

mydiabetes*myway: Password Reset Process

*If you have forgotten your password, please follow this guide to reset it and access your mydiabetes*myway account.*

To begin, visit the *mydiabetes*myway* patient access website at mydiabetesmyway.scot.nhs.uk

The screenshot shows the homepage of the mydiabetes*myway website. At the top, there is a header with the website's logo on the left and the NHS Scotland logo on the right. Below the header is a dark blue navigation bar with white text links: Home, My Diabetes, Information, Local Services, eLearning, Register, News, and Search. The main content area has a green background with the heading 'Welcome to My Diabetes My Way'. Below this heading, there is a paragraph of text: 'The Scotland interactive diabetes website to help support people who have diabetes and their family and friends. You'll find leaflets, videos, educational tools and games containing information about diabetes. You can now also use this website to view your own up-to-date diabetes clinic results, to help you manage your condition more effectively.' Below this text, there are two sections: 'Coronavirus: specific advice for people living with diabetes' and 'Emergency Advice'. At the bottom of the main content area, there are two columns. The left column is titled 'My Diabetes' and features a blue circular icon with a white silhouette of a person with arms raised. Below the icon, there is a paragraph of text: 'Sign up to gain access to your own test results, clinical letters and your treatment plan.' Below this text are two buttons: 'Login' and 'Register'. The right column is titled 'Information' and features a yellow circular icon with a white silhouette of a person holding a clipboard. Below the icon, there is a paragraph of text: 'Find information to help you understand and take control of your diabetes.' Below this text is a button: 'Explore'.

*mydiabetes*myway* NHS SCOTLAND

Home My Diabetes Information Local Services eLearning Register News Search


Welcome to My Diabetes My Way

The Scotland interactive diabetes website to help support people who have diabetes and their family and friends.

You'll find leaflets, videos, educational tools and games containing information about diabetes. You can now also use this website to view your own up-to-date diabetes clinic results, to help you manage your condition more effectively.

Coronavirus: specific advice for people living with diabetes


Emergency Advice



My Diabetes

Sign up to gain access to your own test results, clinical letters and your treatment plan.

Login Register



Information


Find information to help you understand and take control of your diabetes.

Explore

On the homepage, press the “Login” button:

Coronavirus: specific advice for people living with diabetes


Emergency Advice



My Diabetes

Sign up to gain access to your own test results, clinical letters and your treatment plan.

[Login](#) [Register](#)



Information

Find information to help you understand and take control of your diabetes.

[Explore](#)

On the next page, press “Login using myaccount”:


*my diabetes * my way*

Welcome to the my diabetes my way Patient Access web site.


The **my diabetes * my way** Patient Access web site uses the Scottish Government **myaccount** web site to allow you to log in and view your diabetes information.

If you have completed the enrolment process to allow you to view your diabetes information, you will have received a **myaccount** username and password.

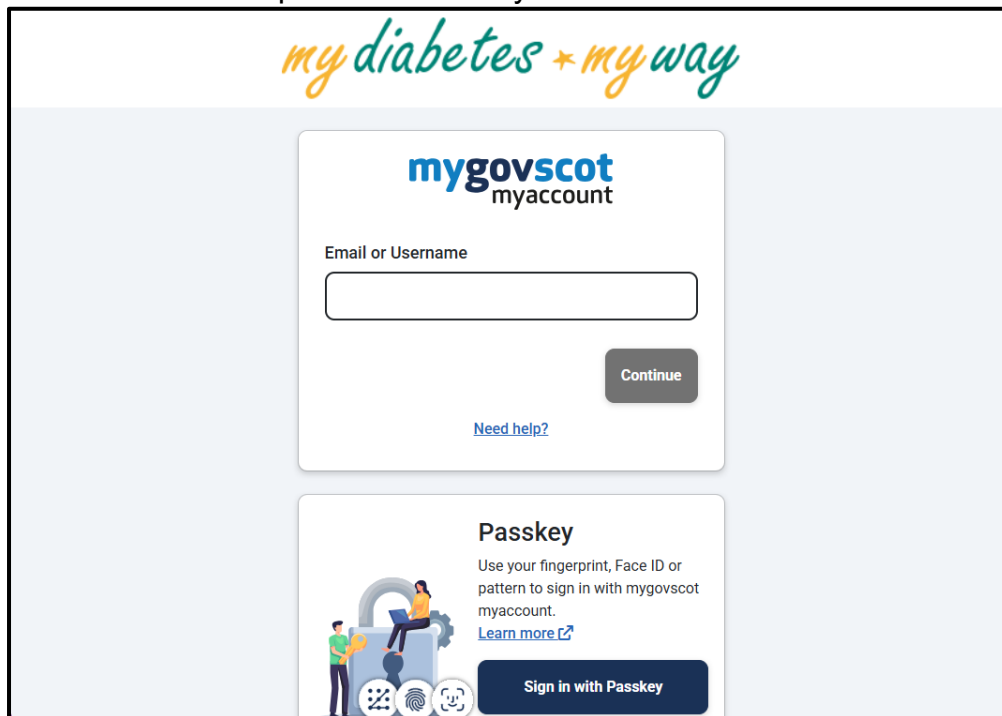
To access the system, click “Login using **myaccount**”.



