

Accessing JRHT email for the first time and resetting your password

IT Guide

Summary

This guide is aimed at helping new non desk based JRHT staff log into their email accounts for the very first time. You will need to know your employee ID (payroll number) to log into your email for the first time.

You can use either a work computer or a personal device (e.g. smartphone, tablet, laptop, etc.) to complete your email and password setup.

Email passwords expire every 60 days. If you forget your password, or if your password expires, you can reset it from any device without needing to contact the Service Desk.

After you set up your JRF or JRHT email, you will then have access to various key systems that are used throughout the organisation. You will be able to access these systems from work or from home, and from any device.

For additional support, you can contact the Tech & Change Service Desk team Monday to Friday from 9:00 to 17:00 at **01904 615999** or Service.Desk@jrf.org.uk

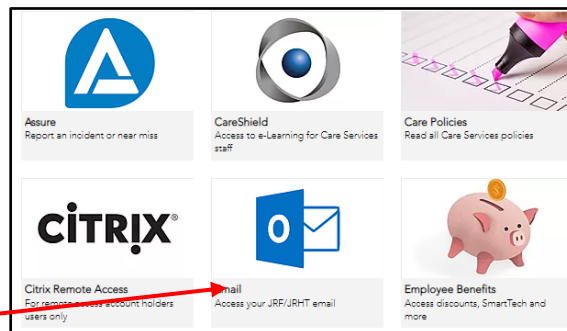
Guidance notes

Step 1:

Open your browser and enter staff.jrf.org.uk

If this does not work, you can type in the whole URL:
<https://www.staff.jrf.org.uk/>.

Click on the 'Email' option.



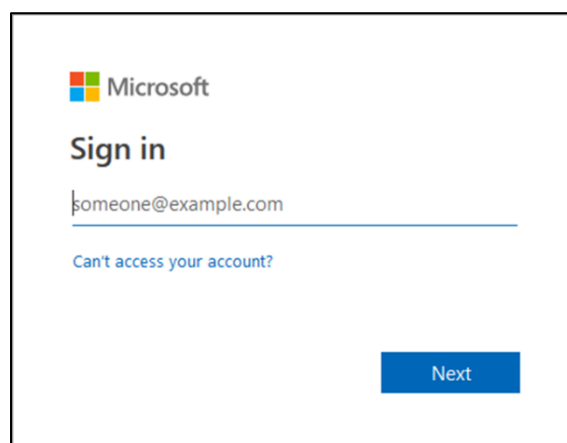
Step 2:

Enter your full JRHT email address.

Your email address is your first and last name separated by a full stop, and followed by @jrht.org.uk

For example, if your name is Joseph Rowntree and you work for JRHT, your email would be:

joseph.rowntree@jrht.org.uk

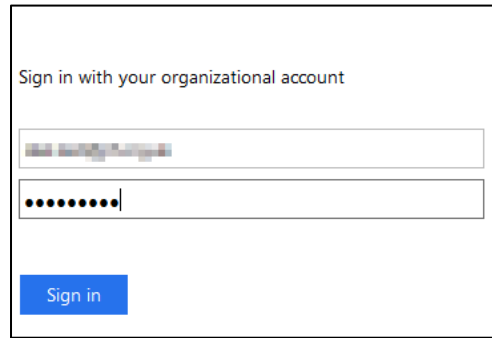


Step 3:

When prompted, enter your password.

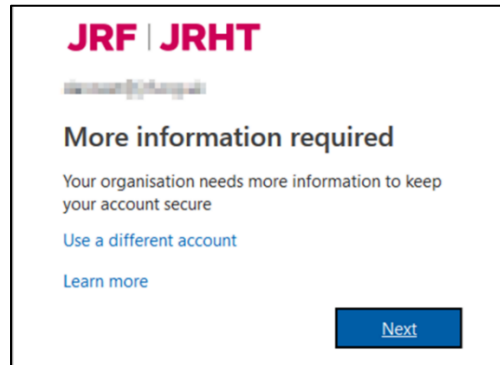
Your temporary password is your employee ID number (payroll number) followed by JRHT!

For example, if your employee ID number is 1234, your password would be: 1234JRHT!



Step 4:

In order to access your account, you will need to provide more details. Click 'Next'.



