

# TROUBLE SHOOTING GUIDE



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## Set up your Multi-Factor Authentication (MFA) and Password Reset Account

To sign into the UK Sport portal, you are required to enable multi-factor authentication (MFA) on your login account. This adds an additional layer of security to your account username and password.

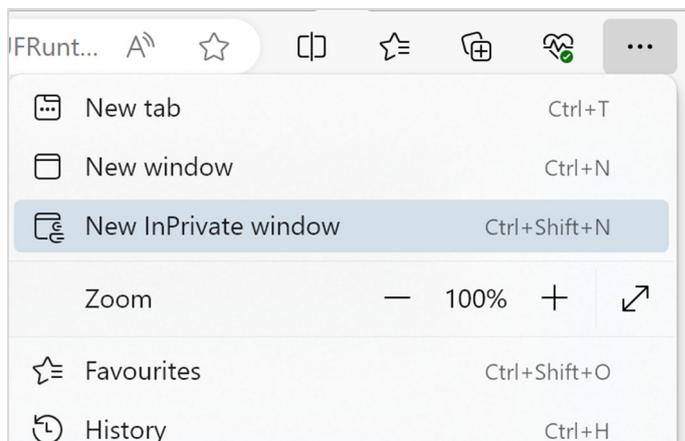
Before signing into the portal, download and install the **Microsoft Authenticator app** onto your mobile phone (see steps below). Have your UK Sport username and password to hand and ensure you have access to a laptop or desktop computer.

- **For athletes – your username is your [PRN@uksport.gov.uk](mailto:PRN@uksport.gov.uk)**
- **For everyone else – this is your [Firstname.Lastname@uksport.gov.uk](mailto:Firstname.Lastname@uksport.gov.uk)**

Go to <https://aka.ms/mfasetup> to set up your MFA account by following the guidance below (if you already have a Microsoft account, please use a different browser when setting up and logging in to your UK Sport account).

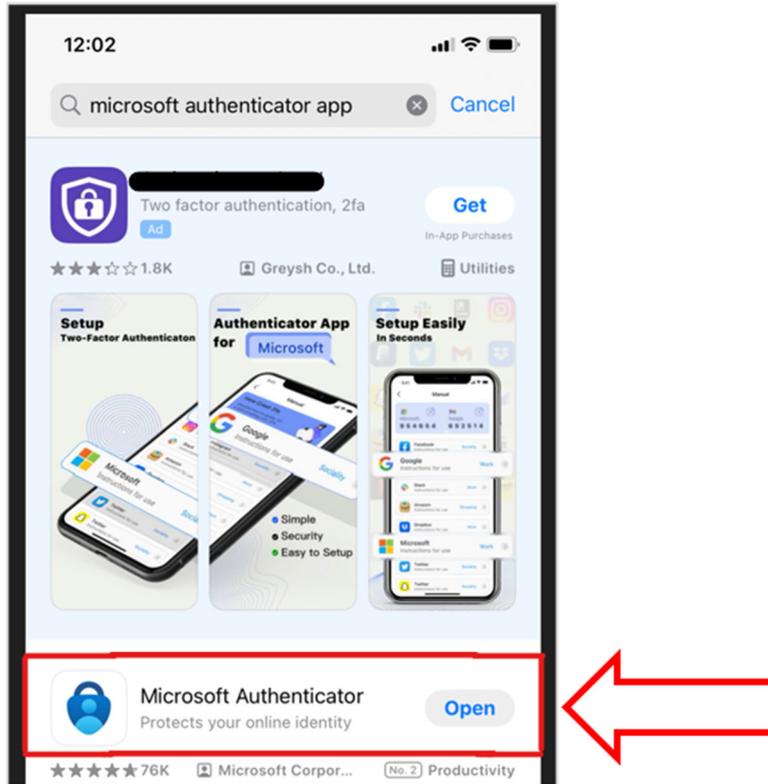
**Note: To prevent a conflict with your personal or organisation login details, it is recommended that you log in with a private browsing or incognito window.**

**Recommended browsers: Microsoft Edge and Mozilla Firefox**



## How to set up Multi-Factor Authentication (MFA) on the app

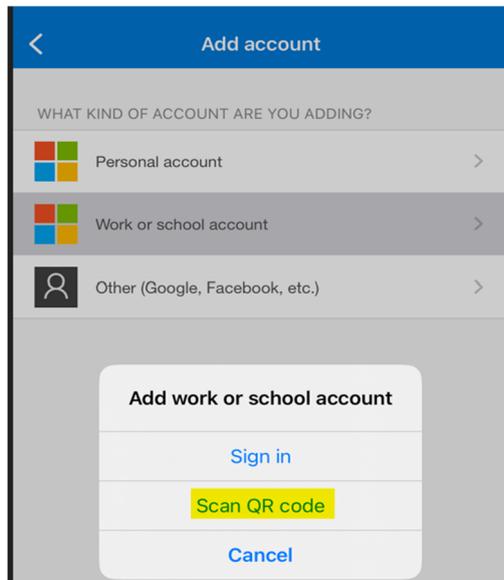
1. On your mobile phone, go to the App Store (iPhone) or Play Store (android) and download the free **Microsoft Authenticator** app if you do not already have it



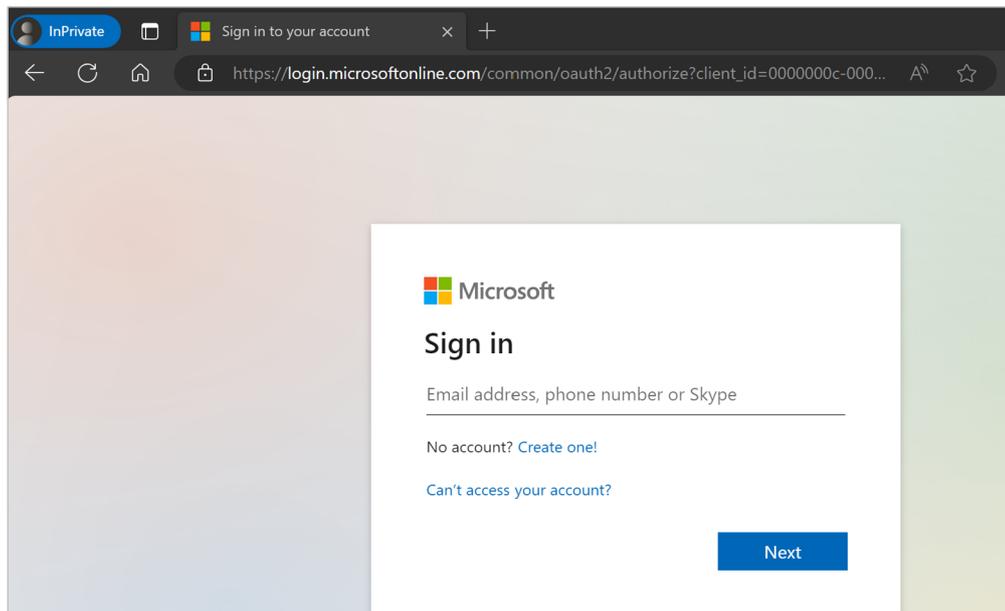
2. Open the Microsoft Authenticator app on your phone and click the + (“plus”) sign to add an account



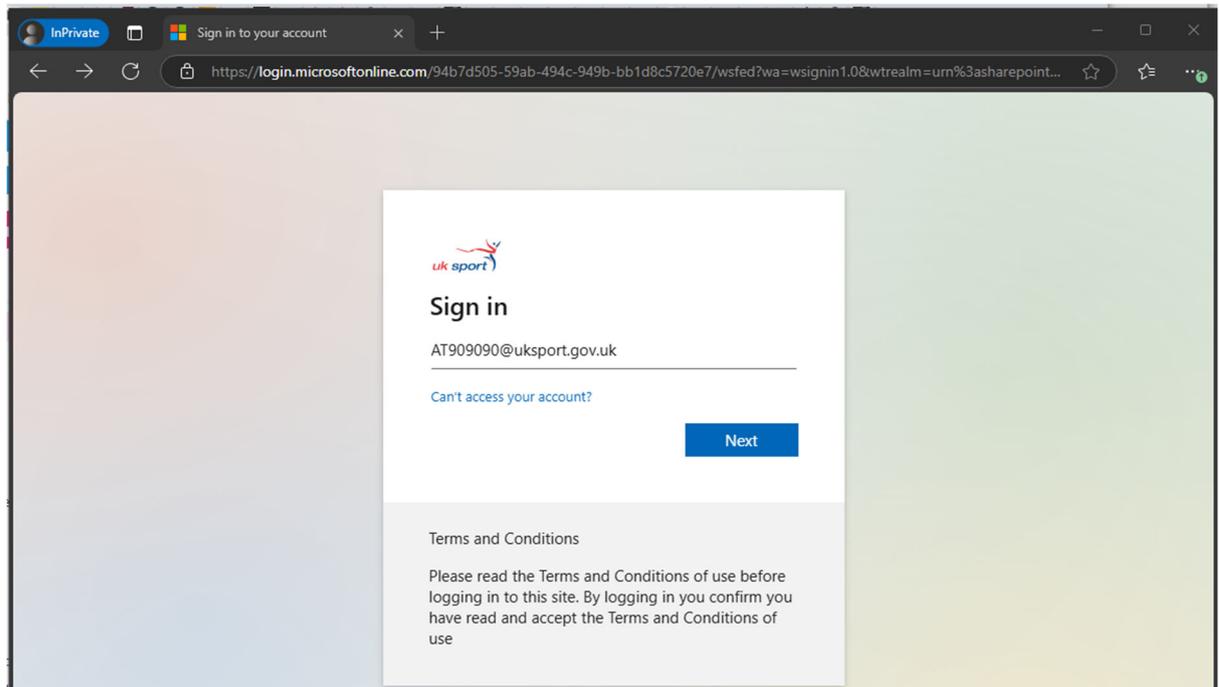
3. Select **Work or school account** and click **Scan QR code**