[Login using myaccount](#)

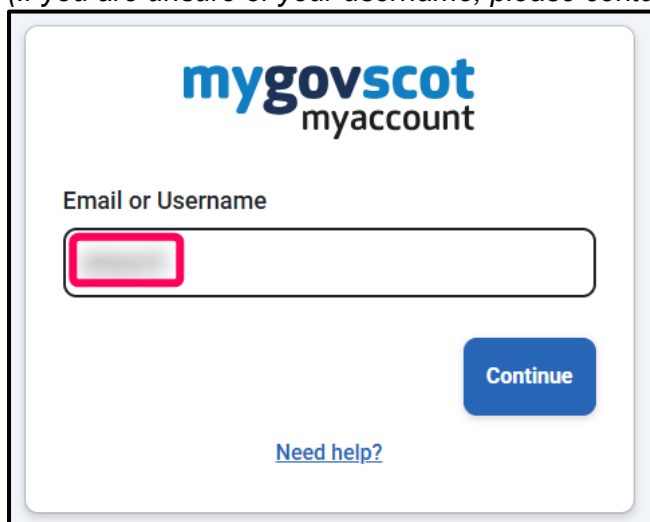


You will then be requested to insert your Email or Username:



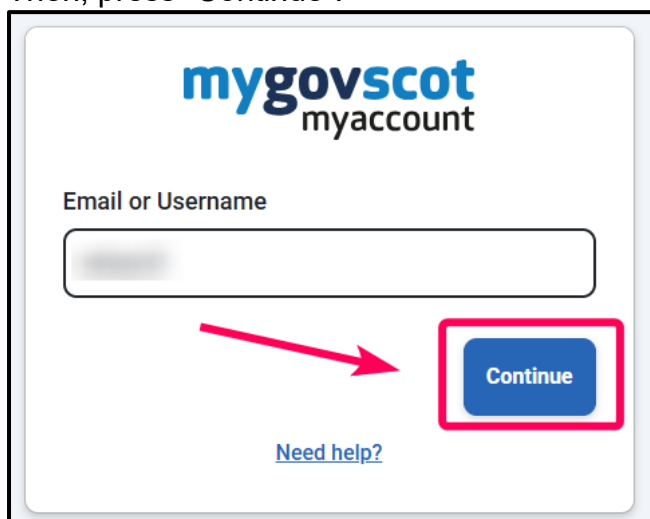
The image shows the login page for 'mygovscot myaccount'. At the top, there is a logo that reads 'mydiabetes * myway' in a stylized, colorful font. Below this, the 'mygovscot myaccount' logo is displayed. The main section contains a form with the label 'Email or Username' above a text input field. To the right of the input field is a grey 'Continue' button. Below the input field is a blue link that says 'Need help?'. At the bottom of the form, there is a section titled 'Passkey' with an illustration of a person using a laptop and a large padlock. The text explains that users can use their fingerprint, Face ID, or pattern to sign in. A blue link 'Learn more' with an external icon is provided. A dark blue button labeled 'Sign in with Passkey' is at the bottom right of this section.