Step 5:

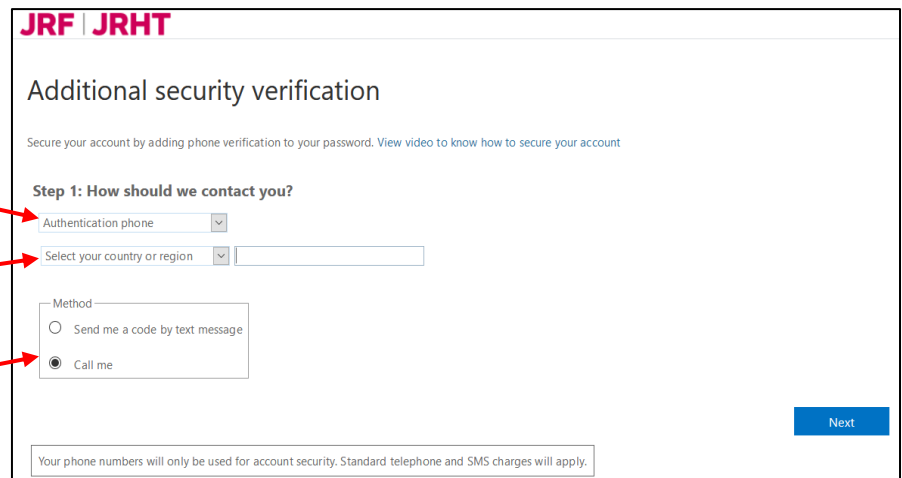
If you are using your own device such as a smartphone or tablet, you will see the following screen. You will need your mobile phone available to complete this step.

In the first box leave 'Authentication phone' selected.

In the second box you will need to select 'United Kingdom (+44)'

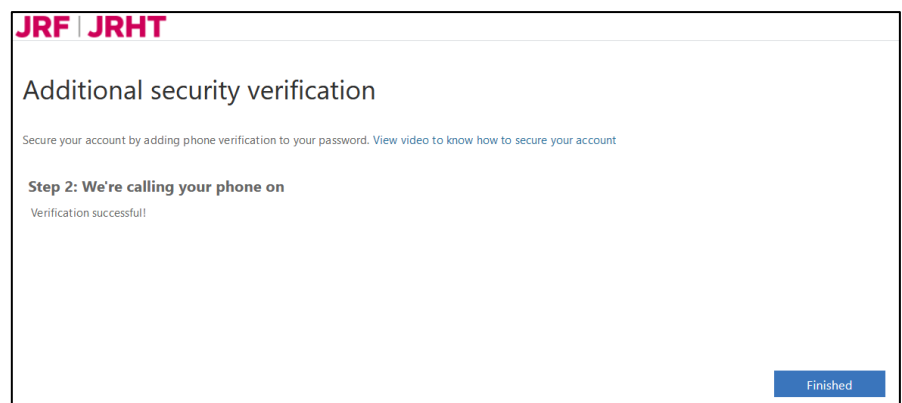
Choose whether you'd like to receive a text message or a phone call.

Click the blue 'Next' button on the bottom right.



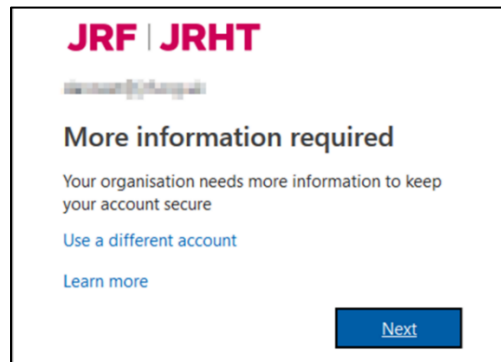
If you chose the 'Call me' option you will receive a phone call. Answer the call and press # when prompted. (see example on right)

If you chose the 'Send me a code by text message' you will receive a text message with a 6-digit code. Insert the 6-digit code in the space provided on the screen and click 'Verify' and after a few seconds you can then click 'Finished'.



Step 6:

Click 'Next'.

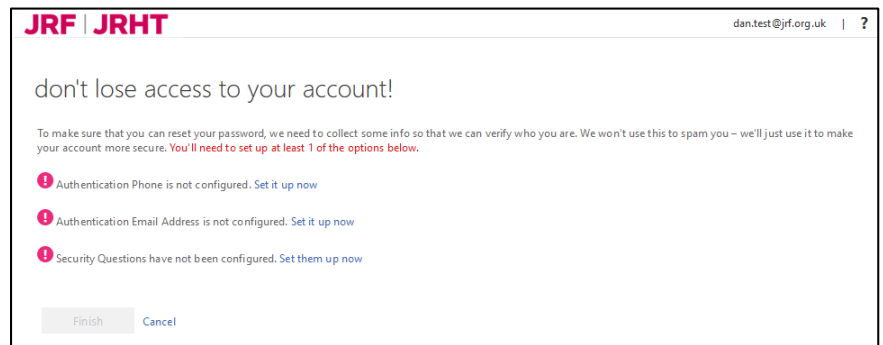


Step 7:

You will then need to set up some account recovery options.

