


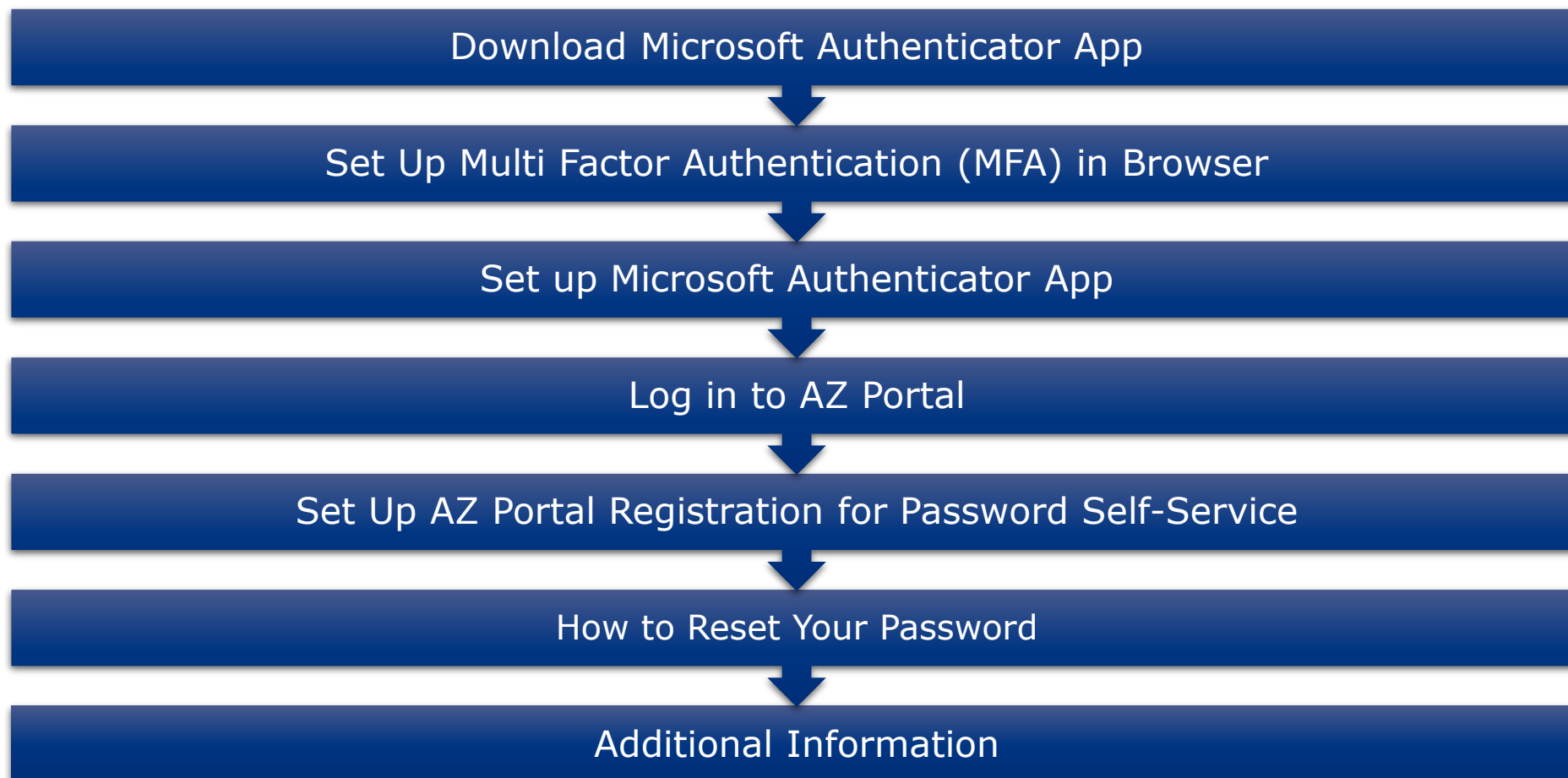
Athlete Zone Set Up Guide



This document contains information on how to set up your Athlete Zone (AZ) portal access.
The steps in this document will need to be completed before you can access the new portal. Please allow 15-20 minutes to complete this process.
If you do not follow these steps you will not be able to log in to Athlete Zone and complete your next Income Assessment and/or APA Offer Acceptance. This may delay your future APA payments.
If you have any queries on the process please contact Athlete.Investment@uksport.gov.uk – Note that it may take a few days for you to receive a response.

AZ Set Up Steps

Before you start the set up it will be beneficial for you to write down/ have easy access to your PRN username and Password, that have been sent to you via the UKS IT Team in two separate emails.