At this stage, please insert the email address associated with your *mydiabetes*myway* account:
(If you are unsure of your username, please contact the support team at mydiabetes.myway@nhs.scot)



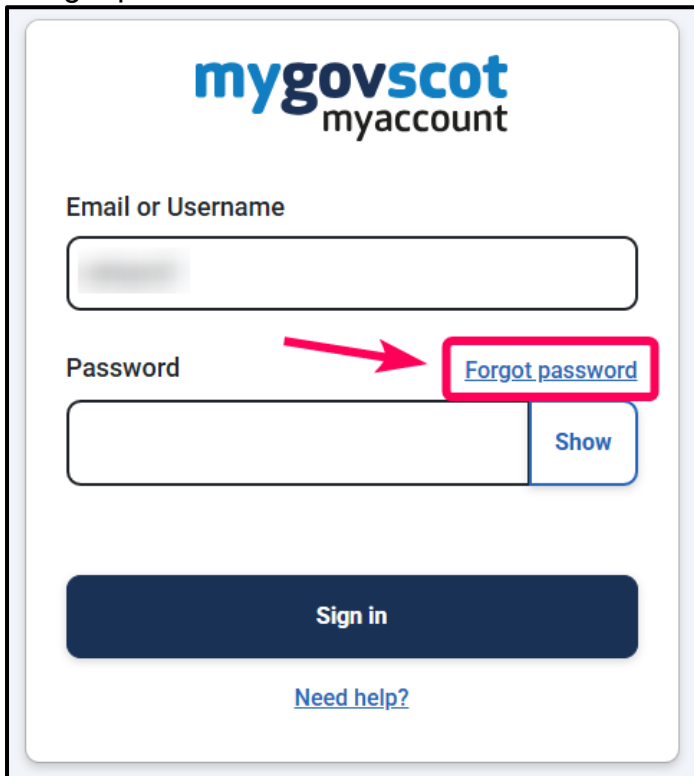
This image is a close-up of the login form. The 'Email or Username' label is above the text input field. The input field is highlighted with a red rectangular border. To the right of the input field is a blue 'Continue' button. Below the input field is a blue link that says 'Need help?'.

Then, press "Continue":



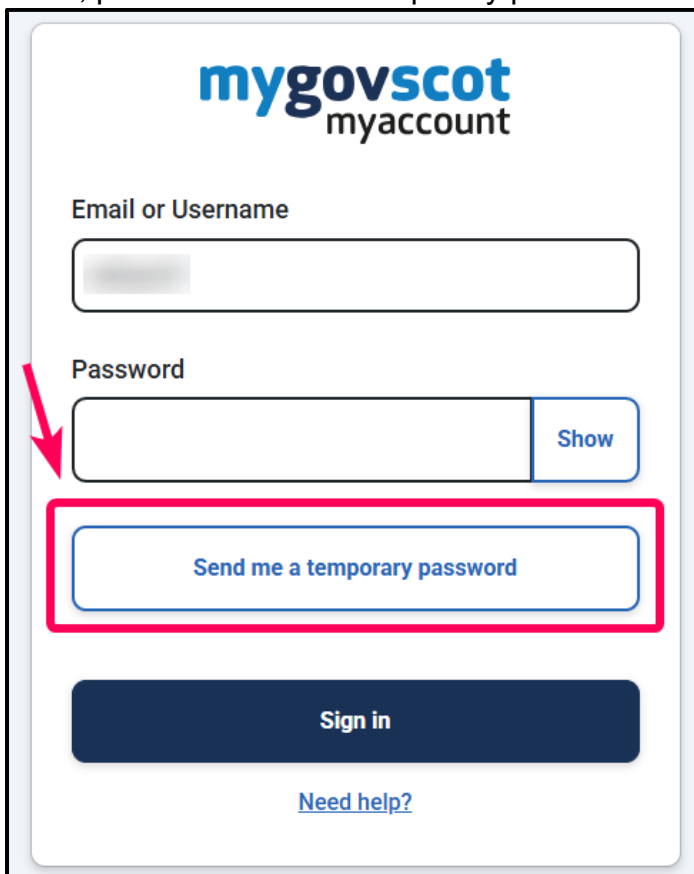
This image is another close-up of the login form, focusing on the 'Continue' button. The 'Email or Username' label is above the text input field. The input field contains a blurred email address. A red arrow points from the input field towards the blue 'Continue' button, which is highlighted with a red rectangular border. Below the input field is a blue link that says 'Need help?'.

