

# How To Recover Your Account

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Prepared for Personal Health Budget Holders and  
Proxy Agents

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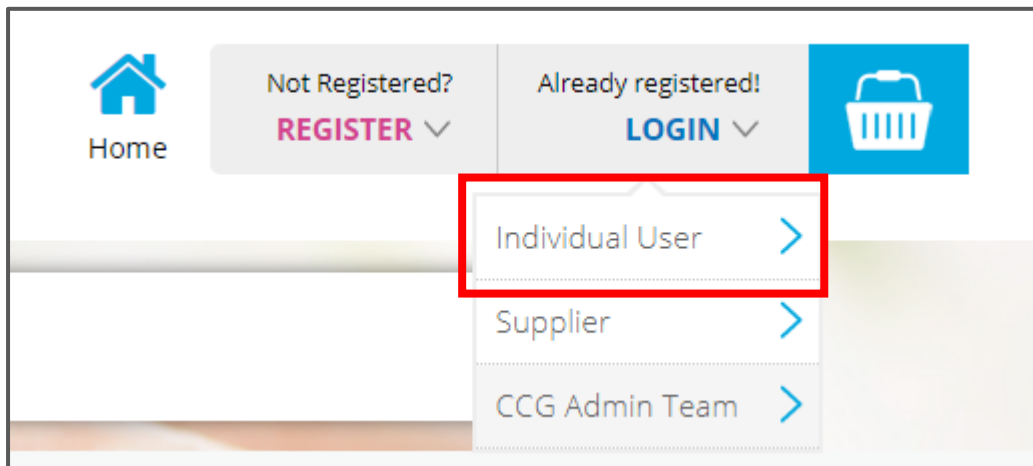
## 1. Introduction

This guide has been created to help Personal Health Budget (PHB) Holders or Proxy Agents gain access to their account if they have forgotten their username or password.

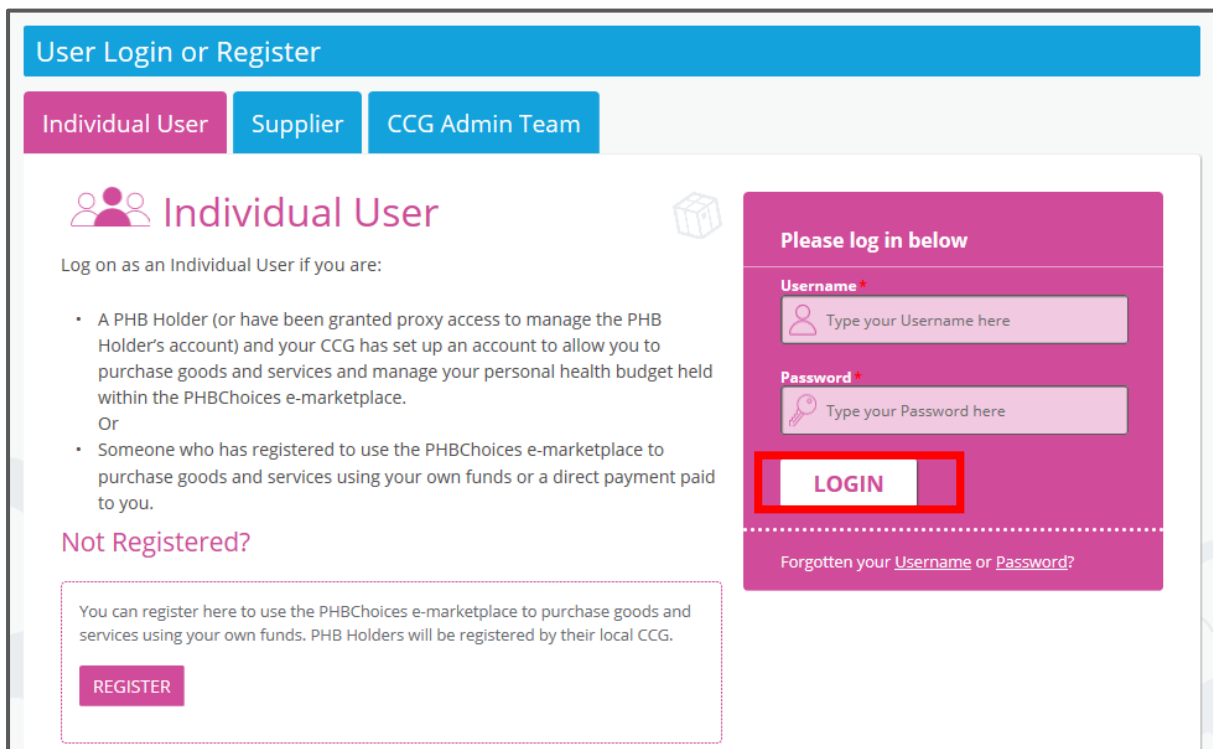
## 2. Username Recovery

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 “Individual User”.