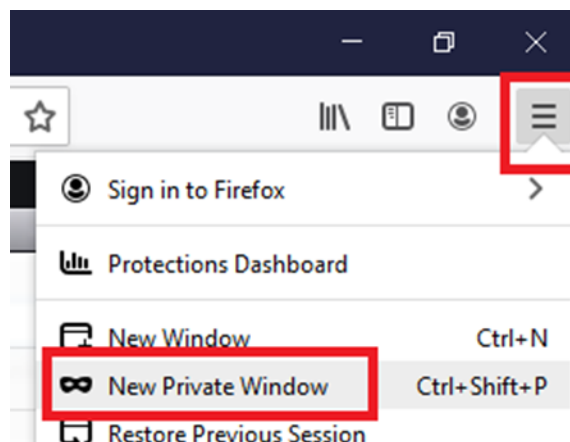
Download Microsoft Authenticator App

Before signing into the AZ Portal you need to Download and install the **Microsoft Authenticator App** on your phone. This App can be found by clicking on the Play Store icon on Android devices or the App Store on Apple devices. This has to be done and cannot be completed via text/email etc.

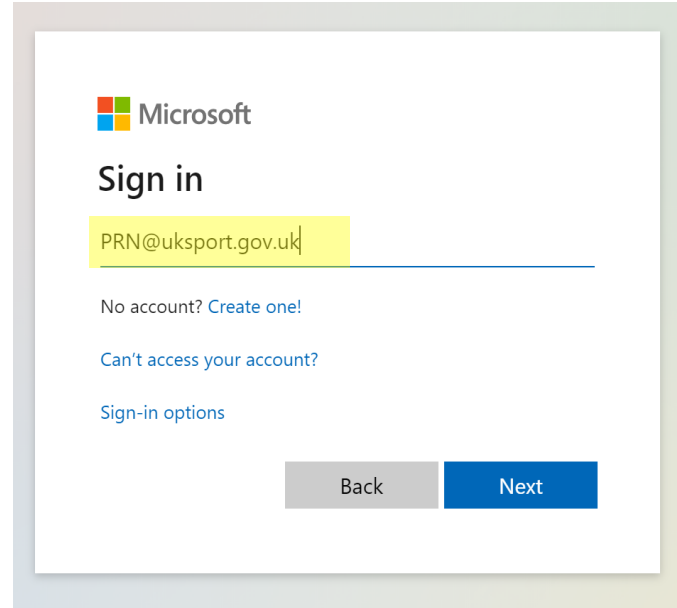


Set Up Multi Factor Authentication (MFA) in browser

Important: Open the page in **Private / Incognito** Mode. We prefer that you use Mozilla Firefox. To open browser in Private / Incognito Mode, open the browser and click on the three lines / dots in the top right corner -> **New Private Window / New Incognito Window** as shown in the below screenshot



Open the following link in the private browser: <https://aka.ms/mfasetup>

A screenshot of the Microsoft sign-in page. The page has a white background with a light gray border. At the top left is the Microsoft logo. Below it is the text "Sign in". A text input field contains the email address "PRN@uksport.gov.uk". Below the input field are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom right are two buttons: a gray "Back" button and a blue "Next" button.

Microsoft

Sign in

PRN@uksport.gov.uk

[No account? Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Back Next

Enter your UK Sport username: PRN@uksport.gov.uk and click **Next**.



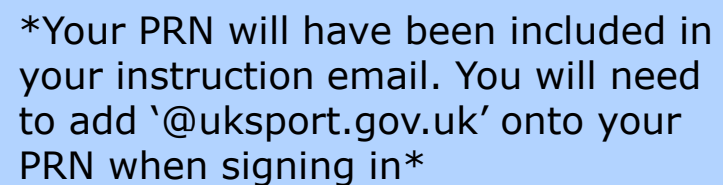
Sign in

AA205289@uksport.gov.uk

[Can't access your account?](#)

[Sign-in options](#)

Next



Your PRN will have been included in your instruction email. You will need to add '@uksport.gov.uk' onto your PRN when signing in

On the next screen you will need to enter the password that came through to you in a separate email. Your username will auto-populate here. Click **Sign in**