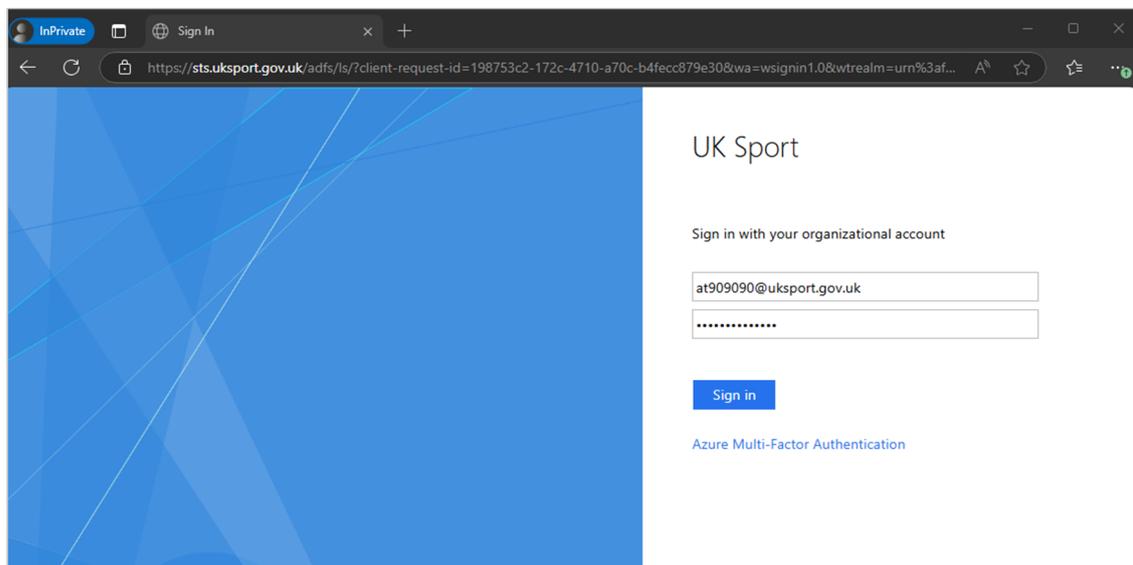
4. On your laptop or desktop computer, open a new browser window and copy and paste this link to it: <https://aka.ms/mfasetup>



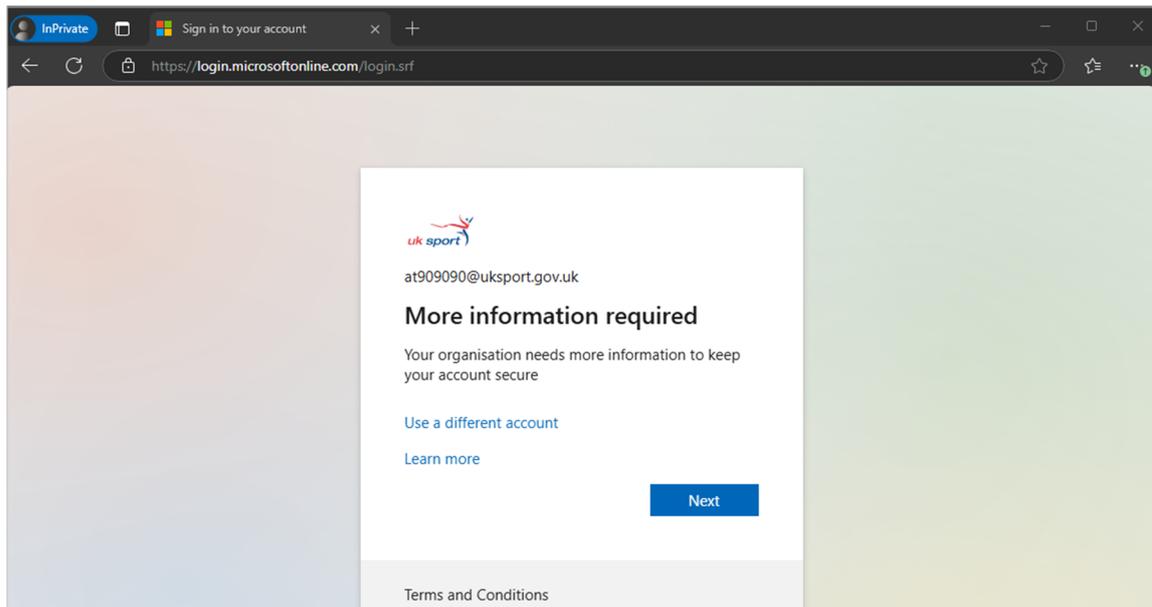
5. Enter your UK Sport username and click **Next**



