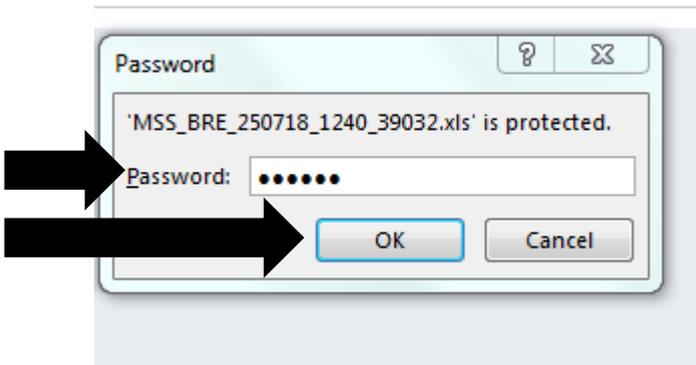


- After a few moments, you'll then see a pop up on your screen to either open or save the information. Please open or save the labels. Please note that the pop up may look slightly different to the one below depending on what program you're using to access the internet.

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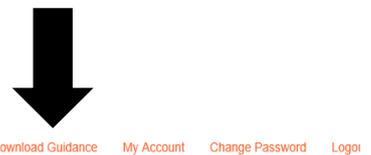
12. When opening the labels, you'll be asked for a password to open it. This is the password that you set in step 8. Please enter the password and press "ok".



13. Your labels will then open for you with the details you selected in step 6.

If you experience any difficulties when downloading the labels and so cannot 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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MS Society Cymru

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Multiple Sclerosis Society.
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Registered as a limited company by guarantee
in England and Wales 07451571.

 **Let's stop MS together**