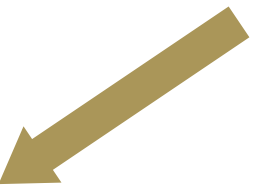
UK Sport

Sign in with your organizational account

aa205289@uksport.gov.uk

Password

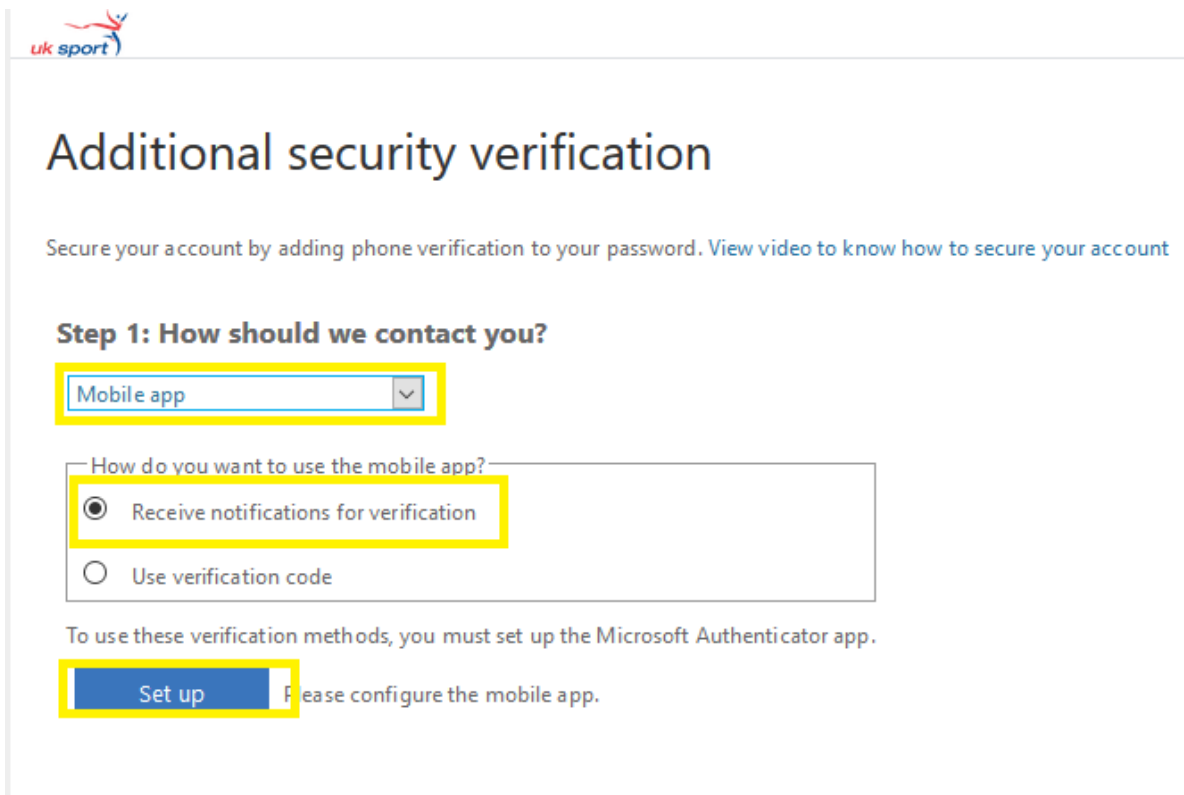
Sign in



Your username will auto-populate here from the previous screen.

You will be required to enter a secondary factor for your account. Click on **Next**.

This will take you to the Microsoft Authenticator App registration page. You must setup your verification as below



uk sport

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

☒ Receive notifications for verification

☐ Use verification code

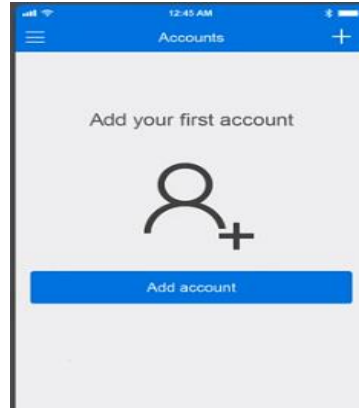
To use these verification methods, you must set up the Microsoft Authenticator app. [Please configure the mobile app.](#)

Set up

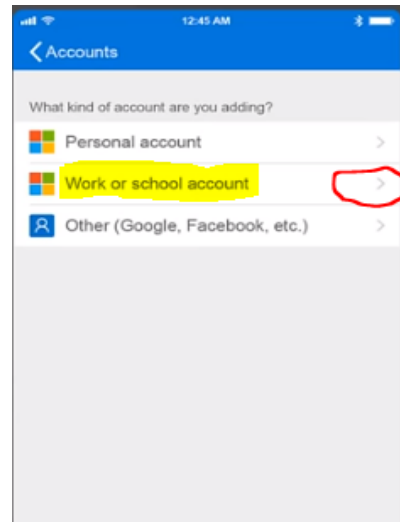
Click on Setup to add your account to the Microsoft Authenticator App on your phone.

Set up Microsoft Authenticator App

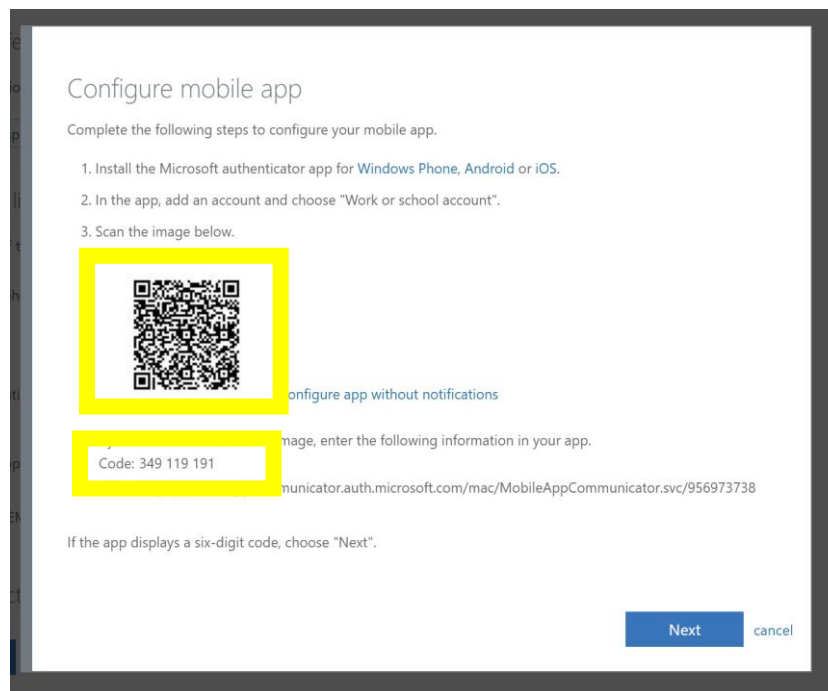
Open Authenticator App. Choose **Add Account**