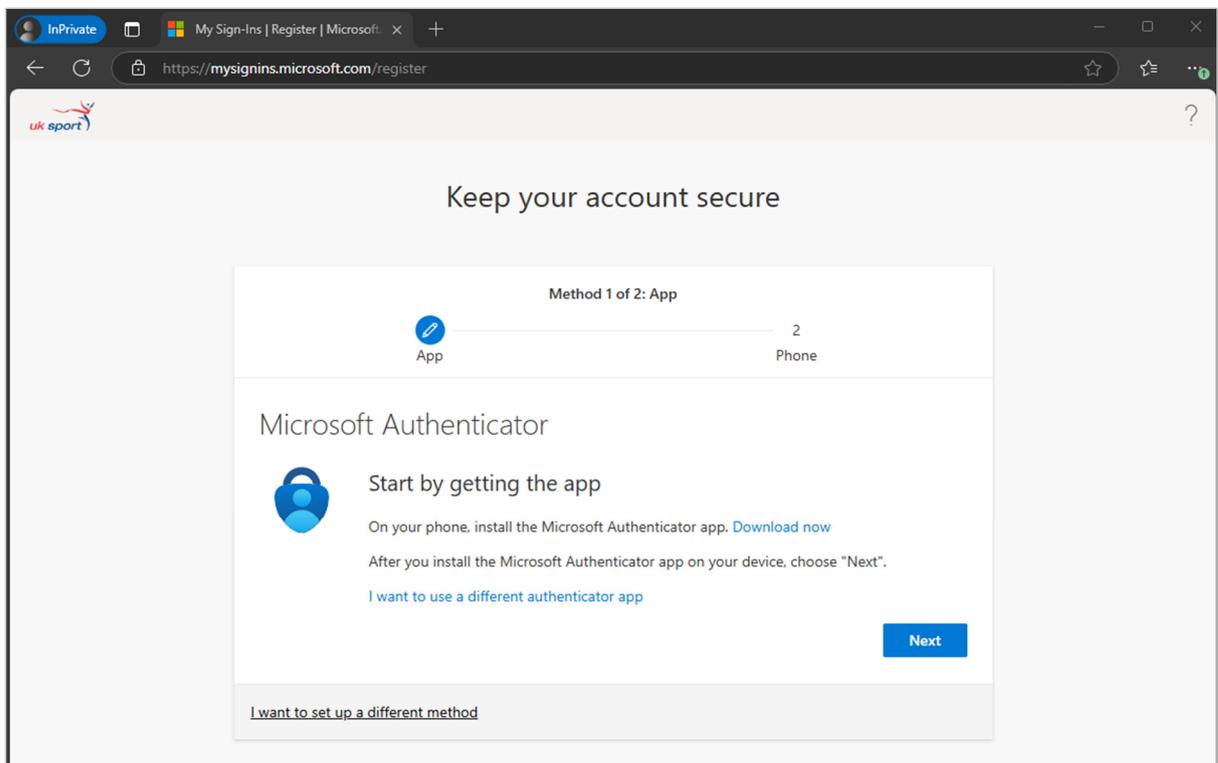
6. Enter your password



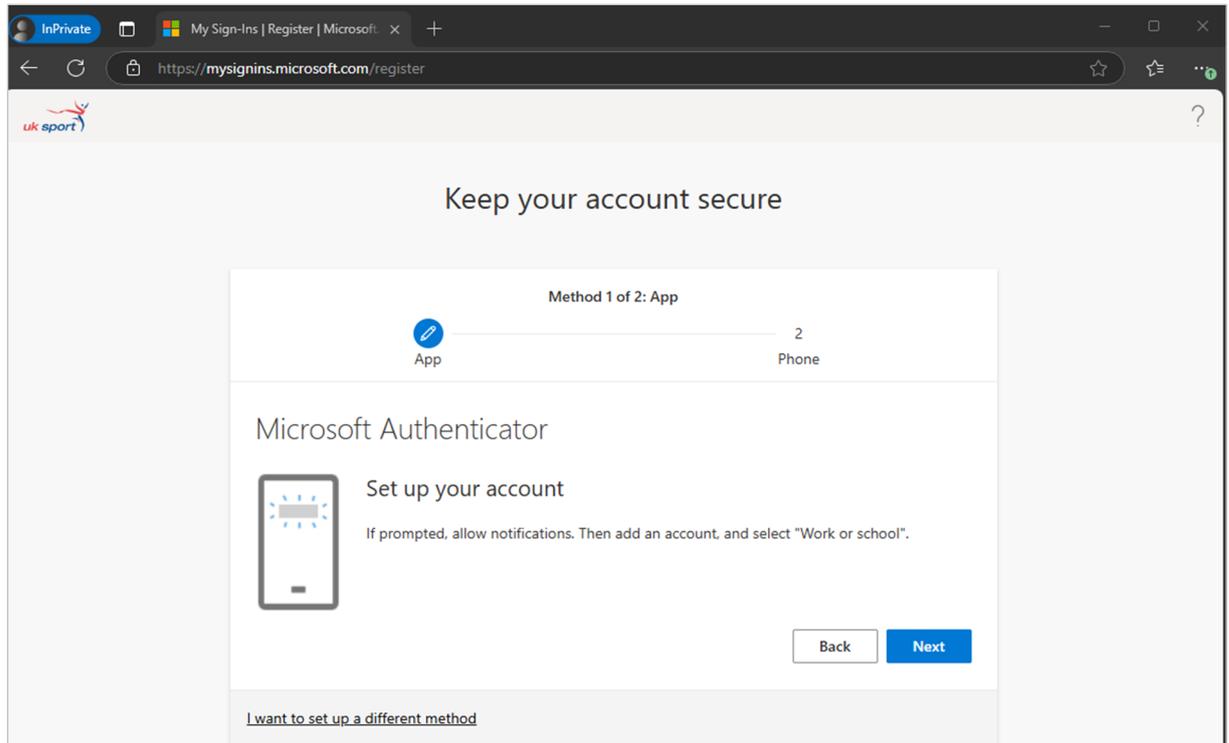
## 7. Click **Next**



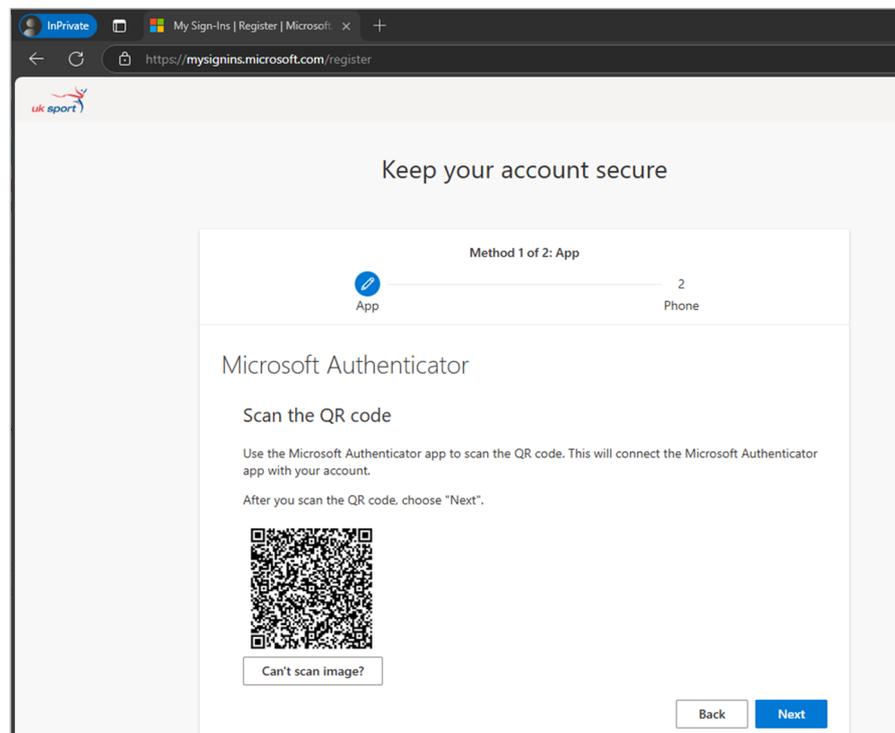
## 8. Download the Microsoft Authenticator app if you have not already done so and click **Next**



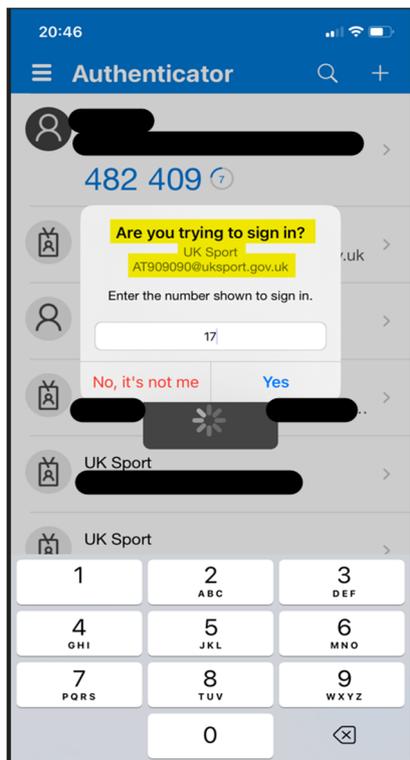
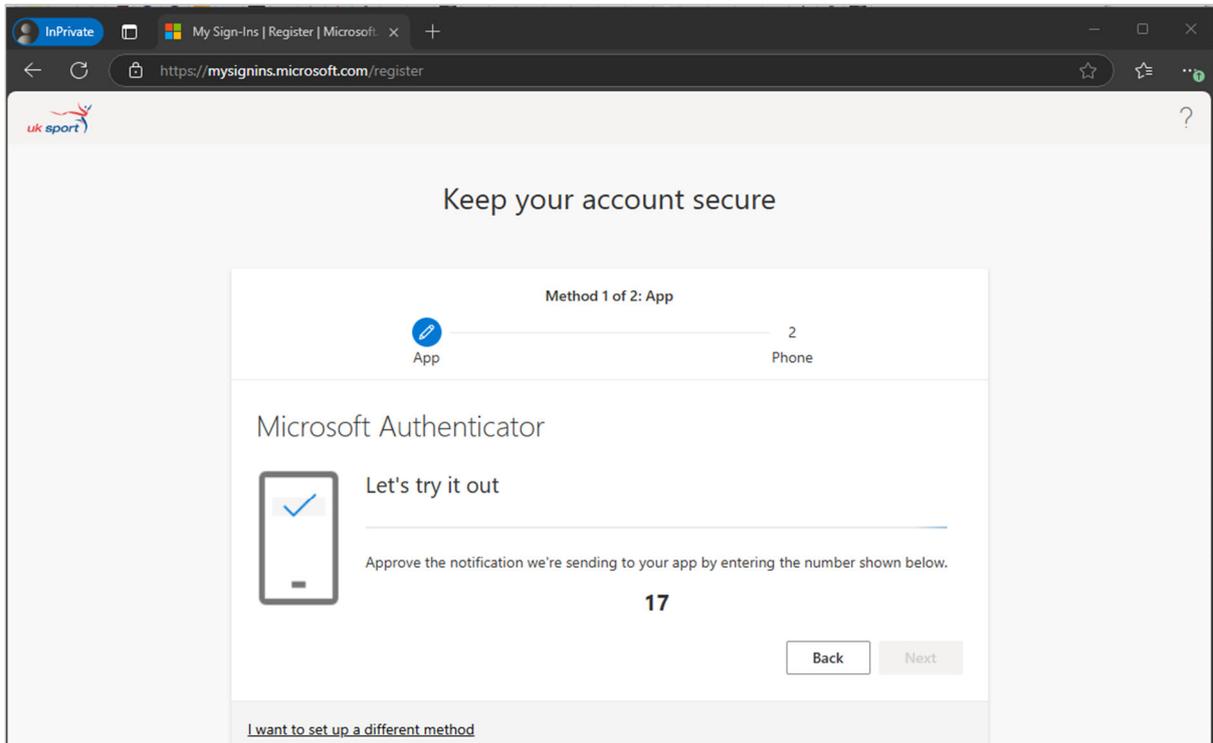
9. If prompted on your phone, allow notifications



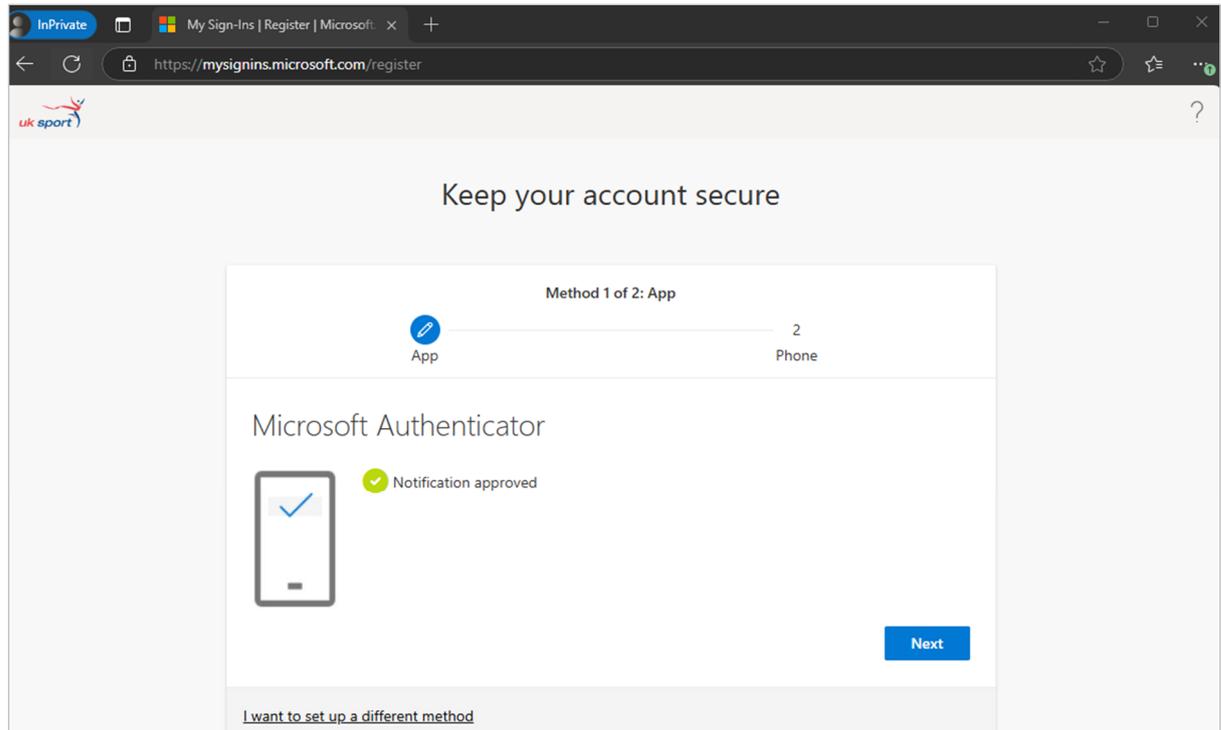
10. Scan the QR code (on the MFA site)



