

Note for NT staff: As you'll already have access to [NT Jobs](#) via your MYplace access you should use that link instead.

This guidance is for users who already have an account in [NT Jobs](#) 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.

Note: Your new password must be 15 characters* or more. A good password should be easy to remember, hard to guess and must not include personal information or be similar to a previous password.

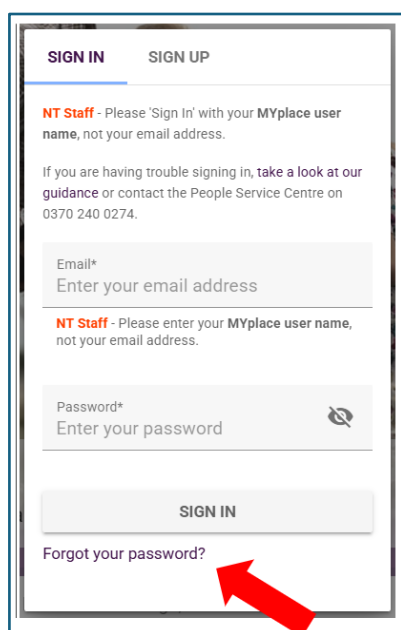
***Please do not use £ as a special character as this has been identified as causing an issue with resets.**

Follow these steps to reset your password:

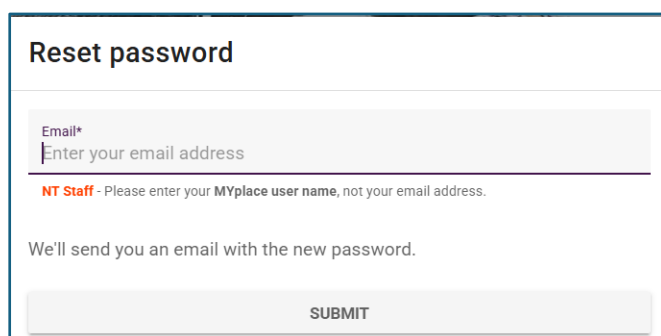
1. Click **SIGN IN OR SIGN UP**



2. Ensure the **SIGN IN** tab is highlighted and click '**Forgot your password?**'

A screenshot of the NT Jobsite login page. At the top, there are two tabs: 'SIGN IN' (which is highlighted with a blue underline) and 'SIGN UP'. Below the tabs, there is a message for NT Staff: 'Please Sign In with your MYplace user name, not your email address.' followed by a link to guidance or contact information. There are two input fields: 'Email*' with the placeholder 'Enter your email address' and 'Password*' with the placeholder 'Enter your password' and an eye icon to toggle visibility. Below these fields is a 'SIGN IN' button. At the bottom, there is a link that says 'Forgot your password?'. A large red arrow points to this link.

3. 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**.



Reset password

Email*
Enter your email address

NT Staff - Please enter your MYplace user name, not your email address.

We'll send you an email with the new password.

SUBMIT

4. 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 10 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.



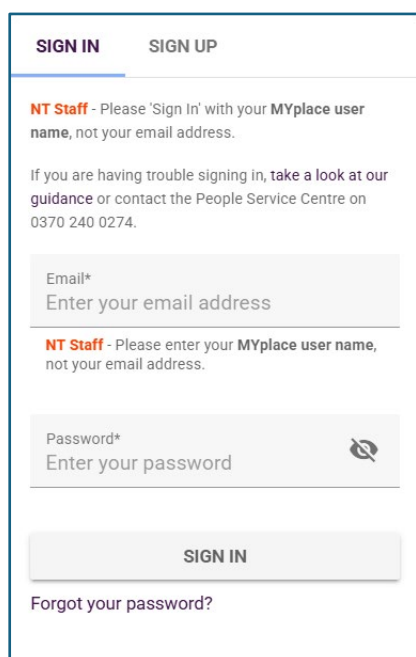
From: National Trust
Sent: Thursday, May 29, 2025 09:34
To: Bloggs, Joe
Subject: For Your Information: Your password has been reset.

