

# Athlete Password Reset User Guide

Follow the steps below to reset your UK Sport password

1. Open a new browser window and browse to – <https://aka.ms/sspr>
2. The screen in figure 1, below, will appear.

Figure 1

Microsoft


## Get back into your account

Who are you?

To recover your account, begin by entering your email address or username and the characters in the picture or audio below.

Email or Username: \*

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. \*

Next Cancel

3. Enter your UK Sport username, which is your **PRN@uksport.gov.uk** (as in figure 2).

Figure 2

uk sport


## Get back into your account

Who are you?

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Email or Username: \*

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. \*

Next Cancel

4. Enter the characters shown and click on **Next**.

5. For a forgotten or expired password, select **I've forgotten my password**.

Figure 3

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## Get back into your account

Why are you having trouble signing in?

I've forgotten my password  
No worries, we'll help you to reset your password using the security info you've registered with us.

I know my password, but still can't sign in  
This might happen because you've tried to sign in with an incorrect password too many times.  
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

**Next** Cancel

6. Click on **Next**.

Figure 4

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## Get back into your account

**verification step 1** > verification step 2 > unlock your account

Please choose the first contact method we should use for verification:

Email my alternative email address

Send a text to my mobile phone number

Call my mobile phone number

Approve a notification on my authenticator app

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*91) below. You will then receive a text message with a verification code which can be used to reset your password.

07999 999991

**Text**

7. Select one of the security options you set up on your MFA account for verification purposes and complete the task (enter the phone number or email address you registered with if selecting either of these options, then enter the code sent via text/email – see figures 4 and 5).

Figure 5

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## Get back into your account

verification step 1 > verification step 2 > unlock your account

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Please choose the first contact method we should use for verification:

- Email my alternative email address
- Send a text to my mobile phone number
- Call my mobile phone number
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

We've sent a text message to your phone number containing a verification code.

[Next](#) [Try again](#) [Contact your administrator](#)

[Cancel](#)

8. Select your second security option and complete the task (this could be app notification if you have installed the Microsoft Authenticator app).

Figure 6

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## Get back into your account

verification step 1 ✓ > **verification step 2** > unlock your account

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Please choose the second contact method we should use for verification:

- Email my alternative email address
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

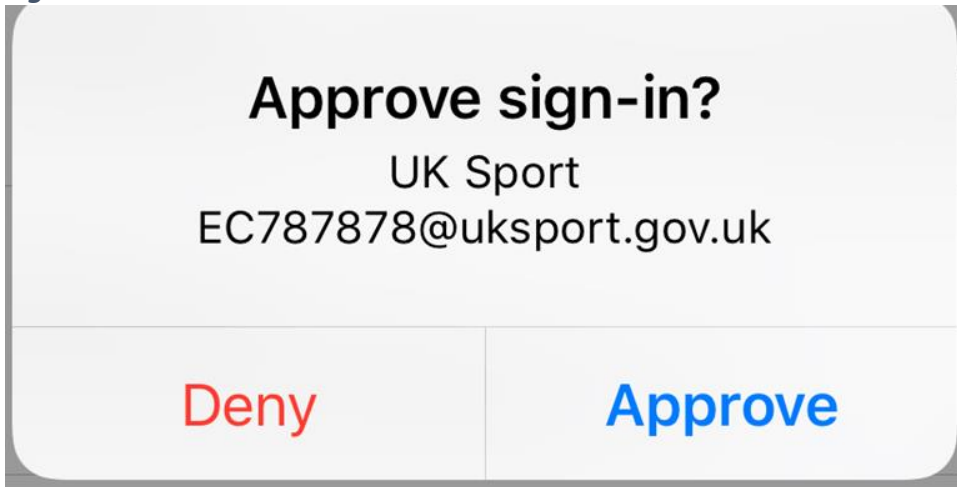
Send a notification to your authenticator app on your mobile device.

[Send Notification](#)

9. Click on **Send Notification**.

10. Open the app on your mobile phone and select **Approve**.

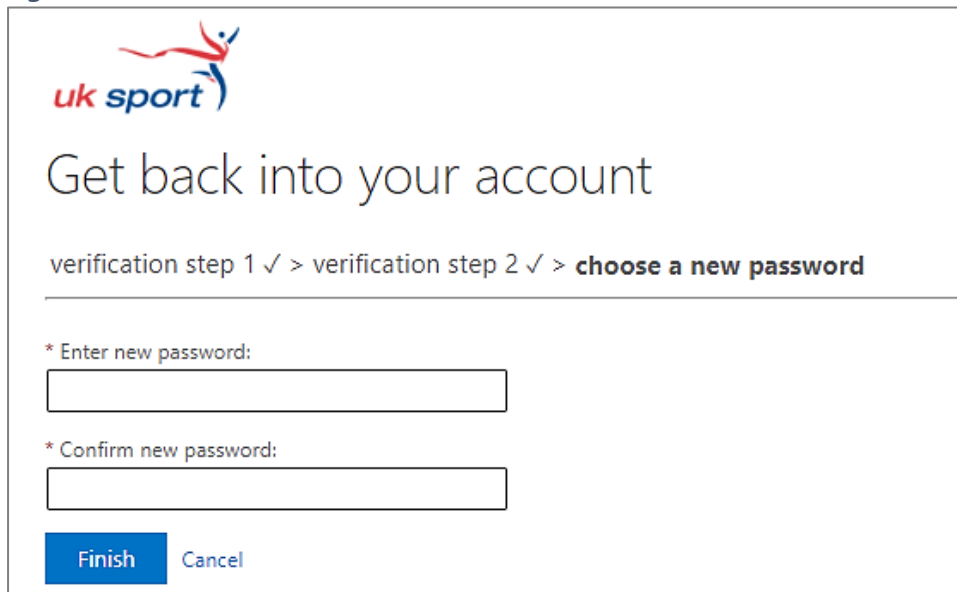
Figure 7



11. On successful verification, enter your new password in the box provided (figure 8).

12. **Note** that your password should have a **minimum of 14 characters** and consist of at least **one upper case letter, one lower case letter, one number and one special character**.