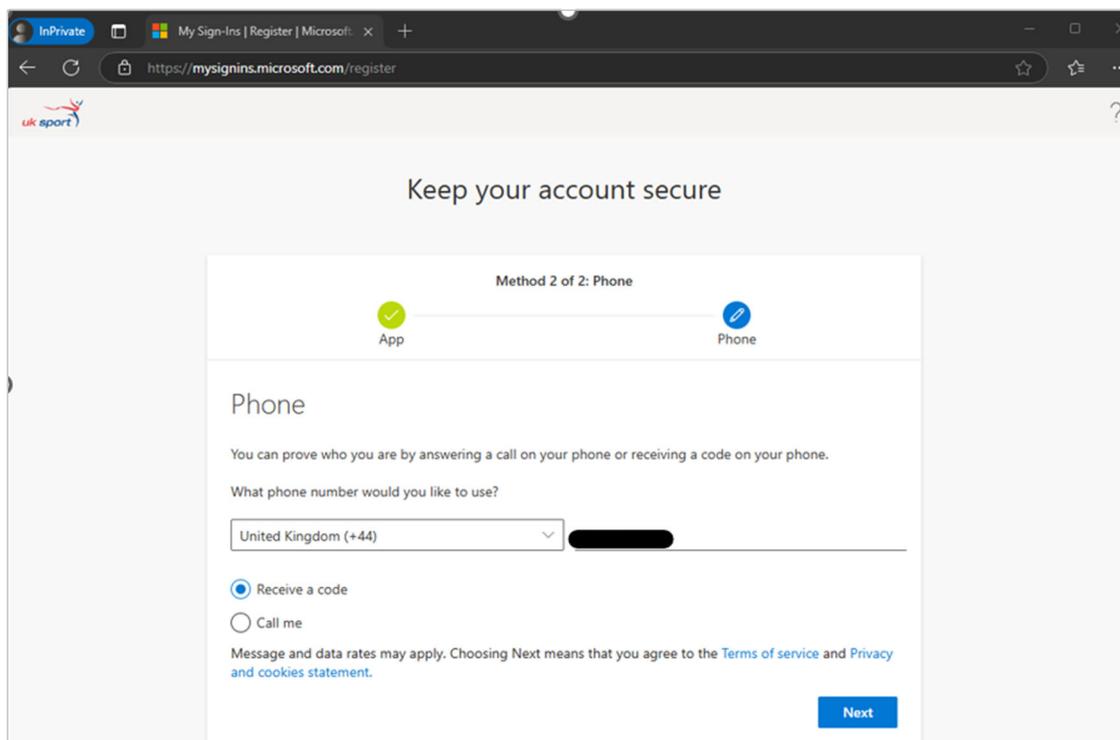
## 11. Approve the notification on your app



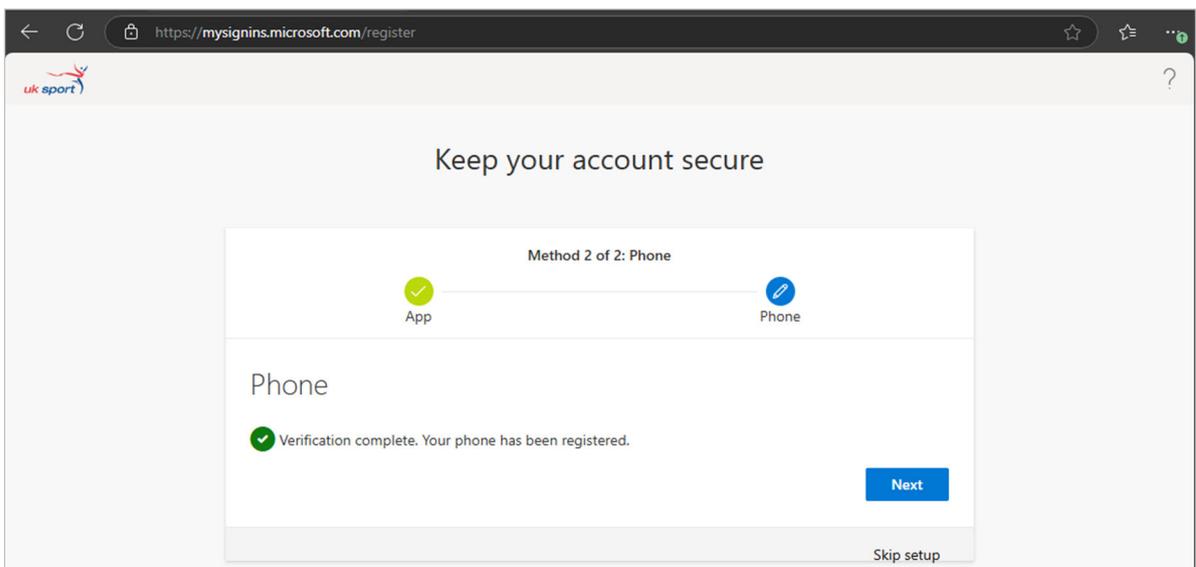
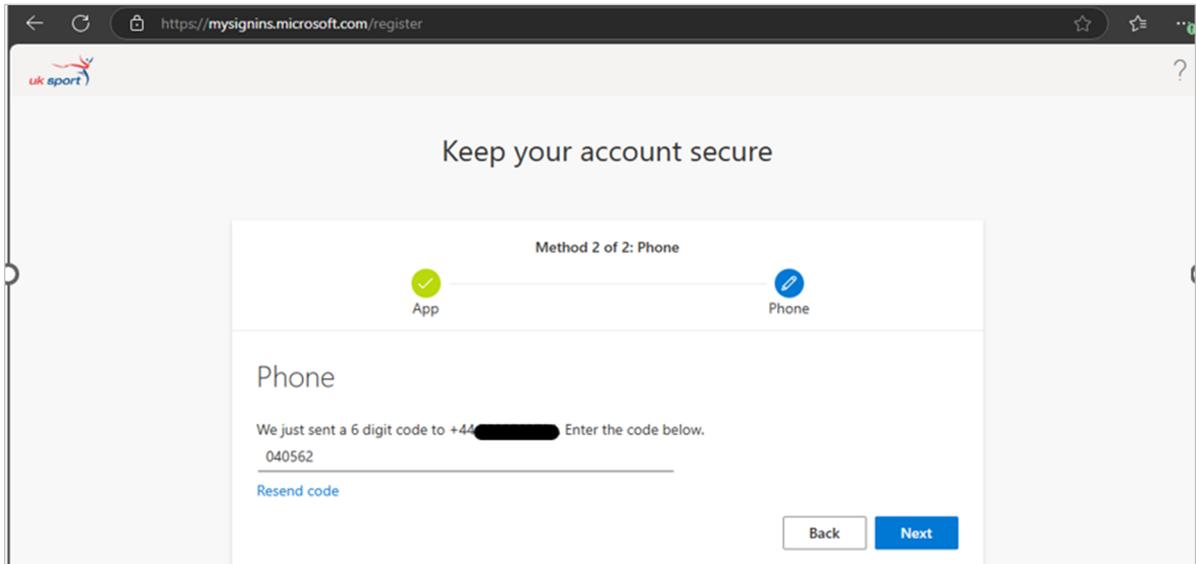
12. Click **Next** to set up your authentication phone



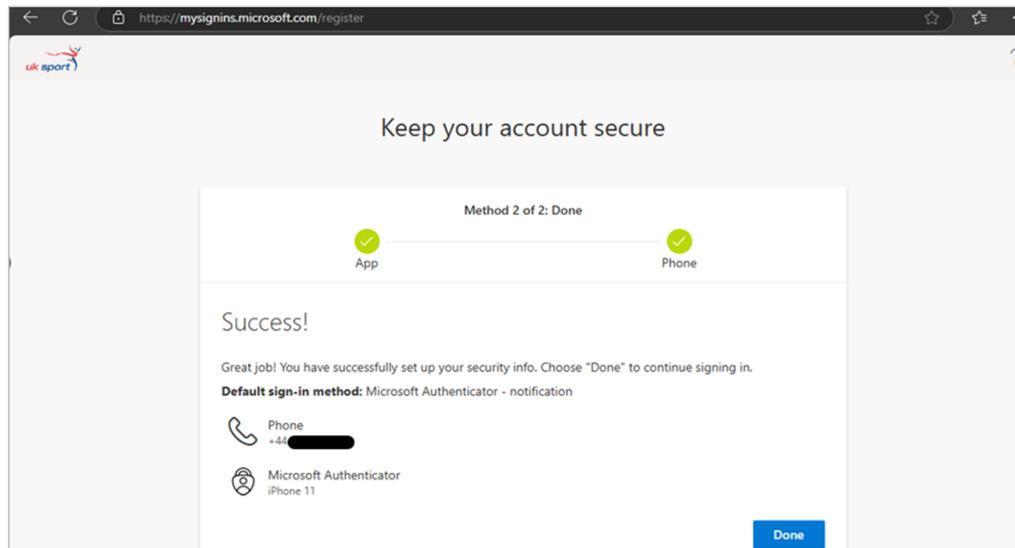
13. Select the country code and enter your phone number, then tick the box to receive a code or a call