Choose "**Work or School account**"



Scan the QR code on your screen or manually enter the code on your screen as highlighted in the examples below



Follow the instructions and click on Finished. You should see your registration settings as below. Now you will be able to login to the UK Sport Portal with the Password or the Verification code from the Microsoft Authenticator App

Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to access your account. [View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

☒ Notify me through app

how would you like to respond?

Set up one or more of these options. [Learn more](#)

☒ Authentication phone

☐ Office phone

☐ Alternative authentication phone

☒ Authenticator app or Token

Authenticator app - Redmi Note 6 Pro

You will know you have successfully configured your mobile app; when you see the **Authenticator app – "your device name"** is listed with an option to delete as underlined in the example below.

☒ Authenticator app or Token

Authenticator app - VIE-L09

Once you have set up the app, you will then be able to login to the UK Sport Portal with the Password or the Verification code from the Microsoft Authenticator App.

Log in to AZ Portal

Important: Open browser in Private / Incognito Mode. We prefer that you use Mozilla Firefox. See instructions on page 3 on how to open Private / Incognito mode.

Open a new browser and browse to – <https://Portal.uksport.gov.uk>

Enter your UK Sport username, which was sent to you in an email. E.g. PRN@uksport.gov.uk and click **Next**.

Then enter your password (also sent to you by email) in the next screen and click on **Sign in** (your username will auto-populate here).

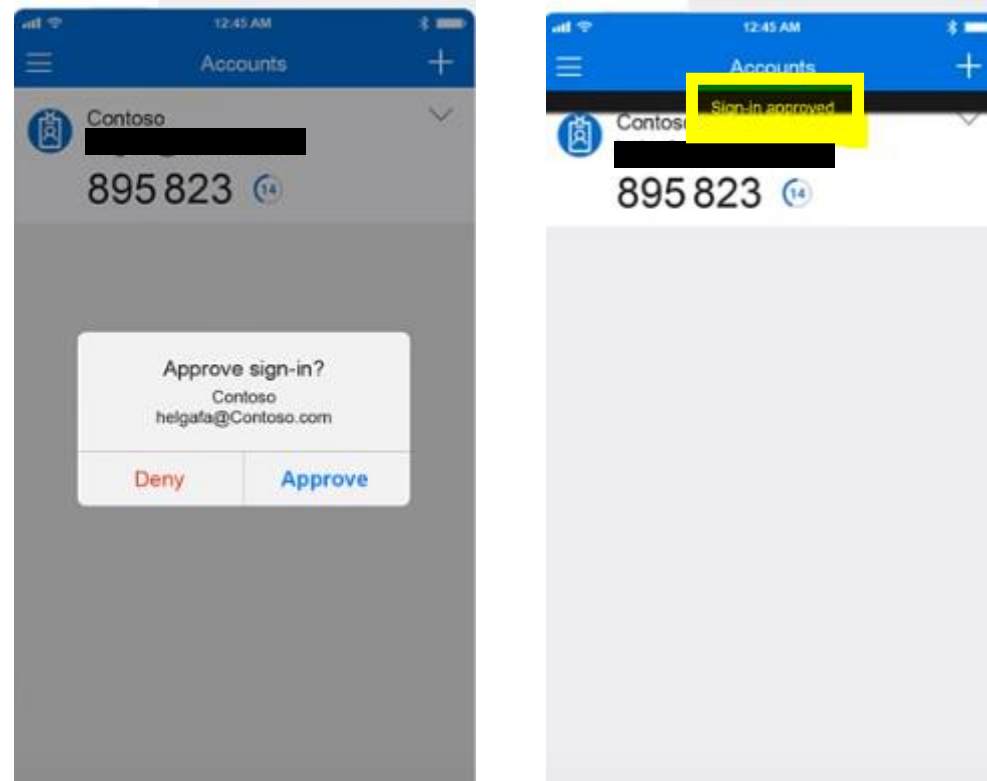
*If you have forgotten your password, you can use the code generated from the Microsoft Authenticator App by clicking on **Azure Multi-Factor Authentication** link below and then entering the code from the Authenticator App for your account – PRN@UKSport.gov.uk to login*

