

ATHLETE ZONE HANDBOOK



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1. Welcome to Athlete Zone

As a World Class Programme athlete you have access to the **UK Sport Athlete Zone**.

Athlete Zone is the place where you;

- Keep the personal, banking and contact information we hold about you up-to-date
- Submit your income assessment to apply and check your eligibility for an Athlete Performance Award
- Accept your Athlete Performance Award to allow us to pay your funding to you

Before you can use Athlete Zone for the first time and share an income assessment with us there's a few set-up steps you'll need to do.

We recommend reading our [Athlete Zone and Athlete Performance Award top tips](#) before you get started or if you need a refresher at any time.

TOP TIP

Any delay in setting up your account, sharing an income assessment or accepting your Athlete Performance Award may result in a reduction of your award amount, based on the time of application, ineligibility or a delay in your payment reaching you

2. Help and support

Struggling to set-up or access your account or Athlete Zone? Or do you have a question about applying for your Athlete Performance Award?

Contact our Athlete Investment team at Athlete.Investment@uksport.gov.uk, we're here to help you. Please be aware that at busy times it take a few days but we'll come back to you.

3. Accessing Athlete Zone

How to access Athlete Zone

You can find Athlete Zone at: <https://portal.ukssport.gov.uk>

To login you need your:

- UK Sport username – PRN@ukssport.gov.uk
 - o PRN = Your **P**ersonal **R**eference **N**umber, unique to you
- Password

Make sure you've [registered your account and set-up multi-factor authentication](#) before you login for the first time.

Recommendations for using Athlete Zone

For the best experience we advise you to:

- View on a laptop or desktop computer
- Use the browsers [Mozilla Firefox](#) or [Microsoft Edge](#) – which you can download for free
- Use a private or incognito window;
 - o [How to use private browsing in Firefox](#)
 - o [How to use private browsing in Edge](#)
- Use a different browser if you already use a personal Microsoft account

4. Using Athlete Zone for the first time

Your UK Sport account

To set up your UK Sport account you'll need your:

- Username
- Temporary password

You'll have received these, by email, within 24 hours of our Athlete Investment team contacting you for the first time.

If you don't receive these emails then check your junk/spam email folder in the first instance. If you still have any issues then contact Athlete.Investment@uksport.gov.uk.

TOP TIP

Once you've set-up your account remember to take a note of your username and password. Keep them somewhere safe and where you can have them to hand next time you need to login

Setting up my new account

Before you get started, make sure you have;

- 15-20 minutes to complete all of the steps
- Access to both a laptop or desktop computer and a mobile phone, as you'll need to scan a QR code during the set up process

To complete your account registration you'll need to:

- Download the [Microsoft Authenticator app](#) for your mobile phone
- Set-up multi-factor authentication
- Set-up password self-service

Once you have completed these steps you'll be able to login to Athlete Zone to update your details and apply for your Athlete Performance Award.

Setting up multi-factor authentication

Athlete Zone uses multi-factor authentication to keep the information we hold about you safe and your account secure.

Authenticator apps help you log in easily with a code just like you might do via text/email codes, but they give you much stronger security benefits, that's why we use them.

To set this up:

- **Download [Microsoft Authenticator](#) for your mobile phone.** It's available for both Apple and Android devices
- On your laptop or desktop computer open a private or incognito browser window
- **Go to: <https://aka.ms/mfasetup>**
- Enter your username, click **Next**
- Enter your temporary password, click **Sign In**

You'll now be asked to add multi-factor authentication to your account to do this, click **Next**.

You should see the Microsoft Authenticator app registration page, and be promoted to set-up verification by app and phone. Click **Next**.

- Open the Microsoft Authenticator app on your phone
- Choose **Work or School account** and sign in using your username and temporary password
- **Scan the QR code** that should now be display on your laptop or desktop screen
- Follow the instructions within the authenticator app, you will receive a notification to test that this verification method works.

Click **Next**. Here you'll be asked to provide your phone number and prove this number is yours by receiving a text code or voice call.