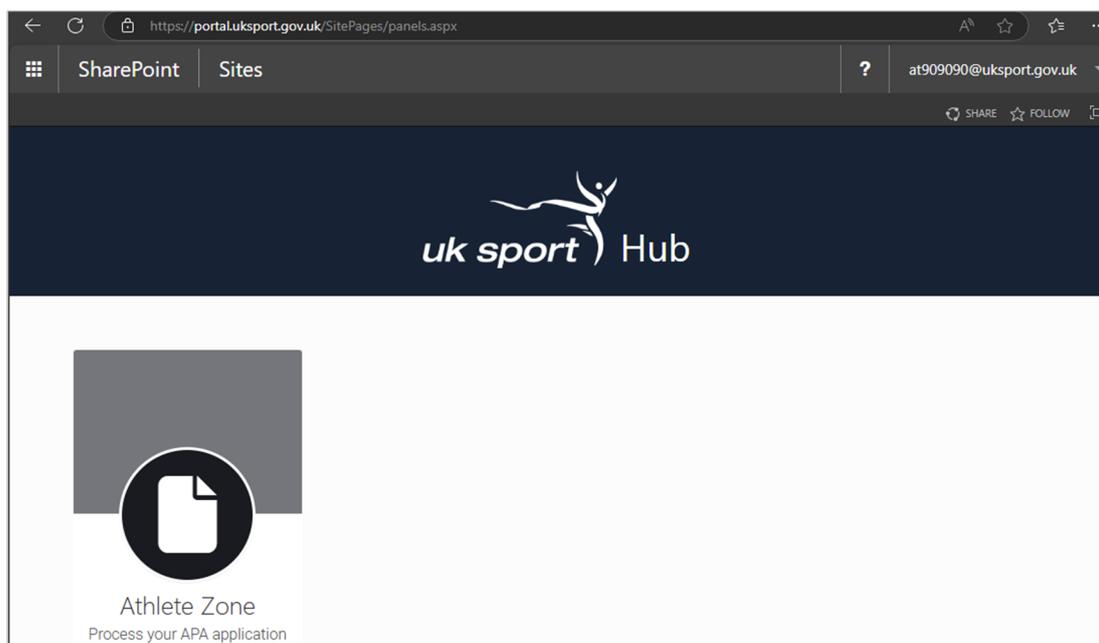
14. Enter the code received and click **Next**



14. This completes your account setup



15. Open a new tab and browse to <https://portal.uk sport.gov.uk> to access the portal



## Change your password

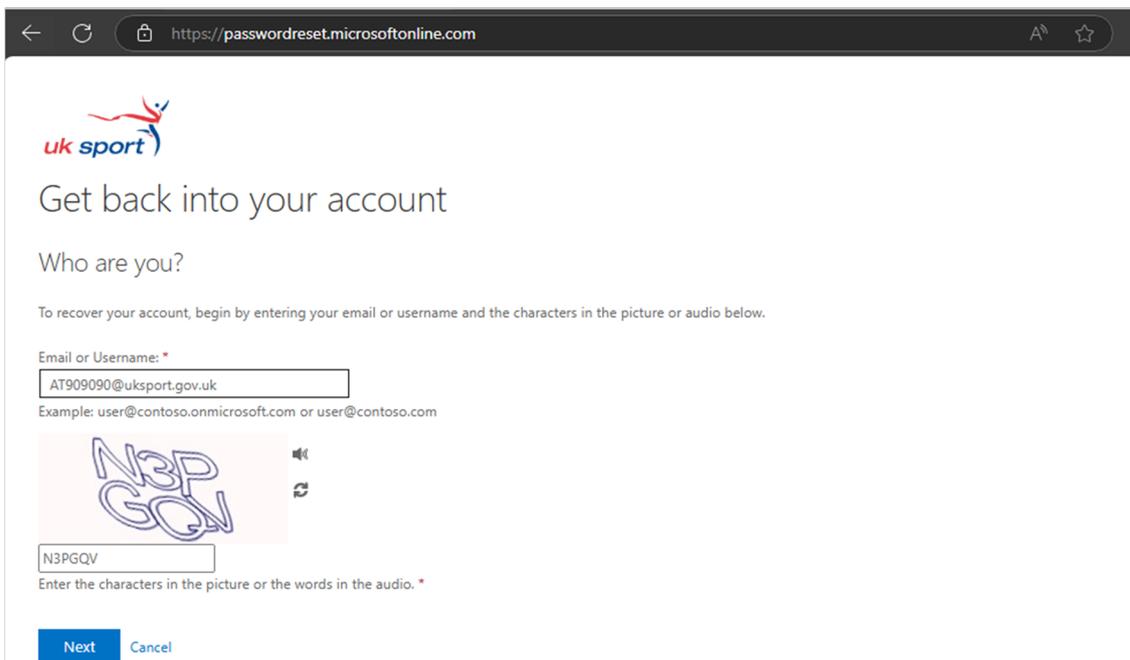
Once you have set up your account, you should change your password to something only you know.

Go to <https://aka.ms/sspr>

Enter your UK Sport username and follow the prompts

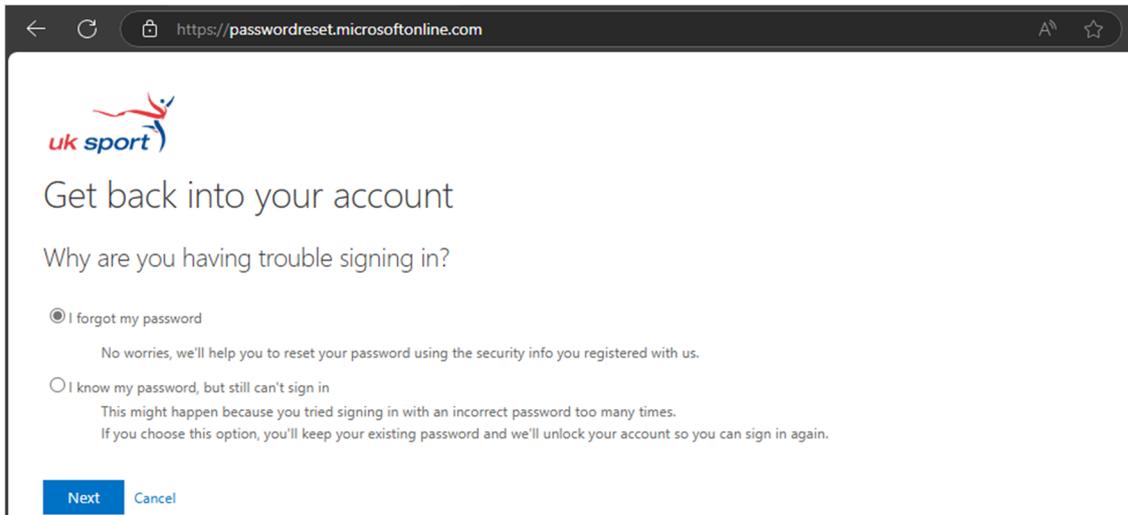
Your password should be unique and consist of a minimum of 14 characters and include:

- 1 capital letter
- 1 lower case letter
- 1 number
- 1 special character

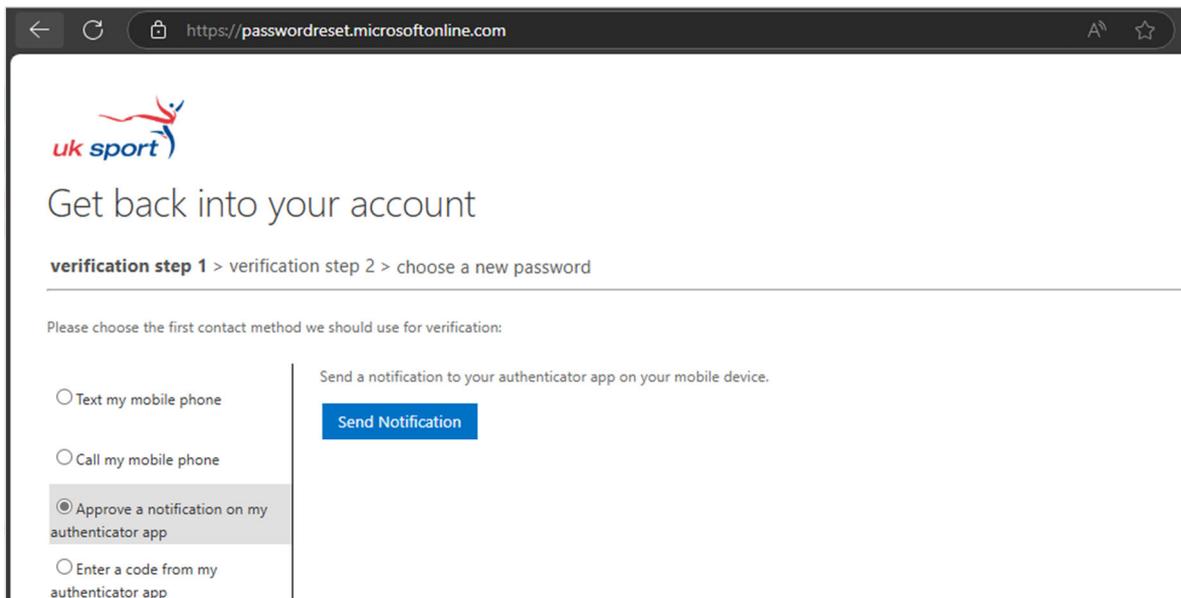


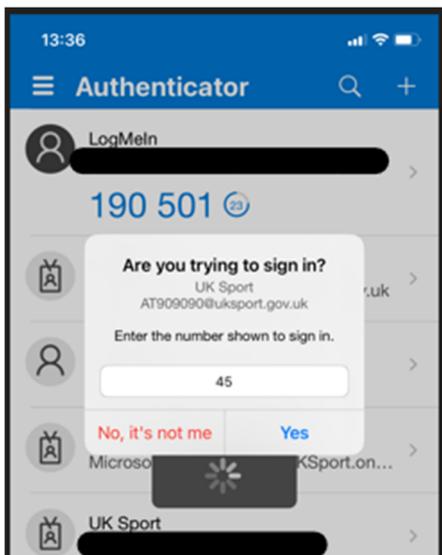
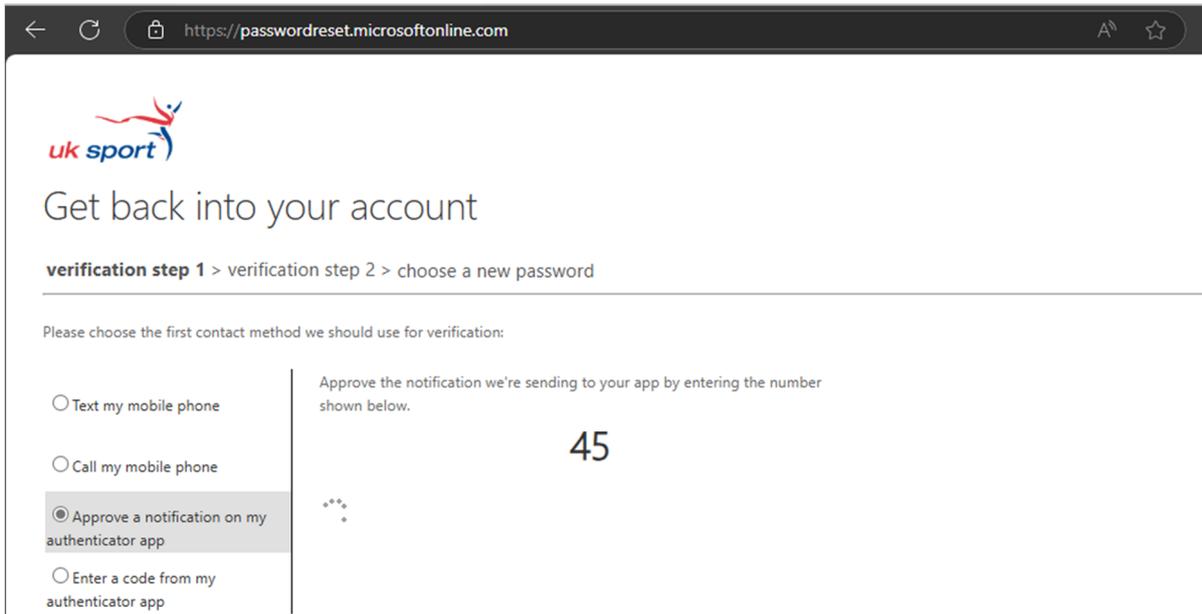
The screenshot shows a web browser window with the address bar displaying <https://passwordreset.microsoftonline.com>. The page features the UK Sport logo at the top left. The main heading is "Get back into your account". Below this, it asks "Who are you?" and provides instructions: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There is a text input field for "Email or Username:" containing "AT909090@uksport.gov.uk". Below the input field, an example is provided: "Example: user@contoso.onmicrosoft.com or user@contoso.com". A CAPTCHA image shows the characters "N3P" and "GQV" in a stylized font. A text input field below the image contains "N3PGQV". To the right of the image is a speaker icon and a refresh icon. Below the input field, it says "Enter the characters in the picture or the words in the audio." At the bottom, there are two buttons: "Next" (highlighted in blue) and "Cancel".

1. Select “I forgot my password” and click **Next**

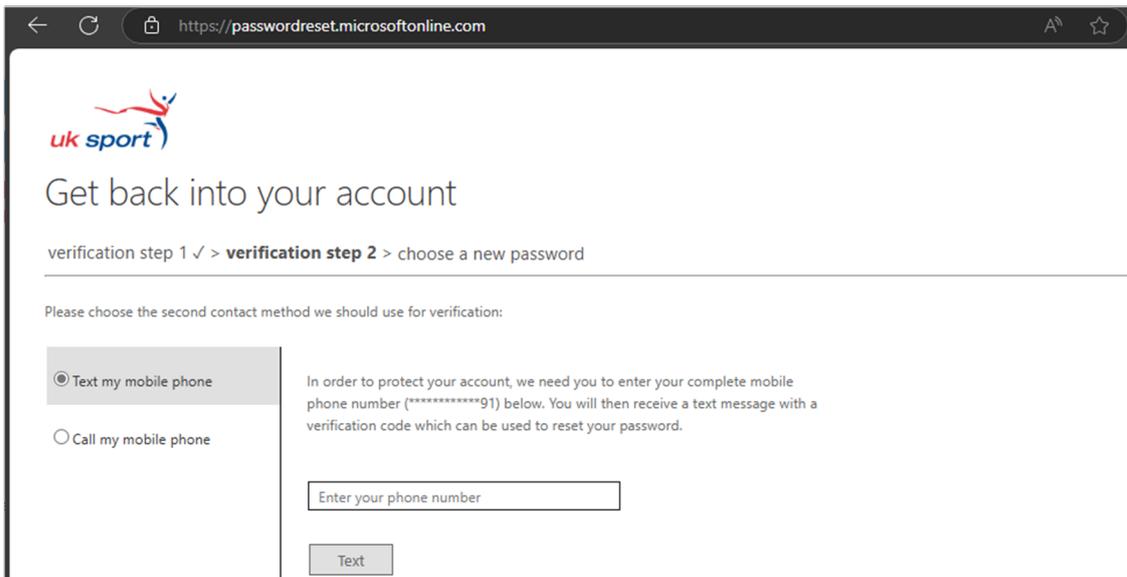


2. Complete the first verification challenge via the app





### 3. Complete the second verification challenge



https://passwordreset.microsoftonline.com

**uk sport**

## Get back into your account

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

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

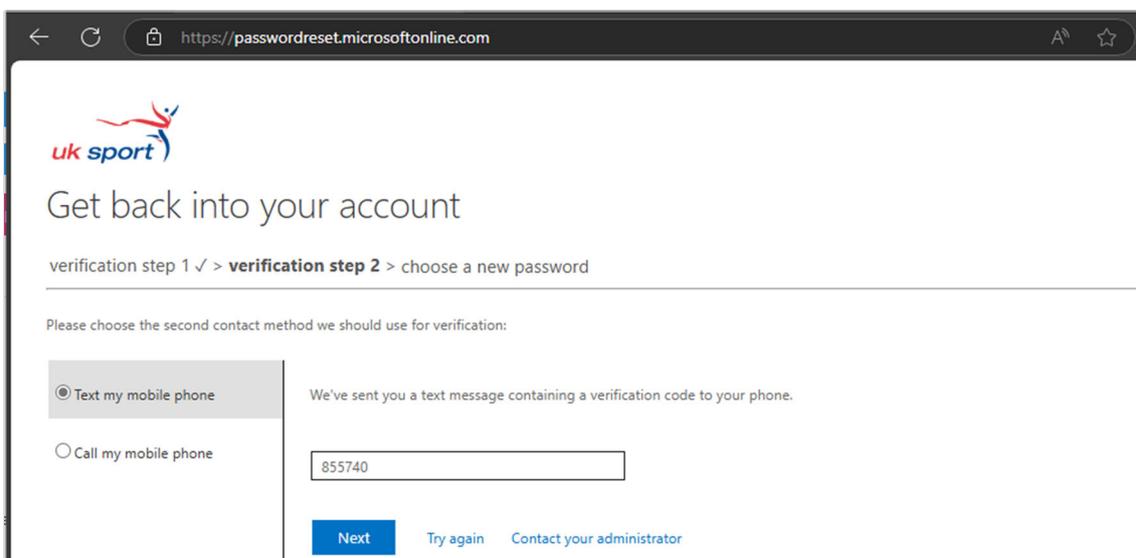
Text my mobile phone

Call my mobile phone

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.

Enter your phone number

Text



https://passwordreset.microsoftonline.com

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## Get back into your account

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

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

Text my mobile phone

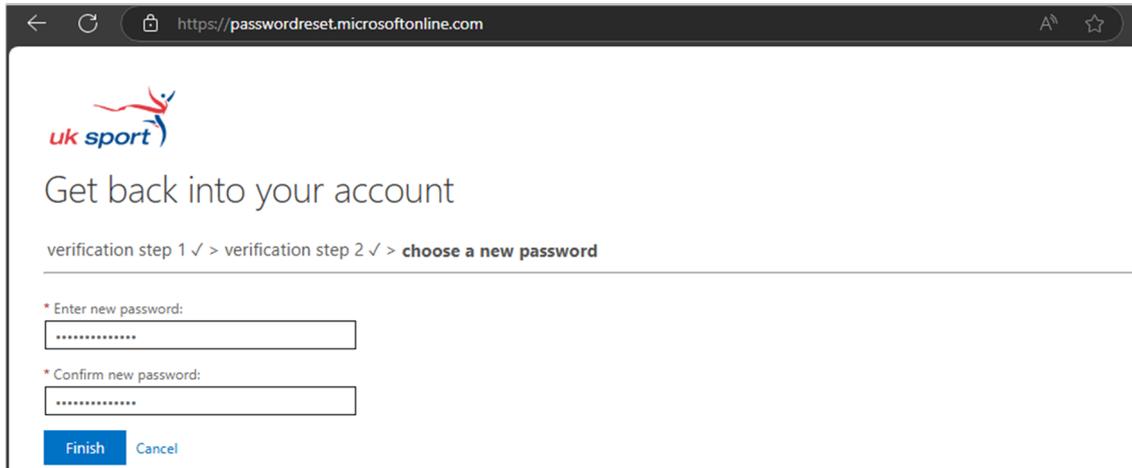
Call my mobile phone

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

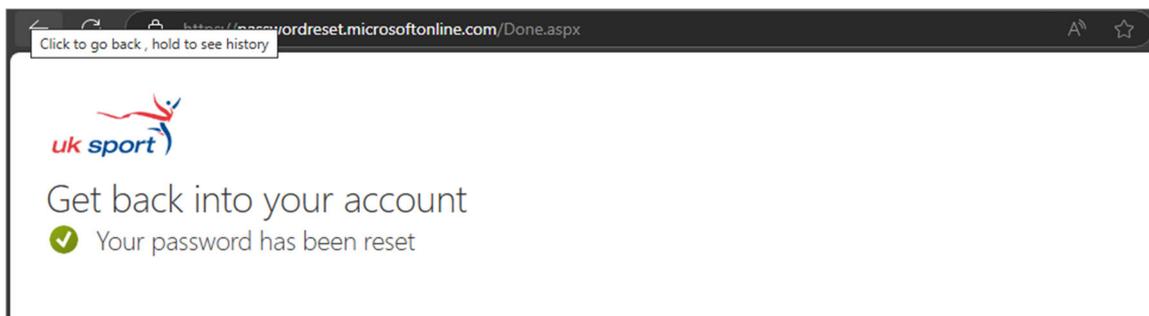
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[Next](#) [Try again](#) [Contact your administrator](#)

