

How to reset your password for the NT Jobsite

**Note for NT staff**: As you’ll already have access to [NT Jobs](https://careers.nationaltrust.org.uk/) via your MYplace access you should use that link instead wherever possible.

This guidance is for users who already have an account in [NT Jobs](https://careers.nationaltrust.org.uk/) but need help resetting their password. You’ll be asked periodically to update your password in order to apply for roles and view your application history etc.

It’s important that you do not Sign Up as this creates another account and only one active account must be assigned to a user at any one time to prevent issues with the account.

To avoid issues, please enter your information manually rather than using auto-fill technology.

Your new password must be **at least 15 non-repeating characters (side by side) and include both upper and lower case letters, numbers and special characters.** For example **‘NTJobhunter123!’**

Follow these steps to reset your password:

1. Click **SIGN IN OR SIGN UP**

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1. Ensure the **SIGN IN** tab is highlighted and click ‘**Forgot your password?**’

A screenshot of a phone

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1. If you are a candidate, enter your **email address**. If you are NT Staff, enter your **MYplace User Name** e.g. JOE.BLOGGS. Click **Submit.**

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1. Check your emails (Inbox, Other and Junk folders) for an email with the temporary password to use.

If you do not receive an email within 20 minutes, it may be because your account has been

locked due to a number of unsuccessful attempts to enter your password previously. Please

contact the People Service Centre on 0370 240 0274 if it has not arrived.

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1. Return to the login screen and enter your email address (or MYplace user name if NT Staff) and your temporary password.

A screenshot of a phone

AI-generated content may be incorrect.

1. You’ll be taken to a screen to change your password. Use the temporary password as your ‘Current Password’.

Your ‘New Password’ must be **at least 15 non-repeating characters (side by side) and**

**include both upper and lower case letters, numbers and special characters.**

A screenshot of a computer

AI-generated content may be incorrect.

1. Once entered successfully, you’ll be returned to the Sign In screen where you should now be able to log in.

A screenshot of a phone

AI-generated content may be incorrect.

Please contact the People Service Centre on 0370 240 0274 if after following this guidance

you are still experiencing issues resetting your password.