

# How To Recover Your Account

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Prepared for Suppliers, Care Providers and Personal Assistants

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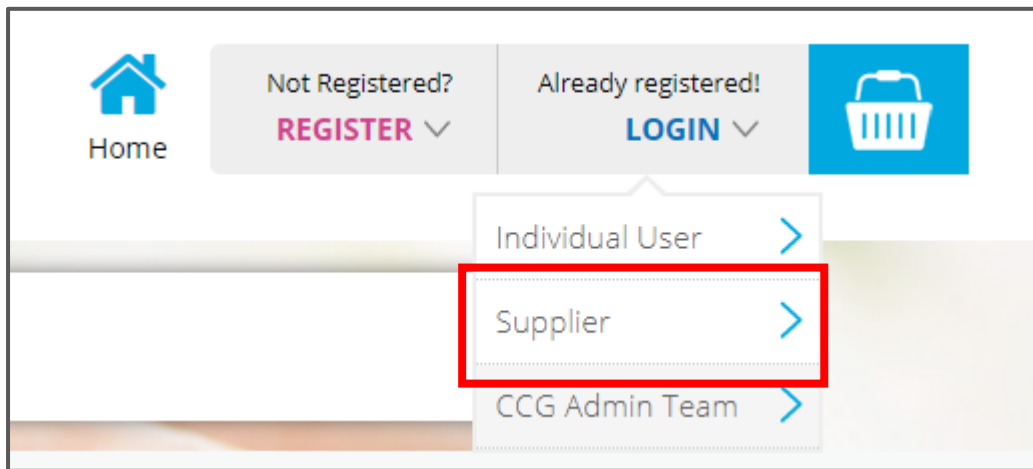
## 1. Introduction

This guide has been created to help Suppliers, Care Providers and Personal Assistants gain access to their account if they have forgotten their username or password.

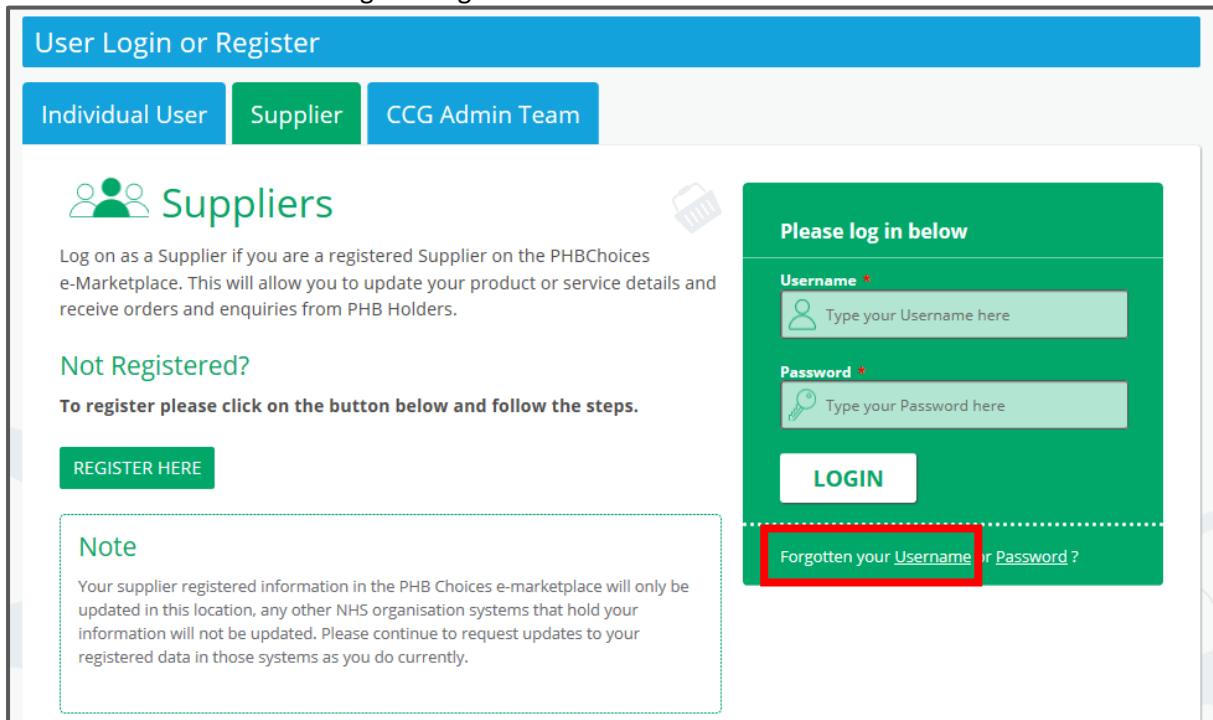
## 2. Username Recovery

If your account has been created, but you are unsure of your username you can use the “Forgotten Username” function within PHBChoices.