#### 4. Enter your new password and confirm it

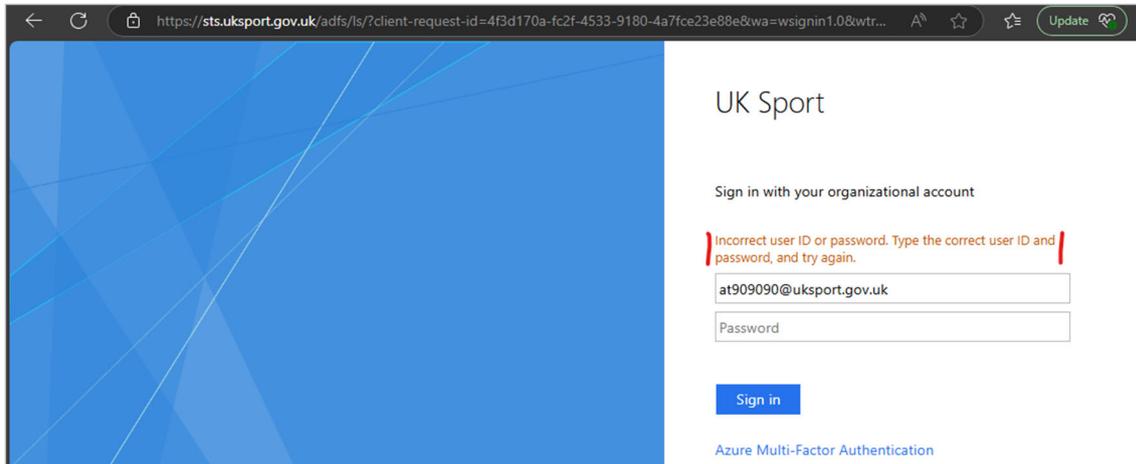


A screenshot of a web browser window showing the UK Sport password reset process. The address bar displays <https://passwordreset.microsoftonline.com>. The page features the UK Sport logo and the heading "Get back into your account". Below the heading, a progress indicator shows "verification step 1 ✓ > verification step 2 ✓ > choose a new password". The main content area contains two input fields: "Enter new password:" and "Confirm new password:", both with masked characters. At the bottom, there are "Finish" and "Cancel" buttons.



## Can't access your account?

If you have difficulty accessing your account, try following the steps below to regain access.

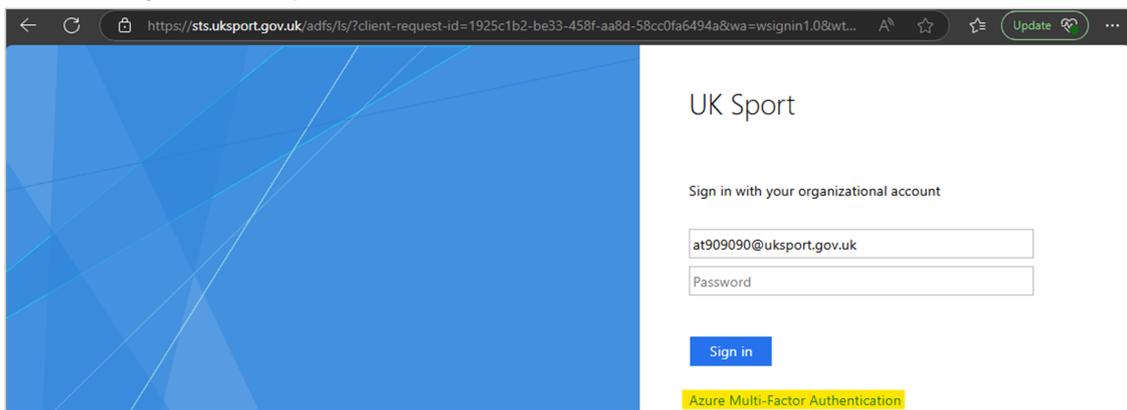


- (i) Forgotten your password?
  - (A) Sign in with the app, or
  - (B) Reset your password
- (ii) Know your password but still can't sign in?

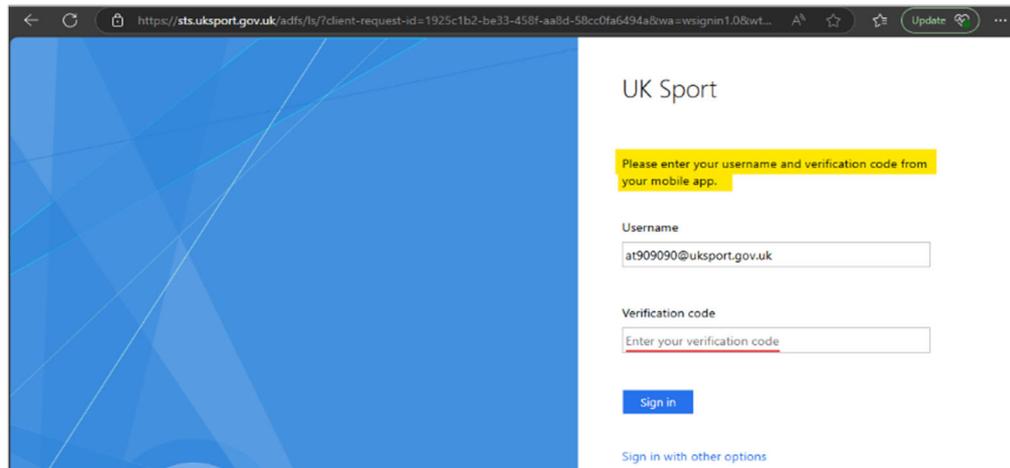
### (Option A) - Sign in with the app

Go to <https://portal.uksport.gov.uk>

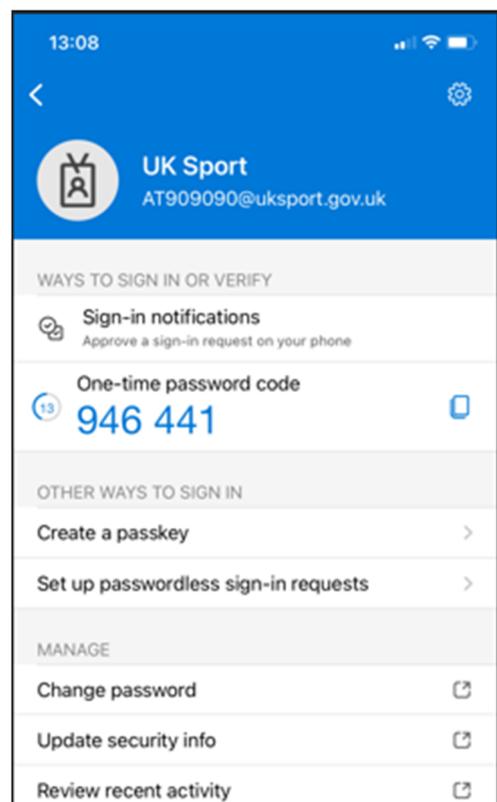
1. Enter your UK Sport username and click **Azure Multi-Factor Authentication**



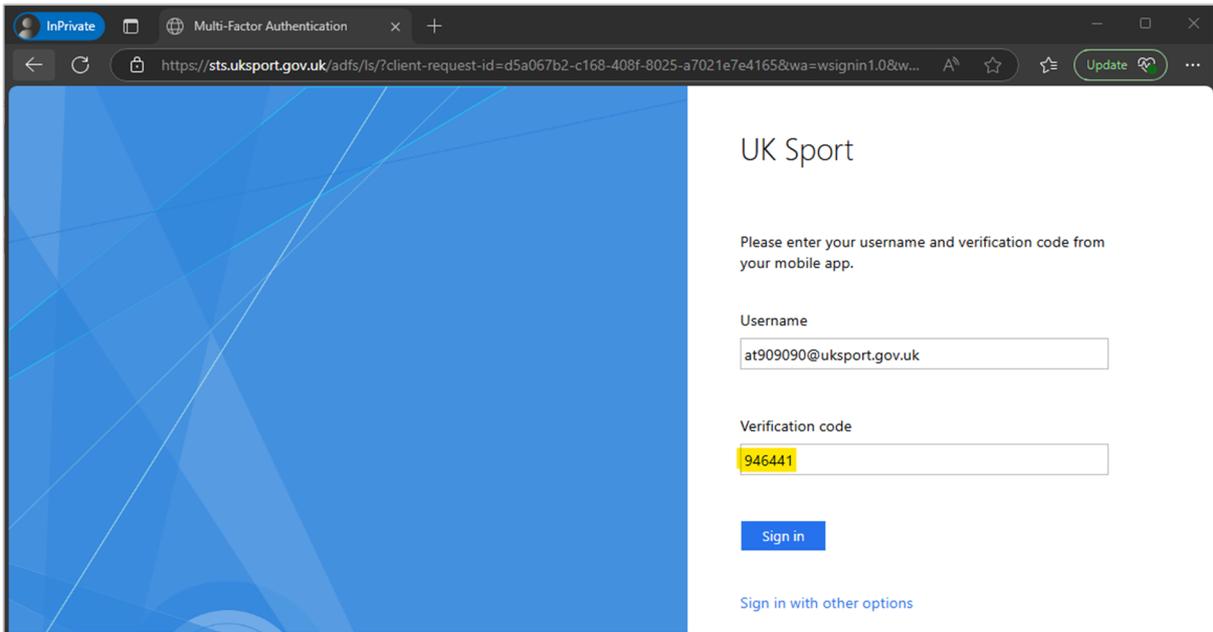
2. On the next screen, enter your username again and the verification code from the app