Time Zone (GMT +01:00) London

To	Bloggs, Joe
Sent	29-MAY-2025 09:33:36
ID	16757662

Your password has been reset to the temporary password of "5MVxyUrSocle5!". Please log in and change your password as soon as possible.

5. Return to the login screen and enter your email address (or MYplace user name if NT Staff) and your temporary password. You can copy and paste this if it helps.



SIGN IN **SIGN UP**

NT Staff - Please 'Sign In' with your MYplace user name, not your email address.

If you are having trouble signing in, take a look at our guidance or contact the People Service Centre on 0370 240 0274.

Email*
Enter your email address

NT Staff - Please enter your MYplace user name, not your email address.

Password*
Enter your password

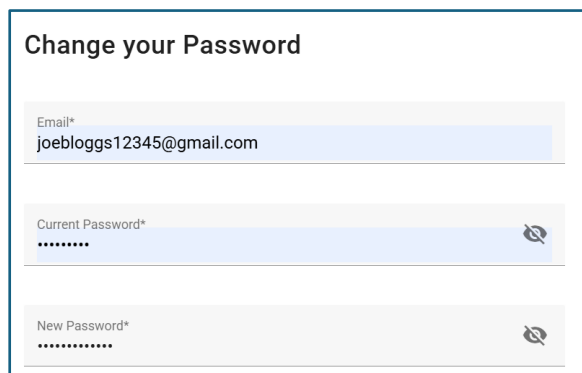
SIGN IN

[Forgot your password?](#)

6. You'll be taken to a screen to change your password. Use the temporary password as your 'Current Password'.

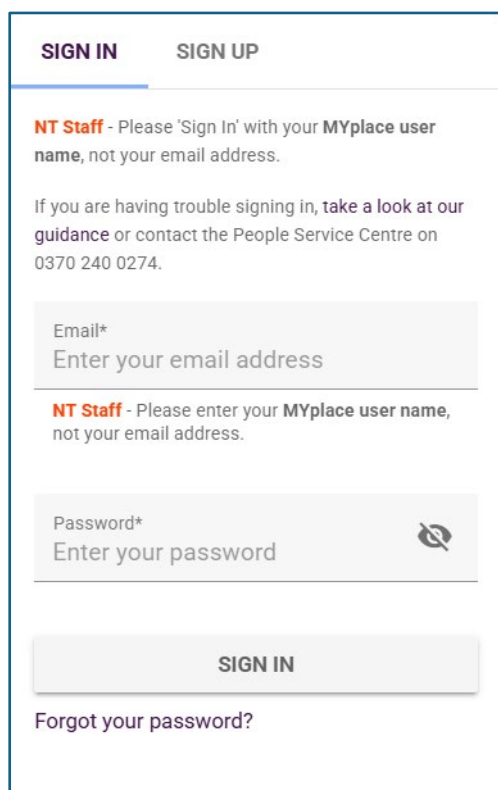
Your 'New Password' must be **at least 15 characters***.

***Please do not use £ as a special character as this has been identified as causing an issue with resets.**



The screenshot shows a form titled "Change your Password". It contains three input fields: "Email*" with the value "joebloggs12345@gmail.com", "Current Password*" with masked characters "*****", and "New Password*" with masked characters "*****". Each password field has a toggle icon (an eye with a slash) to the right. The form is enclosed in a blue border.

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



The screenshot shows the "SIGN IN" screen. At the top, there are two tabs: "SIGN IN" (active) and "SIGN UP". Below the tabs, there is a message from "NT Staff" stating: "Please 'Sign In' with your MYplace user name, not your email address." followed by a link to "guidance" and contact information for the People Service Centre. Below this is an "Email*" input field with the placeholder "Enter your email address". Another "NT Staff" message follows: "Please enter your MYplace user name, not your email address." Below that is a "Password*" input field with the placeholder "Enter your password" and a toggle icon. At the bottom, there is a "SIGN IN" button and a link "Forgot your password?".

Please contact the People Service Centre on 0370 240 0274 if after following this guidance you are still experiencing issues resetting your password.