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

 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:

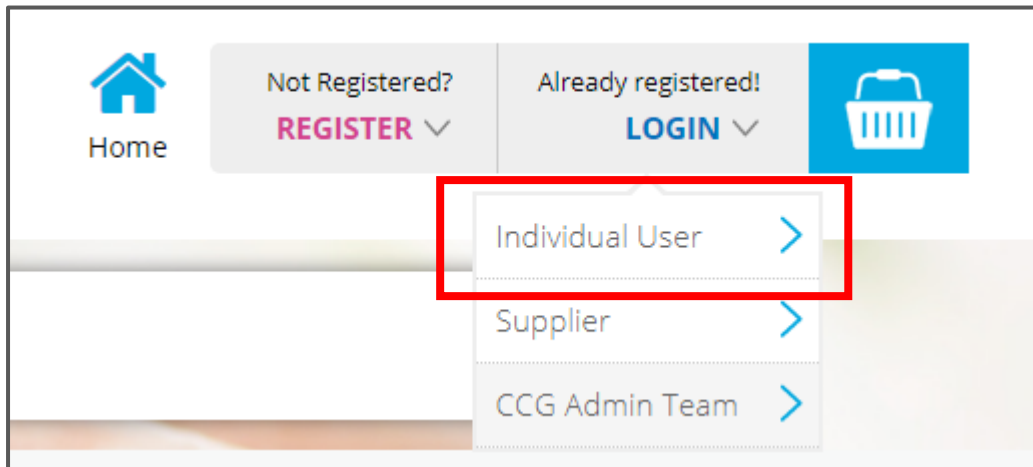
Username: **katy.atherton.phb.admin**

Best Regards,  
PHBChoices Team

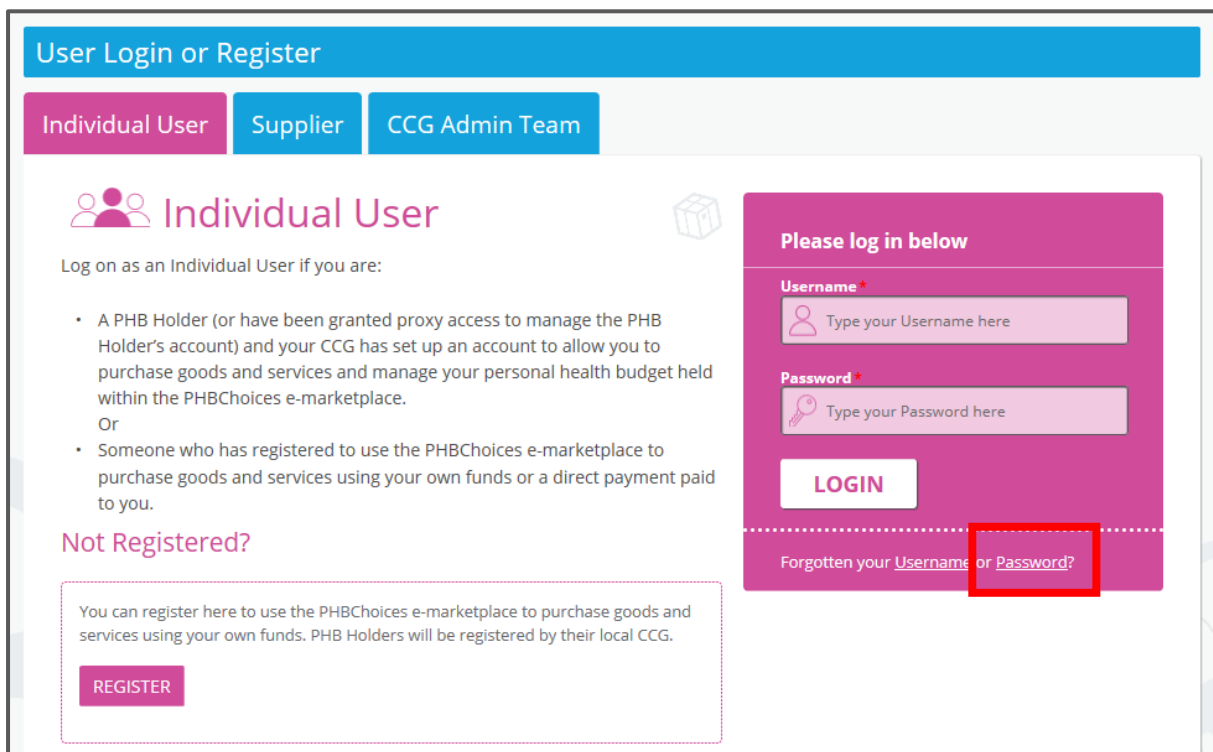
### 3. Password Reset

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 “Individual User”.



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



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

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

You can now click “Send Email”.

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.

### Reset Password

**i** Please fill in the form below to reset your password to one of your choice.  
If the details are valid, we will send you an email containing a link to verify the change.  
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..