Sign in with your organizational account

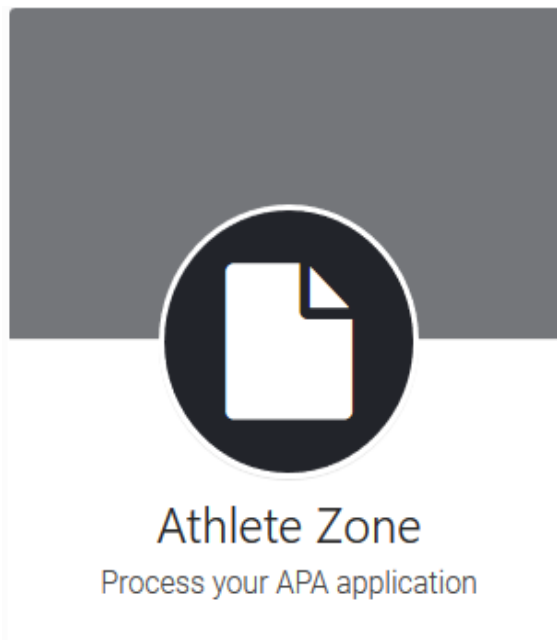
Sign in

[Azure Multi-Factor Authentication](#)

Once you enter the password/code from the Authenticator App you will then still be asked for a second form of authentication, which will be either an **approval** from the Authenticator app or a new code.



Now you have logged into the UK Sport Portal. Click on the **Athlete Zone** Icon to access the new AZ site



Please note that an instruction guide for the new Athlete Zone site will be sent out shortly.

Set Up AZ Portal Registration for Password Self-Service

Password Self-Service allows **you** to reset your UK Sport password.

Important: Open browser in **Private / Incognito** Mode. We prefer that you use Mozilla Firefox. See instructions on page 3 on how to open Private / Incognito mode

Copy and paste the following website into your browser: <https://aka.ms/ssprsetup>

Enter your username, which you have just used in the multifactor authentication set up (e.g. PRN@uksport.gov.uk) and click **Next**

Enter the password from the email sent to you (this is the same password as the previous sections) on the next screen, and click on **Sign-in**

You may be prompted via the MFA to approve the log in or enter a code on your Authenticator App

You need to setup any two options for **Password Self-Service**

Click on **Verify** against **Authentication Phone** to complete setup for mobile number

don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. **You'll need to set up at least 2 of the options below.**

❗ Office phone is not configured. This information is managed by your administrator.

⚠️ Authentication Phone is set to +44 [redacted] [redacted] [Verify](#)

❗ Authentication Email Address is not configured. [Set it up now](#)

❗ Security Questions have not been configured. [Set them up now](#)

Finish

[Cancel](#)

Enter your mobile number again in the next screen and select **text me** to receive code. Then enter the code received on your mobile to complete verification for mobile number

Then select **Set it up now** against **Authentication email address**

don't lose access to your account!

To make sure that you can reset your password, we need to collect some info so that we can verify who you are. We won't use this to spam you – we'll just use it to make your account more secure. **You'll need to set up at least 2 of the options below.**

❗ Office phone is not configured. This information is managed by your administrator.

✅ Authentication Phone is set to +44 [redacted] [redacted] [Change](#)

❗ Authentication Email Address is not configured. [Set it up now](#)

❗ Security Questions have not been configured. [Set them up now](#)

Finish

[Cancel](#)

Enter your personal email address and click on **email me** to receive verification code

Enter the verification code sent to your personal email address and click on **Verify**

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

❗ Office phone is not configured. This information is managed by your administrator.

✅ Authentication Phone is set to +44- [REDACTED] [Change](#)

✅ Authentication Email Address is set to [REDACTED]@mail.com. [Change](#)

❗ Security Questions have not been configured. [Set them up now](#)

[Finish](#)

[Cancel](#)

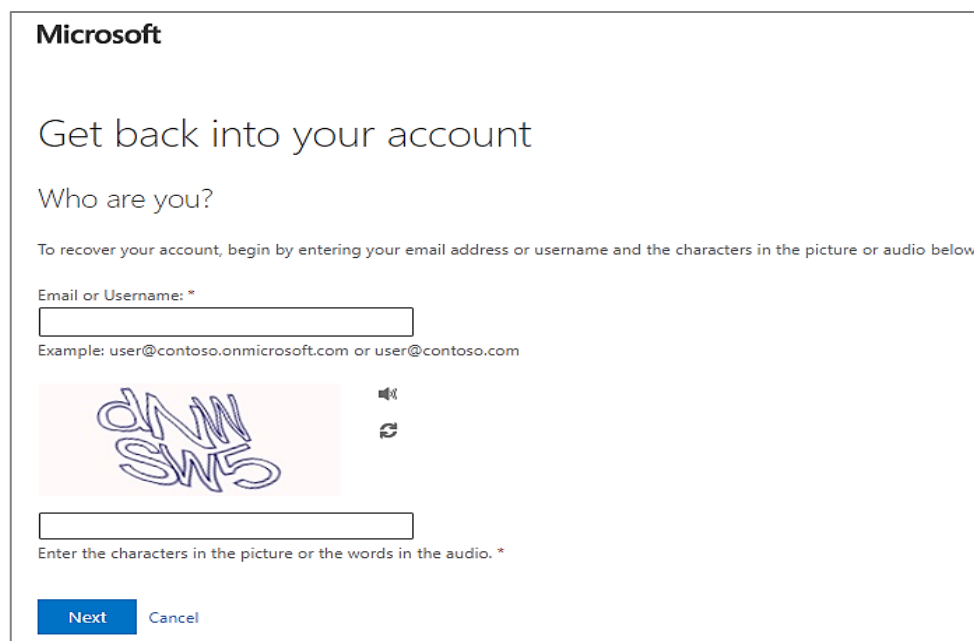
Click on **Finish** to complete successful **Registration for Password Self-Service**