A prompt to insert your password will then appear, along with a “Forgot password” button. Press “Forgot password”:



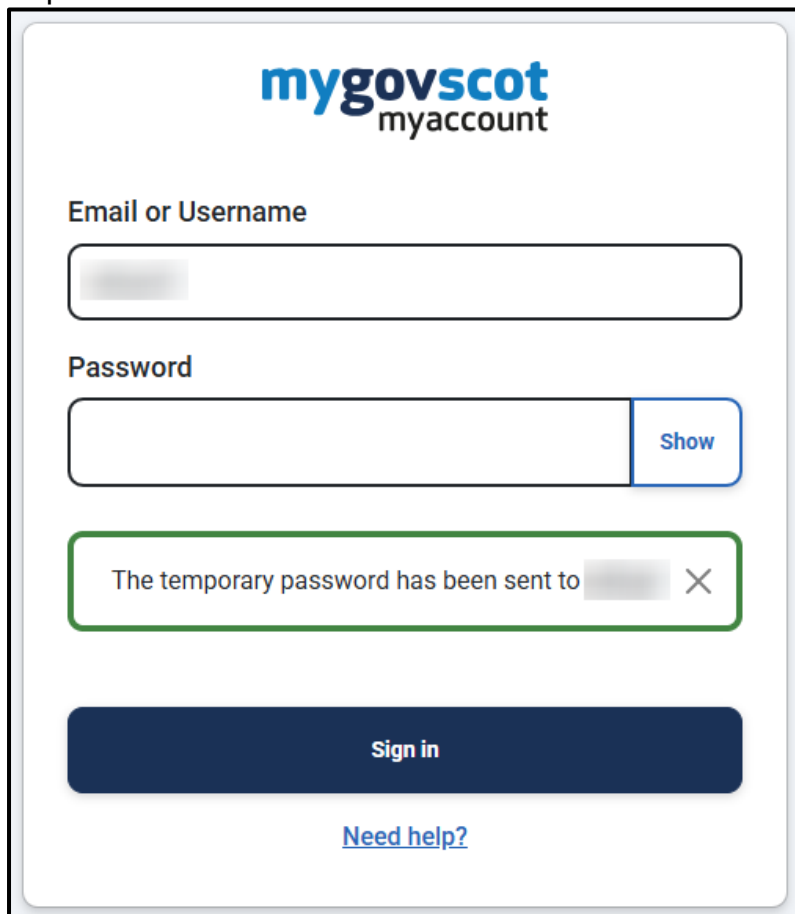
The screenshot shows the login interface for 'mygovscot myaccount'. It includes a logo at the top, followed by input fields for 'Email or Username' and 'Password'. A red arrow points from the 'Forgot password' link, which is enclosed in a red rectangular box, to the password input field. Below the password field is a 'Show' button. At the bottom of the form is a large dark blue 'Sign in' button and a 'Need help?' link.

Then, press “Send me a temporary password”:



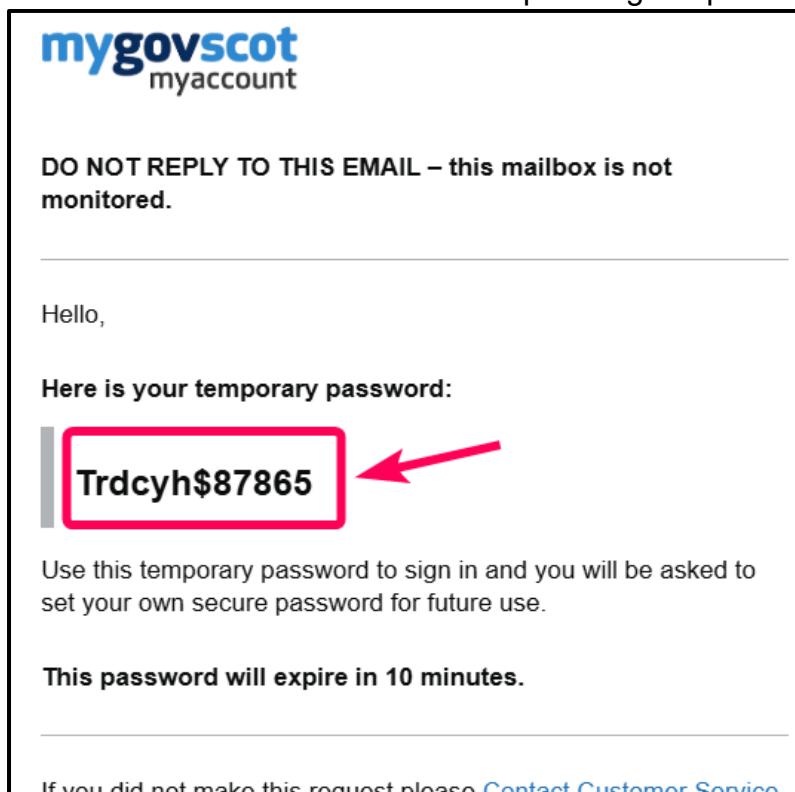
This screenshot shows the same login interface as the previous one, but with an additional button. Below the password input field and the 'Show' button, there is a button labeled 'Send me a temporary password'. This button is highlighted with a red rectangular box, and a red arrow points to it from the left. The 'Sign in' button and 'Need help?' link remain at the bottom of the form.