Please go to [www.PHBChoices.co.uk](http://www.PHBChoices.co.uk) and hover over the “Login” option at the top right of the page and click on the menu option of “Supplier”.



This will bring you back the “User Login or Register” box and you can choose the “Forgotten your Username” button under the green login box.



You will then be able to fill in the “Retrieve Forgotten Username” form. You will need to select the security question and answer you chose when you activated your account. You can now click “Validate”.

### Retrieve forgotten username

**i** Use this page to retrieve your username.

**Email Address \***


**Security Question**

**Security Question Answer \***

**VALIDATE**

If you are unsure of these details or the system tells you that you have entered these incorrectly, you can contact [SBS-B.phbchoices@nhs.net](mailto:SBS-B.phbchoices@nhs.net) for help.

The system will now send you an email confirming your username:

 **PHBChoices**  
Your care. Your choice.

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### Username Reminder from PHBChoices

As requested please find your username reminder.  
The following usernames are associated with this email address:

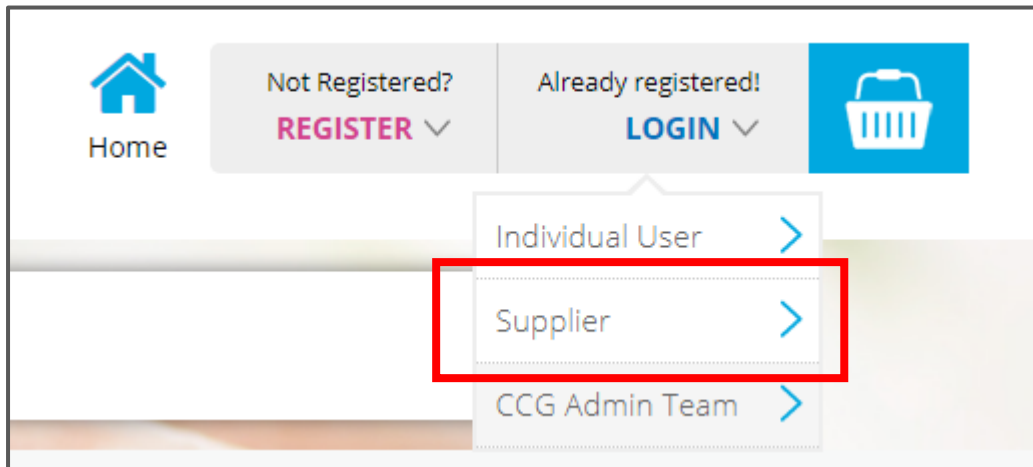
Username: **katy.atherton.phb.admin**

Best Regards,  
PHBChoices Team

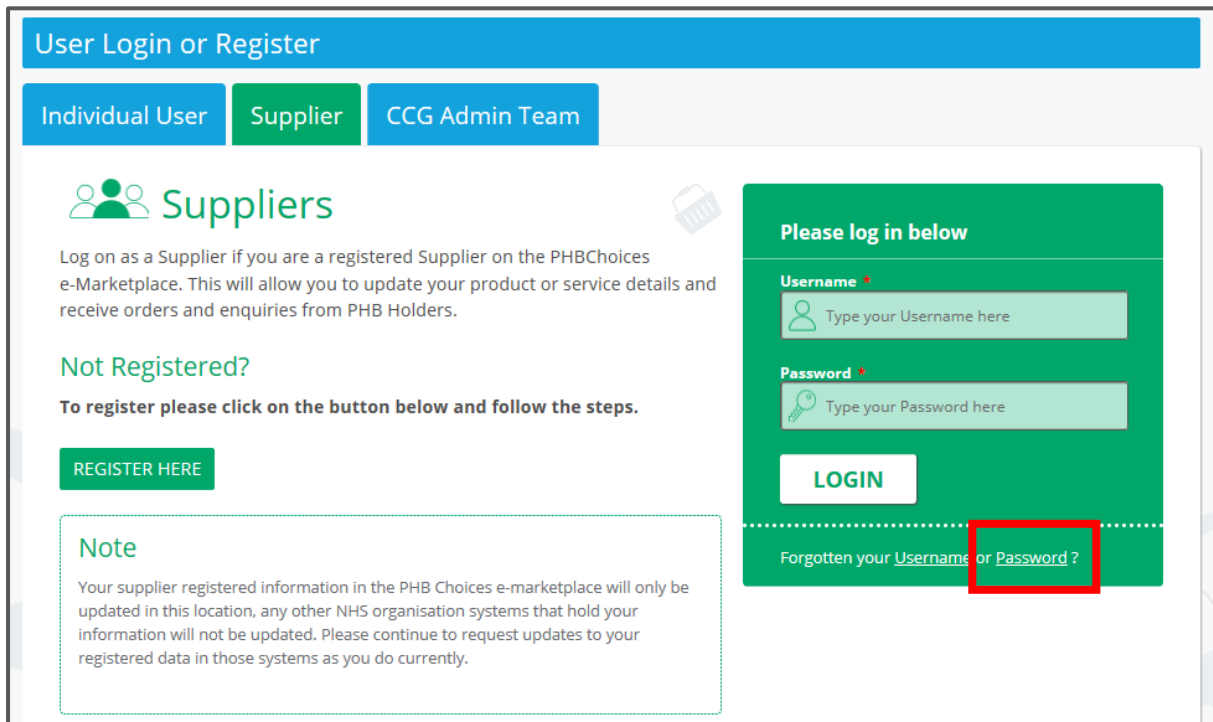
### 3. Password Reset

If your account has been created, but you are unsure of your password you can use the “Forgotten Password” function within PHBChoices.

Please go to [www.PHBChoices.co.uk](http://www.PHBChoices.co.uk) and hover over the “Login” option at the top right of the page and click on the menu option of “Supplier”.



This will bring you back the “User Login or Register” box and you can choose the “Forgotten your Password” button under the green login box.




You will then be able to fill in the “Forgot Password” form. You will need fill in:

- Username
- Email Address
- Enter a new password
- Confirm new password


You can now click “Validate”.

If you are unsure of these details or the system tells you that you have entered these incorrectly, you can contact [SBS-B.phbchoices@nhs.net](mailto:SBS-B.phbchoices@nhs.net) for help.

 Secure Login

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### Forgot Password

 Please fill in the form below to recover your account.  