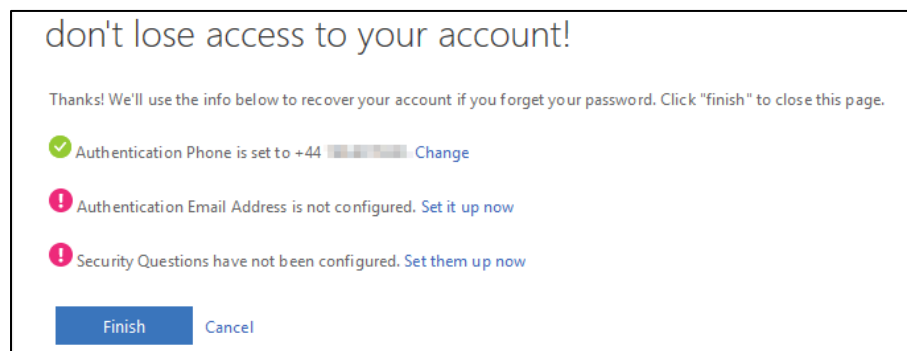
You only need to setup one of the three options below. However, **we recommend that you set up the first option and one other**.

Click 'Set it up now' next to the categories you wish to configure and follow the steps that appear on your screen.



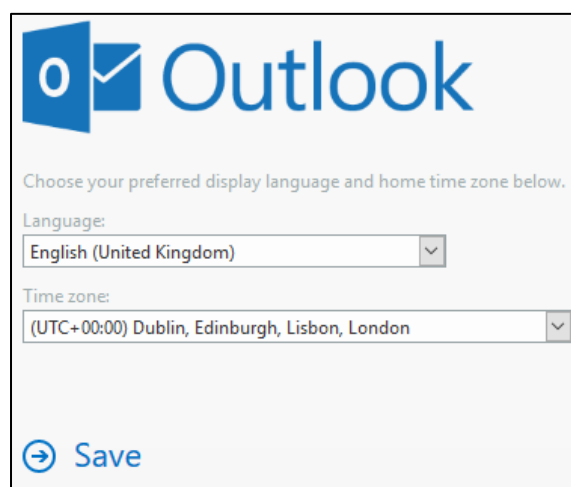
Step 8:

Once you have set up at least one of the account recovery options it will have a green tick next to it. Click 'Finish' to continue.



Step 9:

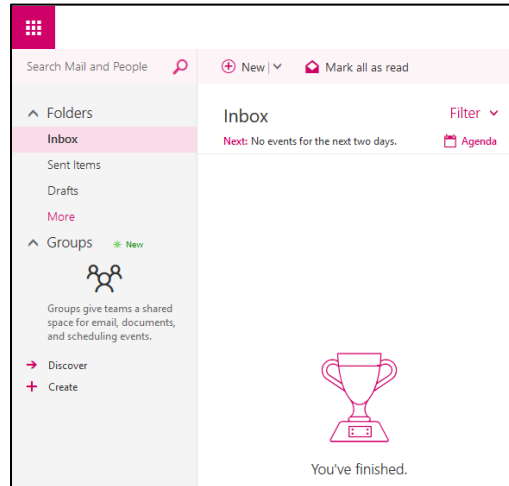
Select 'English (United Kingdom)' as your language and '(UTC+00:00)' as your time zone and click 'Save'.



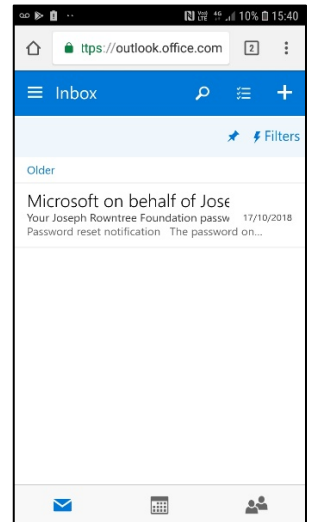
Step 10:

You will then be logged into your email.