- **Enter** your phone number and how you want to be contacted, click **Next**
- You'll receive a text or call to your phone, to confirm it's you
- Once you have completed this step your phone will have been registered, click **Next**

If you have completed the steps above correctly you will see a success page confirming your security information as your phone number and Microsoft Authenticator.

Click **Done** to finished the registration process.

You'll now be able to login to Athlete Zone with your password or the verification code from the authenticator app.

TOP TIP

If you're struggling with setting up your multi-factor authentication check out Microsoft's [helpful advice and information](#).

Changing my temporary password to something memorable

We recommend changing your temporary password to something more memorable. To do this;

- Whilst you're logged in go to: <https://aka.ms/sspr>
- Under **Security Information**, select **Change** next to the security method password
- **Enter and confirm** your new password

TOP TIP

Make your password memorable and unique – not a single word or name of a person, character or organisation. It'll need to include:

- Minimum of 14 characters
- At least one upper case letter (A-Z)
- At least one lower case letter (a-z)
- One number (0-9)
- One special character

Setting up password reset for myself

Setting up password self-service allows you to reset your password should you ever forget it.

- On your laptop or desktop computer open a private or incognito browser window
- Go to: <https://aka.ms/ssprsetup>
- **Enter** your username, click **Next**
- **Enter** your password, click **Sign In** – you might be prompted to approve logging in or to enter a code on your authenticator app.

You'll now need to set-up email as a security method. To do this:

- On the **Security info** page, select **Add a sign-in method**
- **Choose Email**
- **Enter** your personal email address that you'd like to use, click **Next**
- You will be sent a code to this email address, once received enter this code
- Click **Next** to complete your set-up for password self-service

Logging into Athlete Zone

To login to Athlete Zone:

- On your laptop or desktop computer open a private or incognito window
- Go to: <https://portal.uk sport.gov.uk>
- **Enter** your username, click **Next**
- **Enter** your password, click **Sign In**
- **Click** on Athlete Zone

You'll now have successfully logged in to Athlete Zone.

5. Returning to Athlete Zone

I can't login

If you're having issues with logging in with your account here are some common problems and how to solve them:

- Your password is entered incorrectly three times and your account has been locked
 - o **Fix:** Reset your password, then wait 2 hours before trying to login again with your new password
- You've updated your password and your new password isn't recognised
 - o **Fix:** Wait 1 hour before trying to login again after your password has been changed
- Your username isn't recognised
 - o **Fix:** Double check your username by looking at your welcome email from the Athlete Investment team. If you still think there's a problem contact Athlete.Investment@uksport.gov.uk with full details and screenshots of any messages

I need to reset my password

If you want to change the password you use with your account or if you've forgotten your password – it happens to us all - then follow these steps.

You'll only be able to do this if you have previously set-up password self-service for your UK Sport account.

- On your laptop or desktop computer open a private or incognito window
- Go to: <https://aka.ms/sspr>
- Enter your username, click **Next**
- Complete the security question by entering the characters shown, click **Next**.
- Select I've forgotten my password, click **Next**

You'll now need to verify it's you by using any two methods that you set up for authentication purposes. This includes verification by: email, text/SMS, in-app notification, by a code via the mobile app.

Verification step one:

- **Select** either notify by text or to your alternative email address
- Based on the option you select you'll be sent a code
- **Enter** the code sent to you

Verification step two:

- **Select** either app notification or enter code from authenticator app
- Open the app on your mobile phone and based on the option you selected click **Approve** or enter the code

If the steps above are completed successfully you'll be able to enter and confirm your new password.

Click on **Finish**, to ensure your password is saved and updated. You'll receive an email to confirm your password has been changed.

It may take up to 30 minutes before your password refreshes and you can login to Athlete Zone.

I've changed my mobile phone

If you delete the authenticator app, change your phone or your mobile phone number after you've set it up then your account will need to be reset.

You won't be able to do this yourself but our team are here to help. Simply send them an email at Athlete.Investment@uksport.gov.uk.