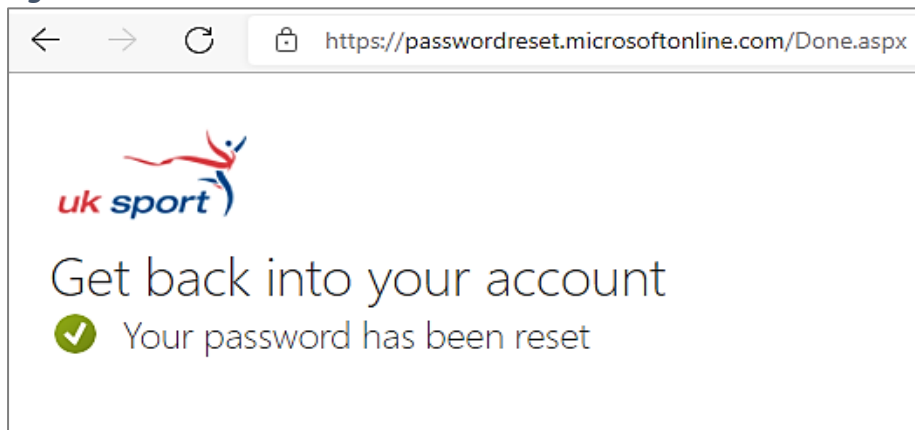
Figure 8



13. Confirm your password in the second box and click on **Finish**.

14. The screen below will appear once your password has been reset.

*Figure 9*

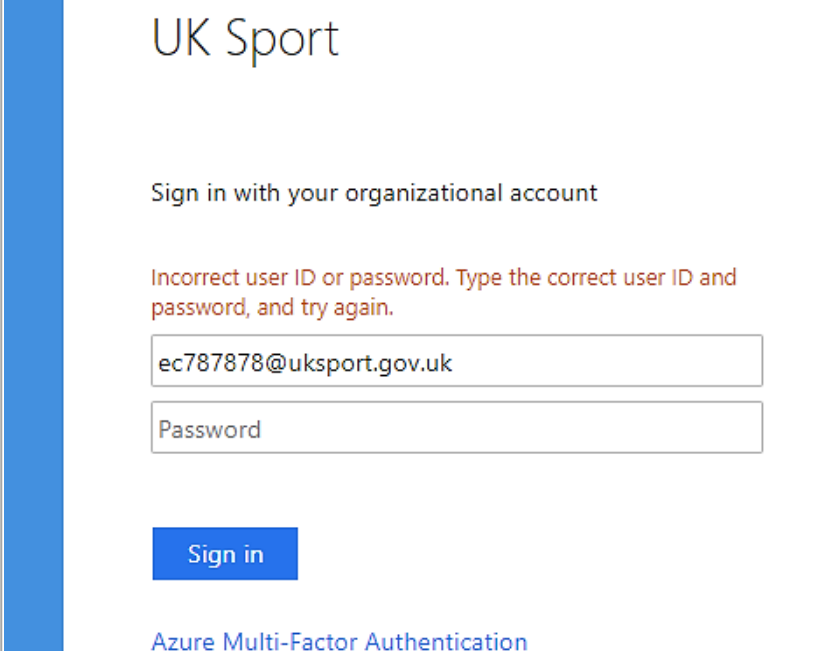


15. You will also receive an email confirming the reset.

16. It could take up to 30 minutes for your account to update. After this, browse to <https://Portal.uk sport.gov.uk> to log in to the UK Sport portal (Athlete Zone and Athlete Appearances) using your new password.

## Troubleshooting

- Use a different browser to your default one if you have a personal Microsoft account.
- If you have deleted the app or changed your mobile phone since setting up your MFA account, your account will need to be reset by UK Sport IT. Please advise the Athlete Investment Team ([Athlete.Investment@uksport.gov.uk](mailto:Athlete.Investment@uksport.gov.uk)) so that they can raise an internal request with IT.
- Entering your password incorrectly 3 times will lock you out of your account. If you think this has happened or see the error message below after resetting your password, please wait 90 minutes before attempting to log in again. Your account will unlock itself after this time.



The screenshot shows the UK Sport login interface. At the top left is a blue vertical bar. The main content area has the UK Sport logo at the top. Below the logo is the text "Sign in with your organizational account". A red error message reads: "Incorrect user ID or password. Type the correct user ID and password, and try again." Below the error message are two input fields: the first contains the email address "ec787878@uksport.gov.uk" and the second is labeled "Password". A blue "Sign in" button is positioned below the password field. At the bottom of the page, the text "Azure Multi-Factor Authentication" is displayed in blue.