Your email display will look different on different devices.



View on a PC.



View on a mobile.

Resetting your password

Step 11:

If you get the following message about your password expiring, you will need to reset your password. To do this, click the 'Forgotten your password...' link at the bottom.

You can also go to staff.jrf.org.uk and click on 'Password reset'.

⚠ If you do not get this message, then you will be able to use your temporary password until it expires. However, **we recommend that you set up a new password immediately.**



Your password has expired. Type your updated password and try again.

You are accessing a system operated by the Joseph Rowntree Foundation and Joseph Rowntree Housing Trust. To use this system you require authorisation from the organisation and must adhere to the IT Computer Use Guidelines.

[Forgotten your password and can't access your account? Click here.](#)

Step 12:

Fill in your full email address & enter the security code in the bottom text box. Then click 'Next'.

Tip: By clicking  you can get the computer to read out the letters. You can get a new code by clicking .


Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



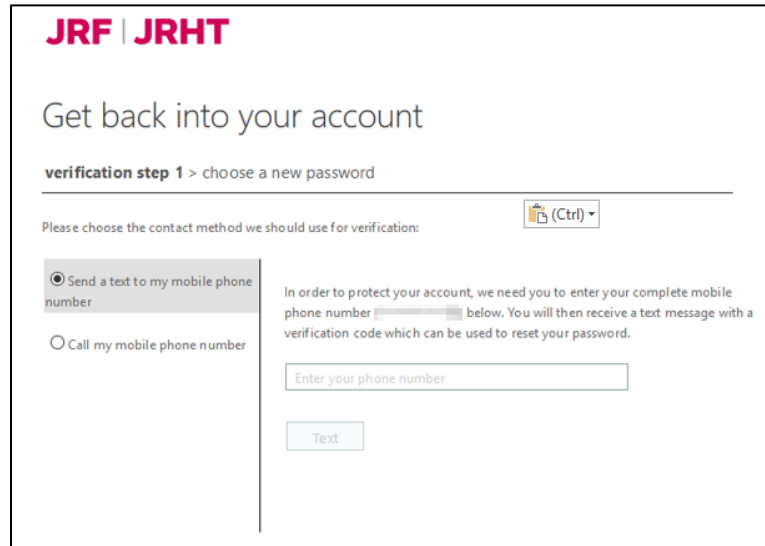
Enter the characters in the picture or the words in the audio.

Step 13:

You will then be asked to confirm your account using the verification information you setup in steps 7 and 8.

The screenshot shows what you will see if you used a telephone number for verification. Select if you would like to receive a verification text or phone call, enter the phone number you setup & click 'Text' or 'Call'.

You will then be called or sent a text message. Follow the instructions on your screen.

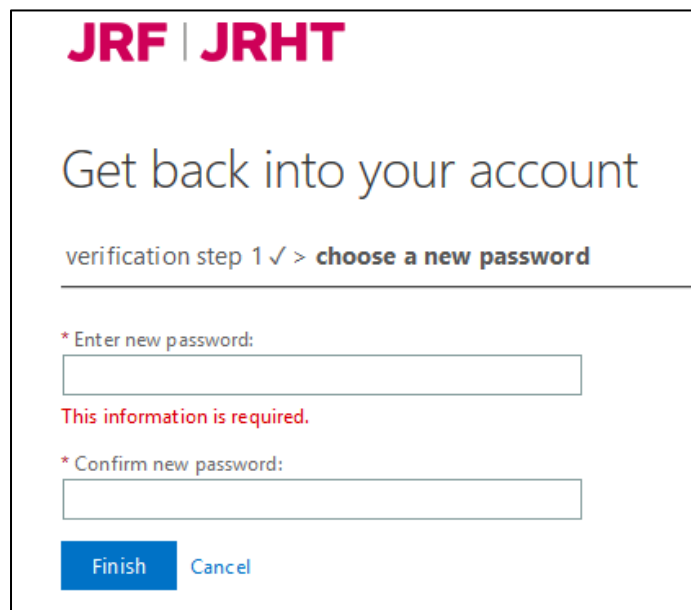


Step 14:

Once you have verified your account, choose a new password.

The new password must be at least 9 characters & contain at least **three** of the following; Upper case letters, lower case letters, numbers, symbols.

When you have entered your new password, click 'Finish'.



Step 15:

You will then get a message to say your password has been successfully reset.