If the details given in the form are valid an email will be sent to the account associated with your username.  
This email contains a link which you are required to click to complete the verification process.  
On clicking the link your password will then be updated to the value entered on the form below.

Your password must conform to the following policy: Must be between 8 and 100 characters in length, must contain a lower-case letter, must contain an upper-case letter, must contain a number, must not re-use any previous password.

#### Password Reset Form

Username\*


Email Address\*

Enter a new password\*

Confirm new password\*


Powered by cloudBuy

The system will now send you an email with a confirmation link, to confirm your password reset.

 Secure Login

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### Password Reset Request Accepted

 We have sent you an e-mail which contains a link that you must follow in order to complete the password reset.

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You will now need to click the link in the email to confirm your password reset. If you do not do this the password will not be changed.

Hi Katy Powell,


Following your recent visit to our forgotten password page please find the following link to complete the process of resetting your password

<https://secure.uk-plc.net/Login/ForgotPasswordCompleteReset.aspx?resetId=e85e5a6f-5278-453a-9df2-486d6a072c19>

Clicking this link will take you to a web page where you will need to reconfirm your username.  
Once you have done that your password will be updated to the one you entered on the page that initiated this request.

Many thanks

The final step is to confirm the username you are resetting the password for and click “Complete Password Change”.

 Secure Login


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### Complete password change

Complete password change


Username\*

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 Secure Login

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### Account retrieval complete

 Your password has now been reset.

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Thank you for taking the time to read this user guide on Account Recovery. If you have any further questions, please email our Support Team on [SBS-B.phbchoices@nhs.net](mailto:SBS-B.phbchoices@nhs.net).