How to Reset / Change your Password

Important: Open browser in **Private / Incognito** Mode. We prefer that you use Mozilla Firefox. See instructions on page 3 on how to open Private / Incognito mode

Open a new browser and browse to – <https://aka.ms/sspr>

The below screen in will appear



The screenshot shows the Microsoft account recovery interface. At the top, the Microsoft logo is displayed. Below it, the heading "Get back into your account" is followed by the question "Who are you?". A sub-instruction states: "To recover your account, begin by entering your email address or username and the characters in the picture or audio below." There are two input fields: the first is labeled "Email or Username: *" and the second is for the security code. Below the first field, an example is provided: "Example: user@contoso.onmicrosoft.com or user@contoso.com". The security code field is accompanied by a CAPTCHA image showing the characters "dwn sw5" and an audio icon. At the bottom, there are "Next" and "Cancel" buttons.

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: *

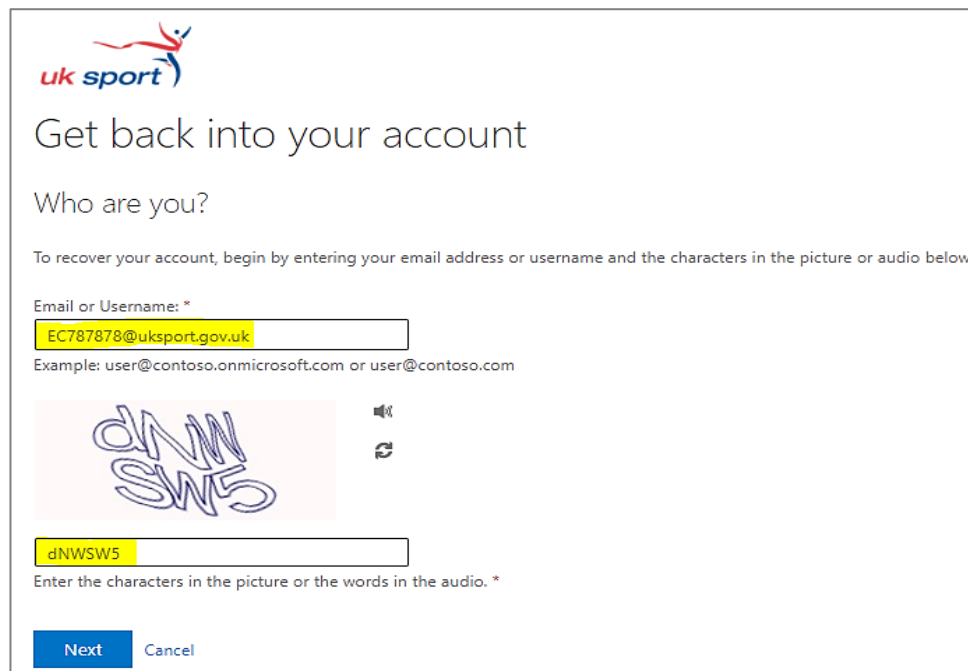
Example: user@contoso.onmicrosoft.com or user@contoso.com

dwn sw5

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

Next Cancel

Enter your UK Sport username, which is your **PRN@uksport.gov.uk** as shown below

A screenshot of the UK Sport account recovery page. At the top is the UK Sport logo. Below it is the heading "Get back into your account" and the question "Who are you?". A subtext says: "To recover your account, begin by entering your email address or username and the characters in the picture or audio below." There are two input fields. The first is labeled "Email or Username: *" and contains the text "EC787878@uksport.gov.uk". Below this is an example: "Example: user@contoso.onmicrosoft.com or user@contoso.com". The second input field is for a security code, containing "dNWSW5". To the left of this field is a square image with the characters "dNWSW5" in a stylized, hand-drawn font. To the right of the image are icons for a speaker (audio) and a refresh button. Below the input fields is a prompt: "Enter the characters in the picture or the words in the audio. *". At the bottom are two buttons: "Next" (in blue) and "Cancel" (in grey).