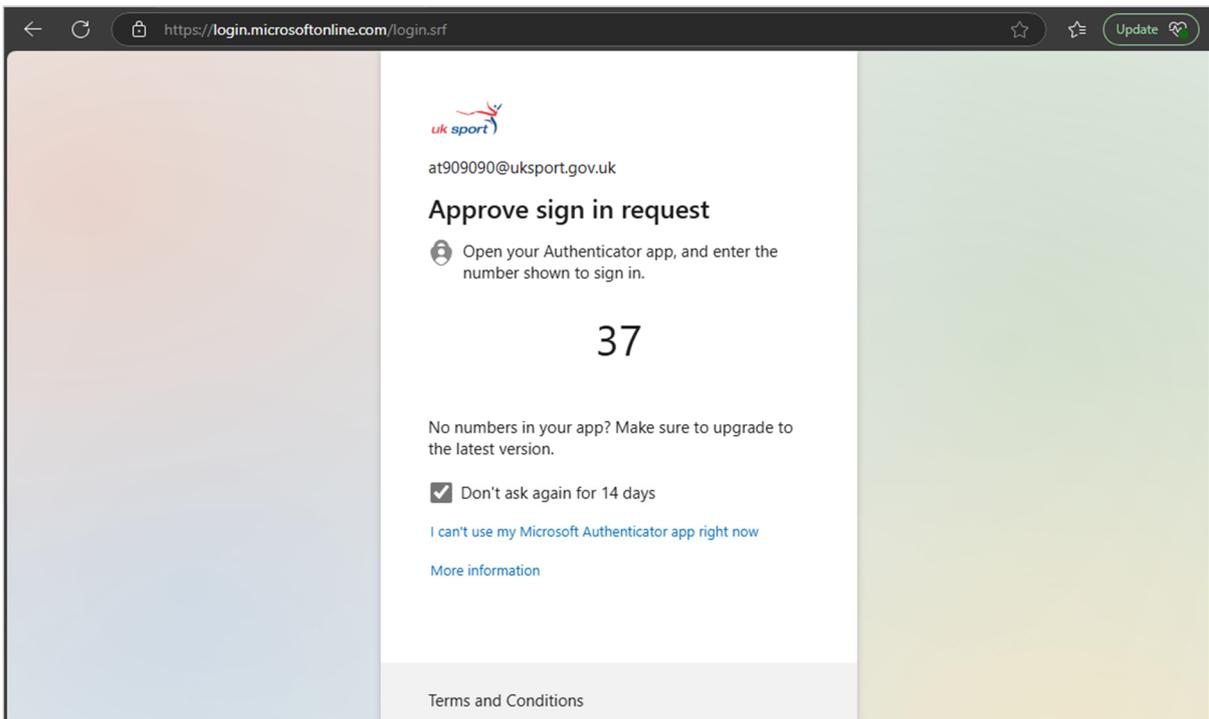
3. Open the app and click on your account to view the code

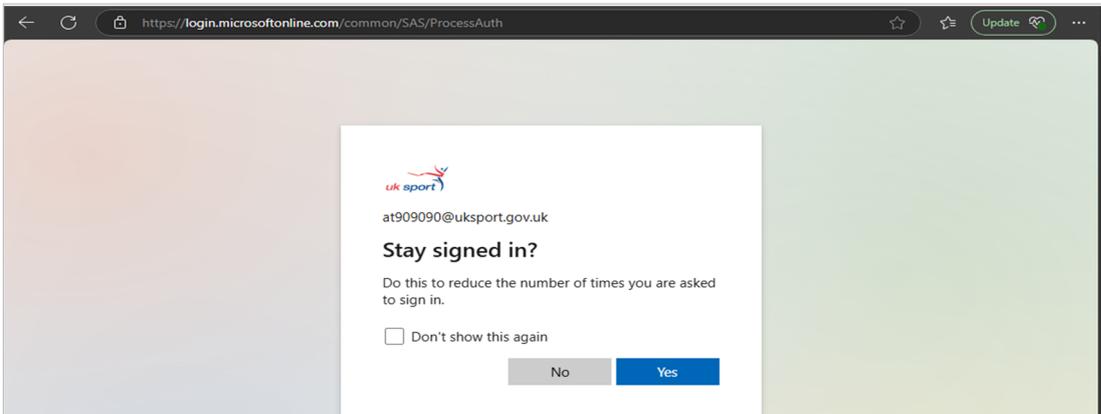
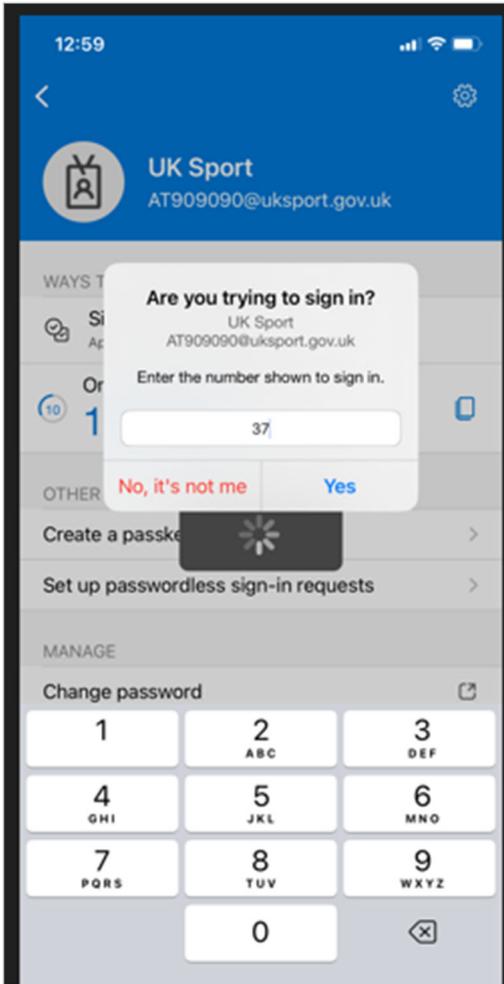


**Note:** codes are only valid for 30 seconds, so be sure to enter the code at the start of the countdown marker



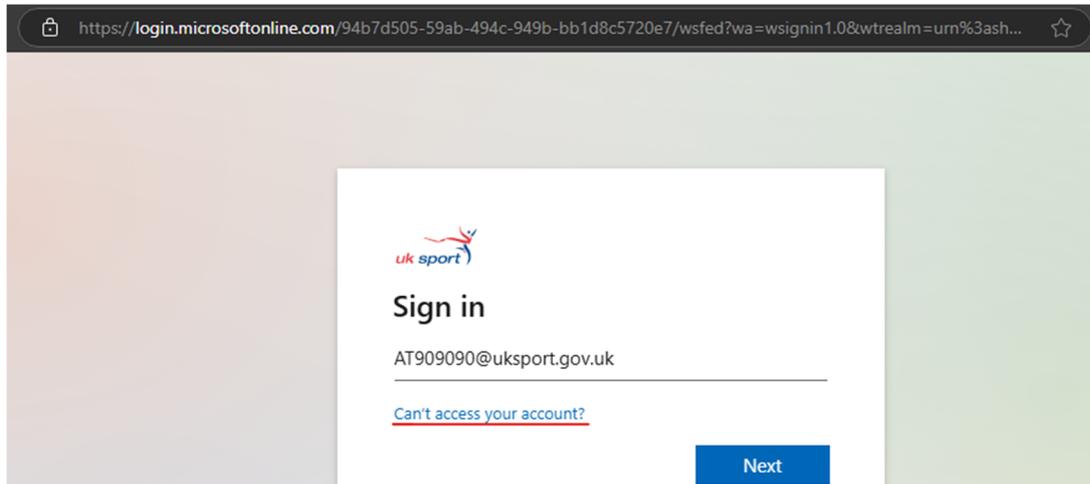
4. Complete the second verification challenge by entering the code on your screen to the app



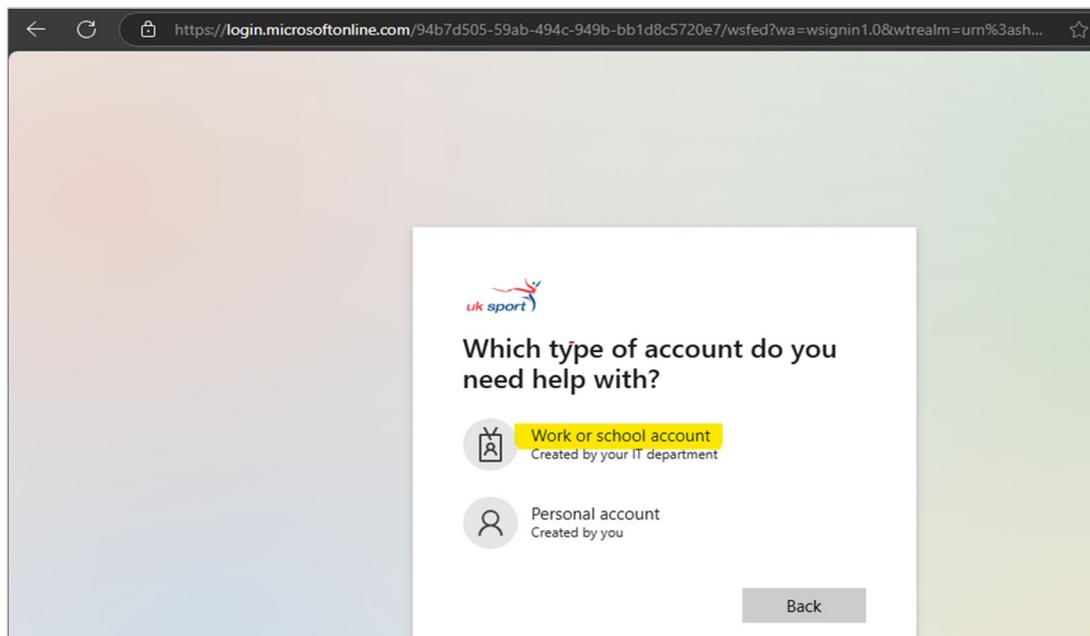


## (Option B) - Reset your password

Follow the 'Change your password' steps above to reset your password or go to <https://portal.uk sport.gov.uk> and click on 'Can't access your account'



Select 'work or school' as the type of account and follow the prompts to reset your password



## **You know your password but still can't log in**

- You may have locked yourself out following too many attempts to sign in
- Your account will unlock itself after 2 hours

## **Changed your phone or deleted the app?**

- Contact your UK Sport portal team or business partner to let them know
- Once updates to your account have been completed, you will be advised to go to <https://aka.ms/mfasetup> to scan the QR code and re-register for MFA (If you have a new phone, please download the Microsoft Authenticator app to it)