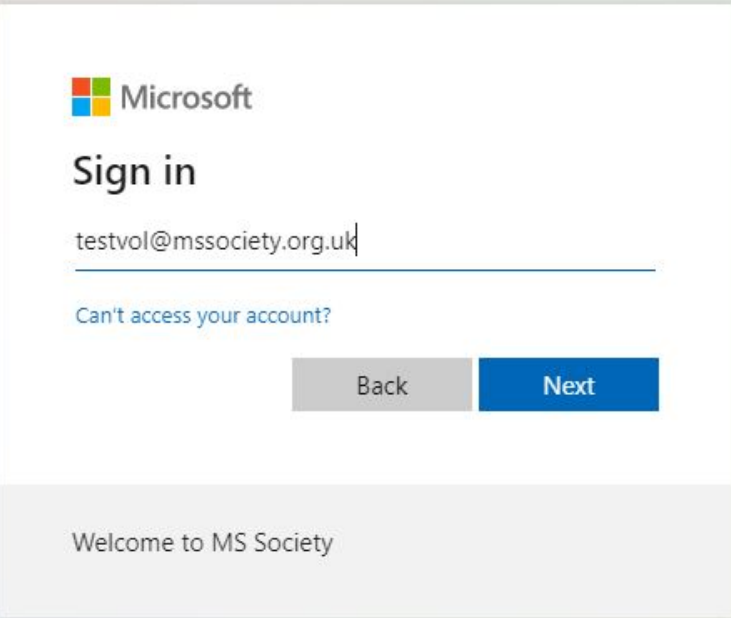


"I'm worried about forgetting the password for my MS Society email account and being locked out."

If you sign up for Microsoft's self-service password reset service **NOW** (while you remember your password) this need never be a problem! You'll be able to get back into your account without help.

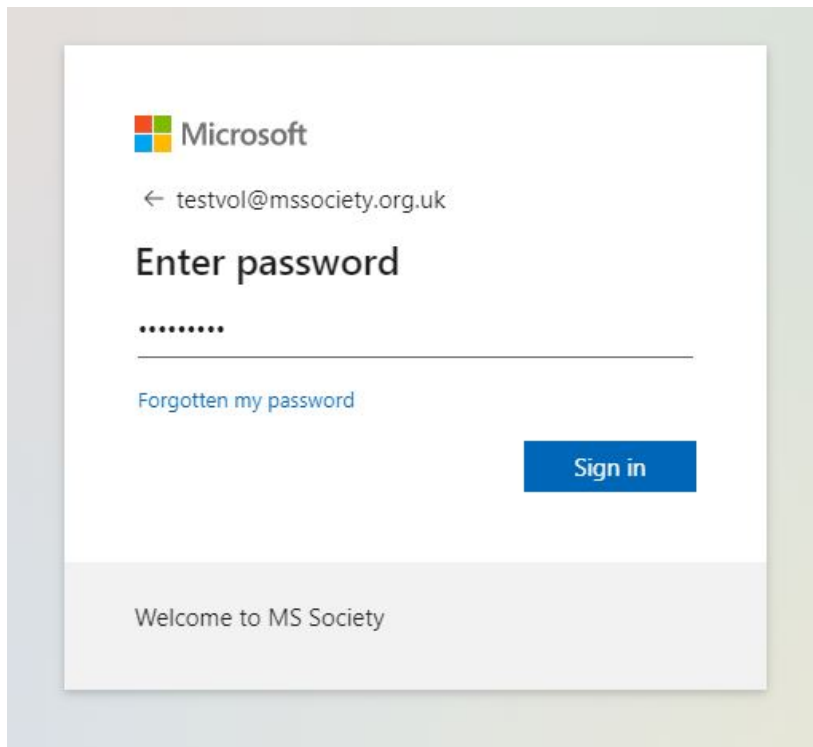
It's a quick, simple and secure process:

- o Go to <http://aka.ms/ssprsetup> and you'll see the screen below:



The screenshot shows a Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "testvol@mssociety.org.uk". Below the input field is a link that says "Can't access your account?". At the bottom of the input area are two buttons: a grey "Back" button and a blue "Next" button. At the very bottom of the page, there is a footer that says "Welcome to MS Society".

- o Sign in with your username (your individual MS Society email address) and click on 'Next'. You'll then see the screen below:



- o Enter your password and click on 'Sign in'. You'll then see the box below:

don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. **You'll need to set up at least 1 of the options below.**

! Office phone is not configured. This information is managed by your administrator.

! Authentication Phone is not configured. [Set it up now](#)

! Authentication Email Address is not configured. [Set it up now](#)

looks good Cancel

[The first option - 'Office phone' - doesn't apply to volunteers.]


- o Click on 'Set it up now' and go through a short process to add the mobile phone number and/or personal email address you want the system to use.


Once you've added your phone number and/or personal email address, these will be displayed on the screen, as below:

don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. **You'll need to set up at least 1 of the options below.**

 Office phone is not configured. This information is managed by your administrator.

 Authentication Phone is set to [+44 07444444444](#). [Change](#)

 Authentication Email Address is set to myemail@mssociety.org.uk. [Change](#)

looks good

Cancel

- o When you've added all the details you want to and can see them listed, click on 'Looks good'.

And you're done!

Now, if you forget your password, the system will use these details to send you a security code to verify your identity and reset the password for your MS Society email account.

If you need help, the Volunteer Support Team will be happy to assist.

VOLUNTEER SUPPORT TEAM

volunteersupport@mssociety.org.uk

0300 500 8084 – option #3

(9am-5pm, Mon-Fri except bank holidays)