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

For a forgotten or expired password, select **I've forgotten my password** as shown below



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

Click on **Next**.

Now you need to complete verification by using any two methods that you setup up on your MFA account from the following – Email, mobile number, Notification via the App, Code via the App.

Select the first one - Enter the phone number or email address then enter the code sent via text/email – see figures below

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.

Text

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

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

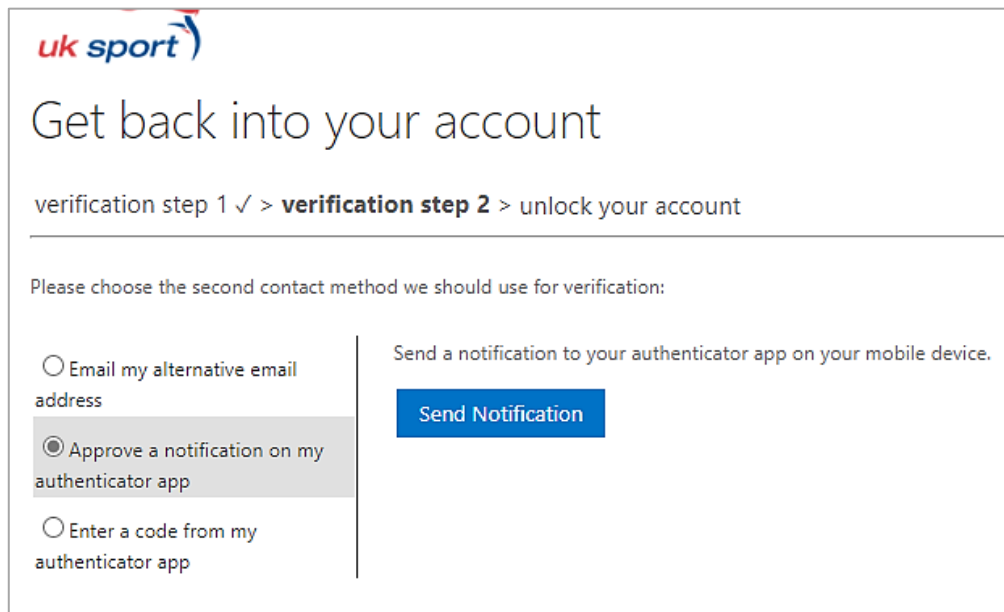
Next

[Try again](#)

[Contact your administrator](#)

[Cancel](#)

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



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Get back into your account

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

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

☐ Email my alternative email address

☒ Approve a notification on my authenticator app

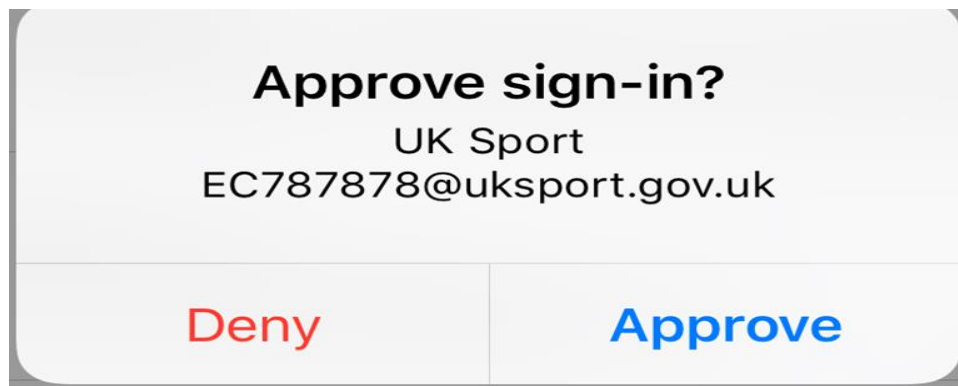
☐ Enter a code from my authenticator app

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

[Send Notification](#)

Click on **Send Notification**.

