

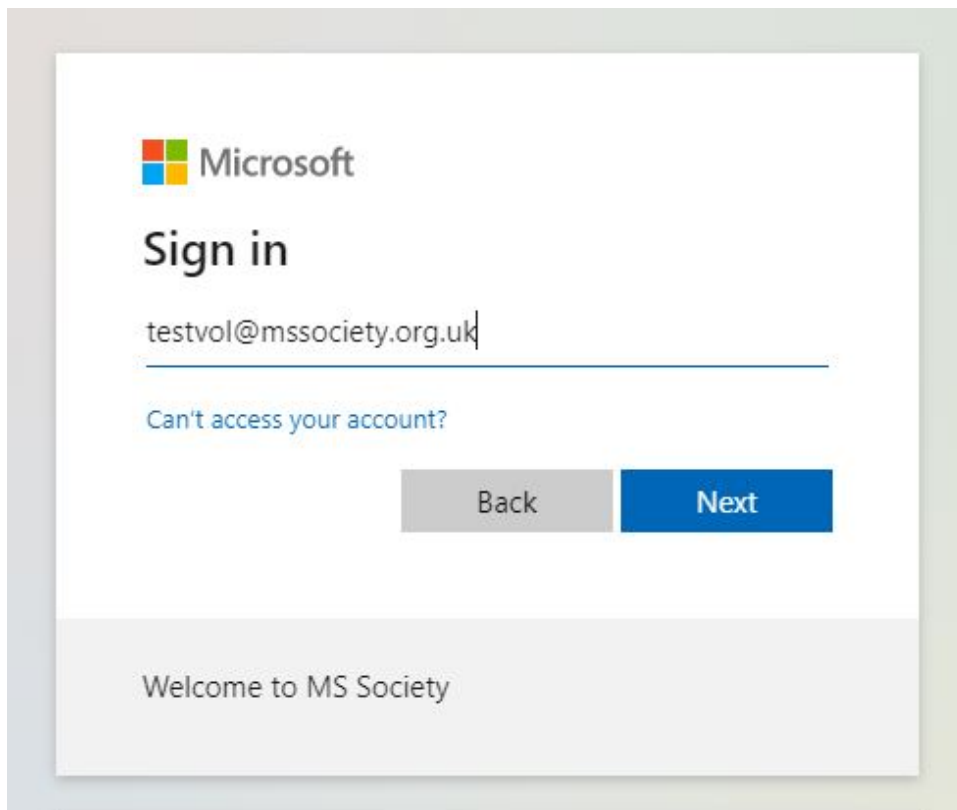
"I need to update the mobile phone number/personal email address details which are used for resetting my MS Society email account password. How can I do this?"

If you've registered with Microsoft's self-service password reset service, you'll be able to get back into your MS Society email account without help if you forget your password.

But, if you change your mobile phone number or personal email address, how do you update the personal information the service uses to confirm your identity?

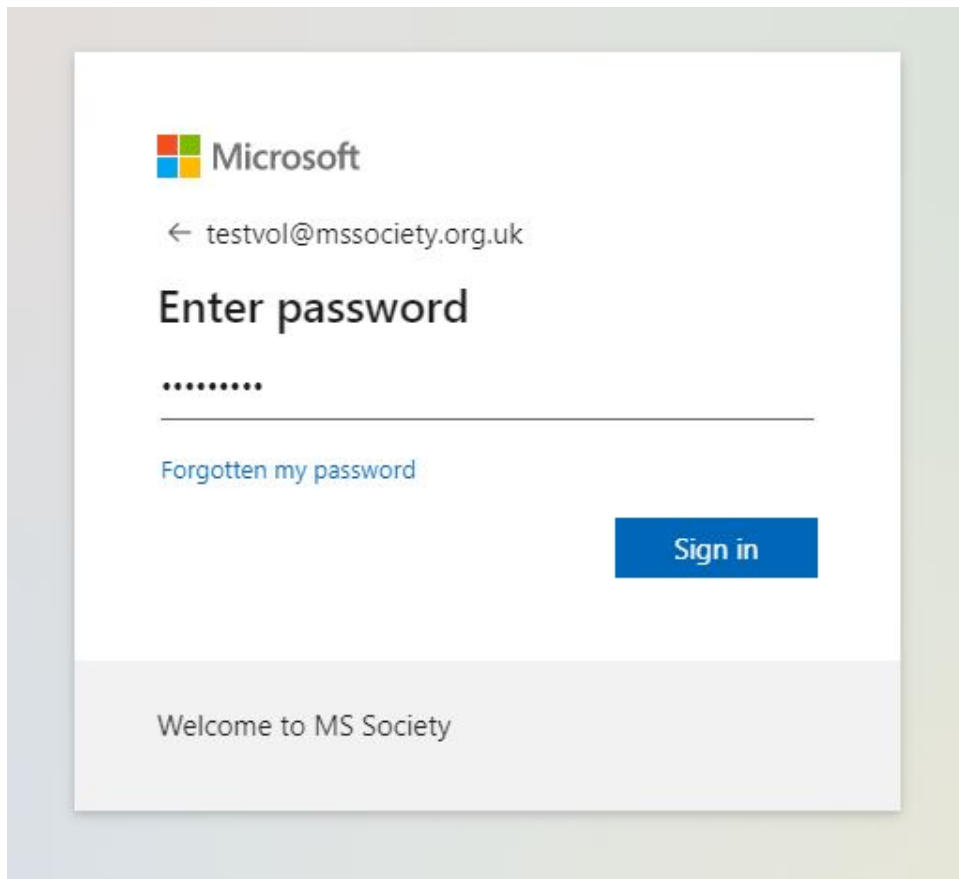
Follow the simple and secure process below:

- 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 blue link that says "Can't access your account?". At the bottom of the sign-in area are two buttons: a grey "Back" button and a blue "Next" button. At the very bottom of the page, there is a light grey footer area with the text "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 MS Society email password and click on 'Sign in'. You'll then see 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 set to [+44 07444444444](#). [Change](#)

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

[looks good](#) [Cancel](#)

Where you've previously added a mobile phone number and/or personal email address, you'll see them listed.

- o Click 'Change' and go through a short process to change the mobile phone number and/or personal email address you want the system to use.

- When you've finished, so that the updated details are now listed, click on 'Looks good'.

And that's it!

You've now updated your personal details for this service and will be able to reset your MS society email account password yourself at any time.

If you need any 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)