**Username \***

**Email Address \***

**Enter a New Password \***

**Confirm New Password \***

**SEND EMAIL**

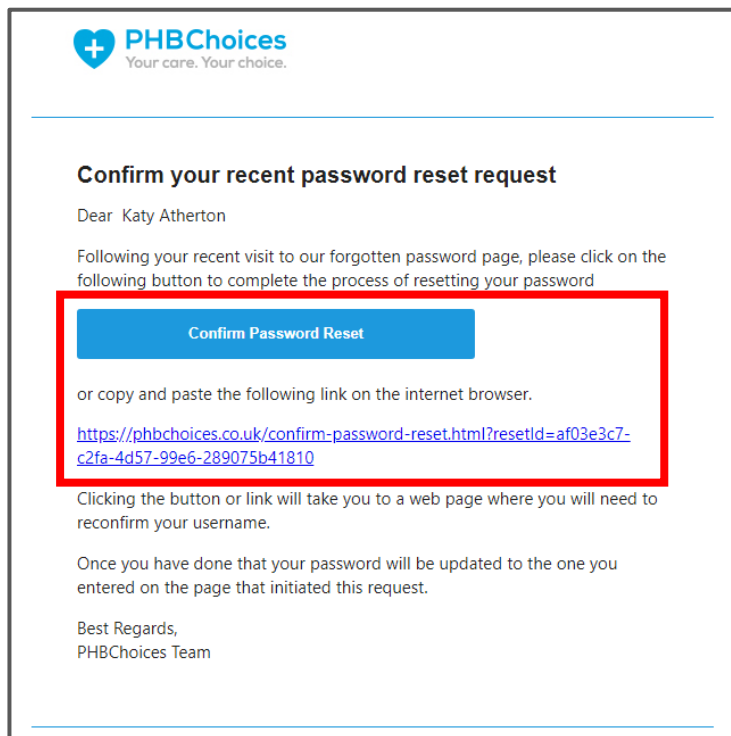


The system will now send you an email with a confirmation link, to confirm your password reset.

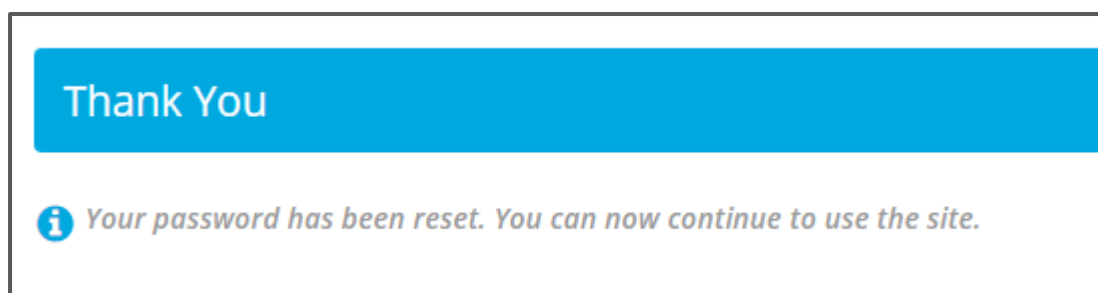
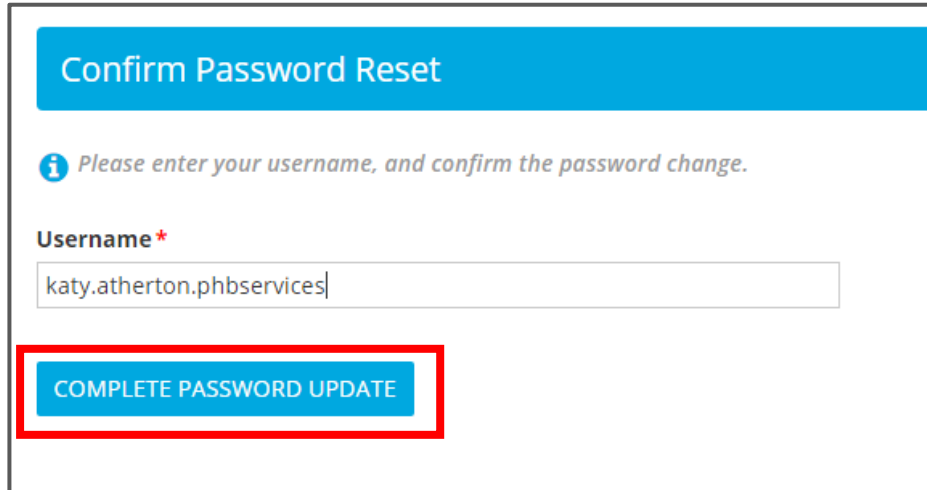
### The Email Has Been Sent

**i** Thank you.  
We have sent you a confirmation email. Please click the link in that email to complete your password reset.

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.



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



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).