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

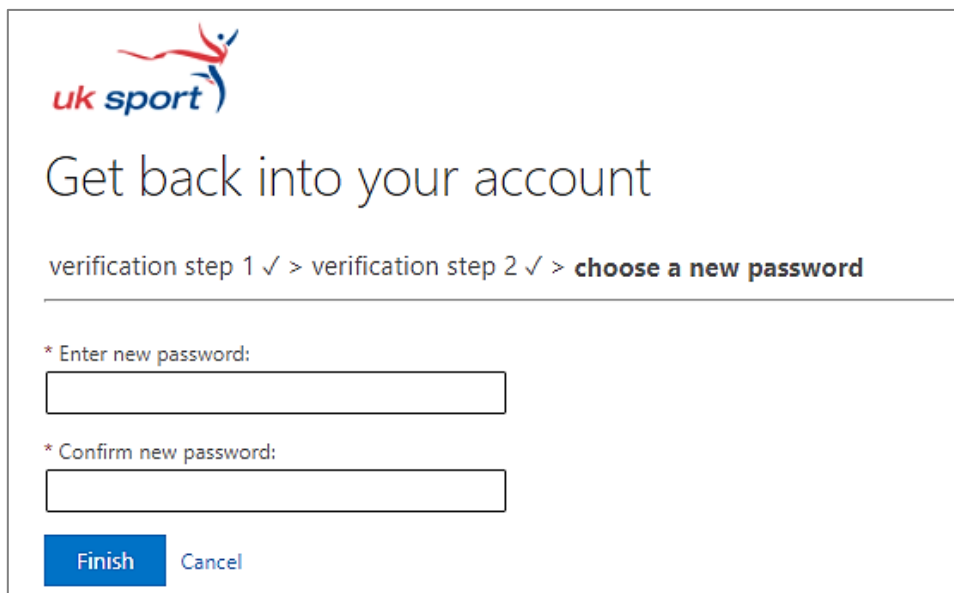


Approve sign-in?
UK Sport
EC787878@uksport.gov.uk

[Deny](#) [Approve](#)

On successful verification, enter and confirm your new password in the boxes provided below and click on **Finish**

Note that your new 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**.



uk sport

Get back into your account

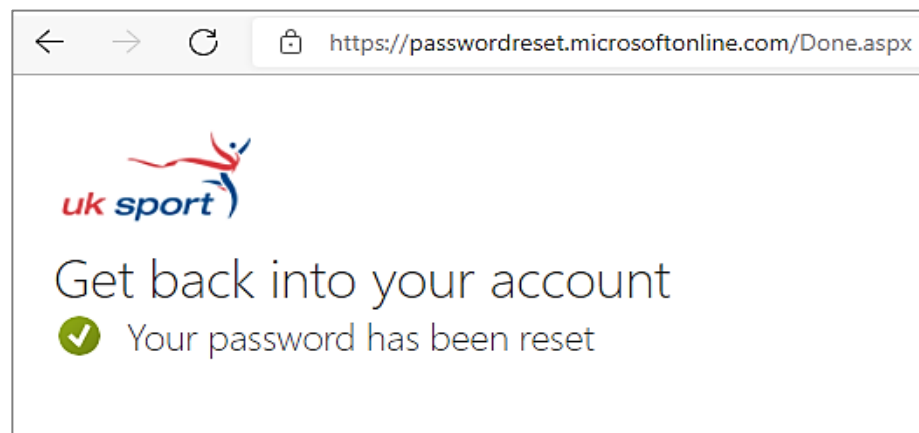
verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

The screen below will appear once your password has been reset



You will also receive an email confirming the reset

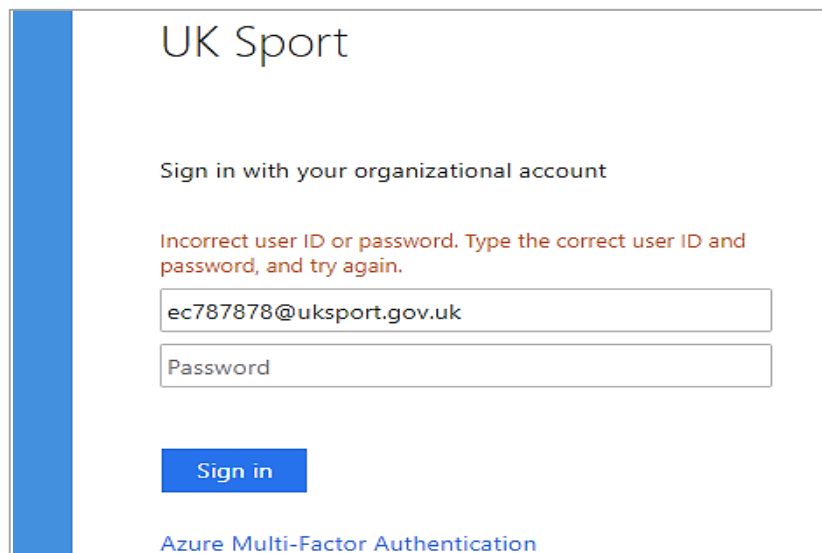
It could take up to 30 minutes for your account to update. After this, browse to <https://Portal.uksport.gov.uk> to log in to Athlete Zone using your new password.

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 or changed your mobile number 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) 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 with your new password. Your account will unlock itself after this time.



UK Sport

Sign in with your organizational account

Incorrect user ID or password. Type the correct user ID and password, and try again.

Azure Multi-Factor Authentication

Additional Information

If you have any problems setting up your multifactor authentication there is a Microsoft help page here: <https://docs.microsoft.com/en-us/azure/active-directory/user-help/multi-factor-authentication-end-user-troubleshoot>

If you are still unable to set up and log into your account please contact Athlete.Investment@uksport.gov.uk. Please provide full screen shots of the error you are receiving. **Note that it may take a few days for you to receive a response.**

The Athlete Zone Portal you have just set up your access for will be where you can apply for your APA and find multiple other resources including other benefits available to you whilst part of the WCP.