Once this button has been pressed, a message will appear confirming that a password reset request has been sent:



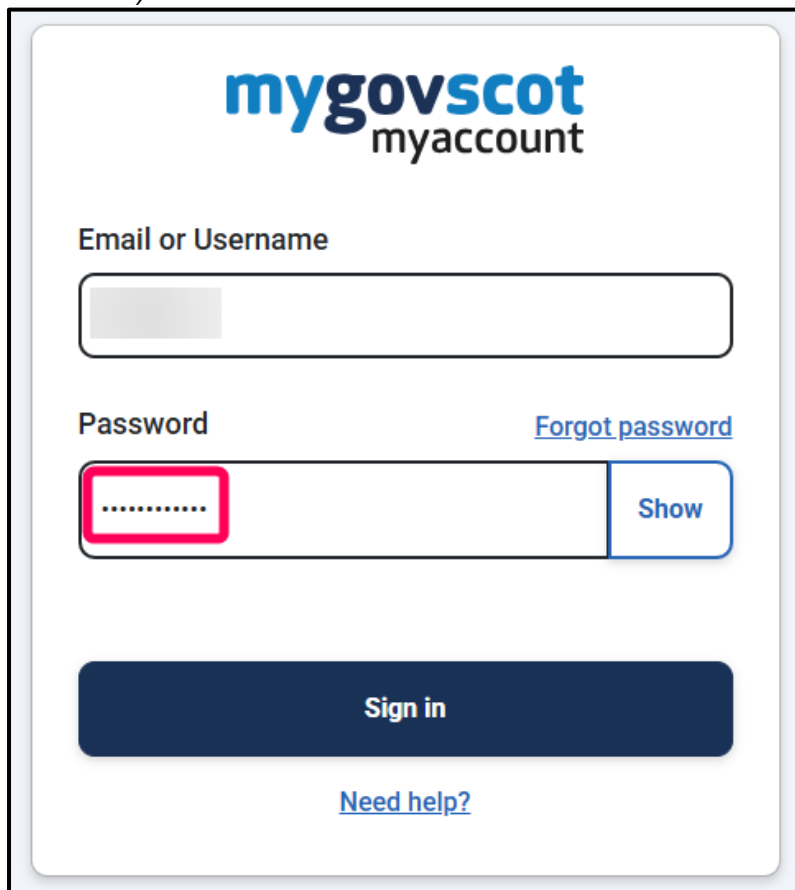
The screenshot shows the 'mygovscot myaccount' login interface. It features a form with two input fields: 'Email or Username' and 'Password'. The 'Password' field has a 'Show' button. Below the password field, a green-bordered message box states: 'The temporary password has been sent to [redacted] X'. At the bottom of the form is a dark blue 'Sign in' button and a blue link for 'Need help?'.

At this point, check your personal email's inbox. An email containing a temporary password should be delivered within a few minutes of pressing the password reset button:



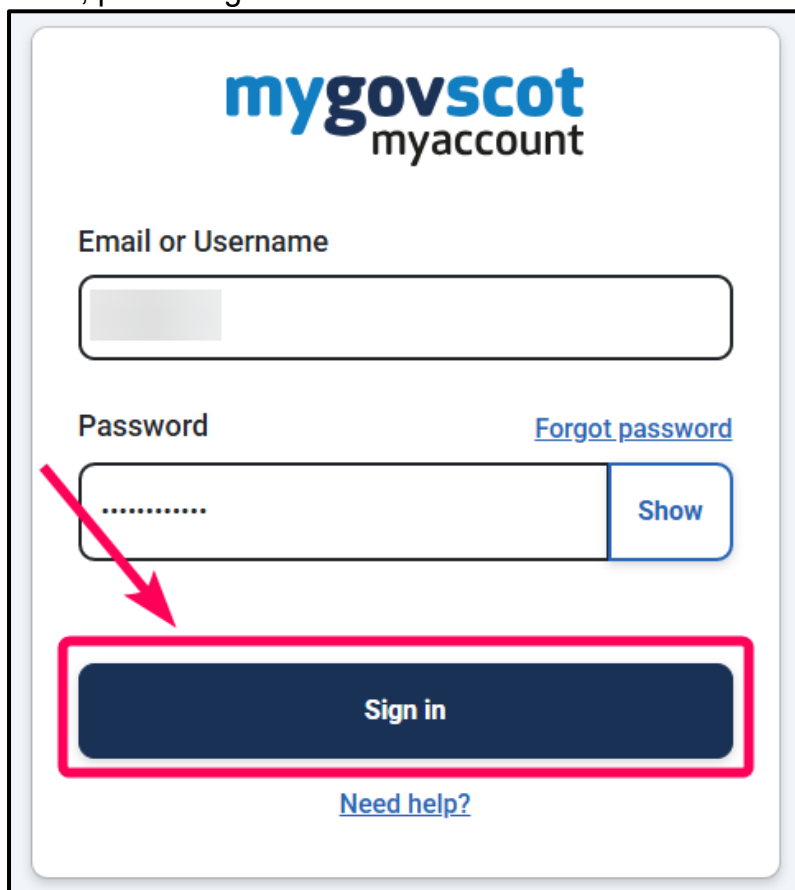
The screenshot shows an email from 'mygovscot myaccount'. The email body contains the following text: 'DO NOT REPLY TO THIS EMAIL – this mailbox is not monitored.', 'Hello,', 'Here is your temporary password:', and a red box containing the temporary password 'Trdcyh\$87865' with a red arrow pointing to it. Below this, it says 'Use this temporary password to sign in and you will be asked to set your own secure password for future use.' and 'This password will expire in 10 minutes.' At the bottom, there is a link: 'If you did not make this request please [Contact Customer Service](#)'.

Return to the mygovscot login page, and type in the temporary password you were provided with: *(please note that you will only have 10 minutes to do so, as the temporary password will expire within this timeframe)*



The image shows the mygovscot myaccount login page. At the top is the logo "mygovscot myaccount". Below it is a label "Email or Username" followed by a text input field. Underneath is a label "Password" followed by a password input field containing seven dots. To the right of the password field is a blue link "Forgot password" and a blue button labeled "Show". Below the password field is a large dark blue button labeled "Sign in". At the bottom is a blue link "Need help?". A red rectangular box highlights the password input field.

Then, press "Sign in":



This image is identical to the one above, showing the mygovscot myaccount login page. However, a red arrow points from the left towards the "Sign in" button, which is now enclosed in a red rectangular box. The "Show" button next to the password field is also visible.

To conclude the password reset process, you will then be prompted to set yourself a new, permanent password. Please create a new password according to the criteria shown on the page (highlighted in yellow in the screenshot below).

Please take particular care to include a “special character / symbol”, for example an @ or ! symbol.



mygovscot
myaccount

The easy way to access Scottish Public Services online

Set new password

..... Show

- ✓ 12 characters or more
- ✓ 1 uppercase letter (A-Z)
- ✓ 1 lowercase letter (a-z)
- ✓ 1 number (0-9)
- ✓ 1 special character / symbol

Save new password

Then, press “Save new password”:



mygovscot
myaccount

The easy way to access Scottish Public Services online



Set new password

..... Show

- ✓ 12 characters or more
- ✓ 1 uppercase letter (A-Z)
- ✓ 1 lowercase letter (a-z)
- ✓ 1 number (0-9)
- ✓ 1 special character / symbol

Save new password

Once your new permanent password has been assigned, you should automatically be logged into your *mydiabetes*myway* account:

[Logout](#)

MY DIABETESMY DETAILSMY RESULTSMY HOME DATAMY REPORTSMY CLINICMY COMMUNITYMY PREFERENCESMY SERVICES

Welcome [redacted]

Welcome to your personal area of the website, where you can access all of your medical information relating to your diabetes care.

You last visited on [redacted]

We use email to send you important and confidential information regarding access to our site and your personal diabetes data. Therefore we need to verify regularly that we know your correct email address. The email address that we have for you is

[redacted]

To verify that we have your correct email address, can you please tick the box below before continuing to view your diabetes data. We will then send you an email message with further instructions on how to complete the verification process.

If you do not receive an email from us within a few minutes, it may be because the message has been filtered by your email software. Please check your 'junk' or 'spam' email folder to see if the message has been placed there.

Should any issues arise during the password reset process, please contact mydiabetes.myway@nhs.scot

In your email to us, please include a description of the issue, as well as any error messages (by screenshot, if possible).