# 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 <u>PRN@uksport.gov.uk</u>
- For everyone else this is your <u>Firstname.Lastname@uksport.gov.uk</u>

Go to <u>https://aka.ms/mfasetup</u> 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

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|-----------------------------------|---|---|-----------|
| Q microsoft at                    | uthenticator app                          | Cancel  |           |
| ()<br>Two fac<br>A<br>★★★☆☆1.8K   | tor authentication, 2fa                   | Get<br>In-App Purchases   |           |
| Setup<br>Two-Factor Authenticaton | Authenticator App<br>for Microsoft        | up Easily<br>conds  |           |
|                                   | • Simple<br>• Security<br>• Easy to Setup | Manual and a constraint of the second s | 1         |
| Micros<br>Protects                | oft Authenticator                         | Open  | $\langle$ |
| <b>★★★★</b> ★76K                  | Microsoft Corpor                          |   |           |

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: <u>https://aka.ms/mfasetup</u>

|              | Private |   |   | Sign in to y | our accour | nt      | ×       | +    | _          |         |         |         |     |       |       |  |   |  |
|--------------|---------|---|---|--------------|------------|---------|---------|------|------------|---------|---------|---------|-----|-------|-------|--|---|--|
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|              |         |   |   |              |            |         | Can't   | acc  | ess your a | account | ?       |         |     |       |       |  |   |  |
|              |         |   |   |              |            |         |         |      |            |         |         |         |     | Next  | t     |  |   |  |

5. Enter your UK Sport username and click Next



6. Enter your password

| 🗊 InPřivate 🗖 🕀 Sign In x +   | -  | D   | ×    |
|---|--|-----|------|
| ← C 🗈 https:// <b>sts.uksport.gov.uk</b> /adfs/ls/?client-request-id=198753c2-172c-4710-a70c- | b4fecc879e30&wa=wsignin1.0&wtrealm=urn%3af A 🏠 | ເ∕≡ | ···@ |
|   | UK Sport                                       |     |      |
|   | Sign in with your organizational account       |     |      |
|   | at909090@uksport.gov.uk                        |     |      |
|   |  |     |      |
|   | Sign in  |     |      |
|   | Azure Multi-Factor Authentication              |     |      |
|   |  |     |      |

#### 7. Click Next



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



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|-----------------------|--|----------|-----|---|
| ← C 🗅 https://my      | ysignins.microsoft.com/register  | <b>ක</b> | ເ∕≡ | 0 |
| uk sport)             |  |          |     | ? |
|                       | Keep your account secure   |          |     |   |
|                       | Method 1 of 2: App 2<br>App Phone  |          |     |   |
|                       | Microsoft Authenticator  |          |     |   |
|                       | Set up your account<br>If prompted, allow notifications. Then add an account, and select "Work or school". |          |     |   |
|                       | Back Next  |          |     |   |
|                       | l want to set up a different method  |          |     |   |

9. If prompted on your phone, allow notifications

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

| InPrivate □ ■ My S ← C 	 https://m | ign-Ins   Register   Microsoft: × + ysignins.microsoft.com/register  |
|------------------------------------|--|
| uk sport                           |  |
|                                    | Keep your account secure   |
|                                    | Method 1 of 2: App   |
|                                    | 2<br>App Phone   |
|                                    | Microsoft Authenticator  |
|                                    | Scan the QR code<br>Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator<br>app with your account.<br>After you scan the QR code. choose "Next". |
|                                    | Back Next  |

#### 11. Approve the notification on your app

| S InPrivate 🔲 🚦 My Sig | gn-Ins   Register   Microsoft × +  | -        | O   | × |
|------------------------|--|----------|-----|---|
| ← C 🗅 https://my       | signins.microsoft.com/register   | <b>ث</b> | ເ∕≡ | 0 |
| uk sport)              |  |          |     | ? |
|                        | Keep your account secure   |          |     |   |
|                        | Method 1 of 2: App   |          |     |   |
|                        | 2<br>App Phone   |          |     |   |
|                        | Microsoft Authenticator  |          |     |   |
|                        | Let's try it out   |          |     |   |
|                        | Approve the notification we're sending to your app by entering the number shown below. |          |     |   |
|                        | Back Next  |          |     |   |
|                        | I want to set up a different method  |          |     |   |



| 🗩 InPrivate 🔲 🚦 My Sig | n-Ins   Register   Microsoft × +     | -        |    | × |
|------------------------|--------------------------------------|----------|----|---|
| ← C 🗅 https://mys      | signins.microsoft.com/register       | <b>ث</b> | €≡ |   |
| uk sport               |                                      |          |    | ? |
|                        | Keep your account secure             |          |    |   |
|                        | Method 1 of 2: App<br>2<br>App Phone |          |    |   |
|                        | Microsoft Authenticator              |          |    |   |
|                        | Notification approved                |          |    |   |
|                        | Lwant to set up a different method   |          |    |   |

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

| 🔵 InPrivate 🔲 🚦 My Si | ign-Ins   Register   Microsoft × +   | i <del>-</del> | 0   | × |
|-----------------------|--|----------------|-----|---|
| ← C (≜ https://m      | ysignins.microsoft.com/register  | 습              | _ € |   |
| uk sport)             |  |                |     | ? |
|                       | Keep your account secure   |                |     |   |
|                       | Method 2 of 2: Phone   |                |     |   |
|                       | Ø  |                |     |   |
|                       | App Phone  |                |     |   |
| )                     | Phone<br>You can prove who you are by answering a call on your phone or receiving a code on your phone.                            |                |     | ( |
|                       | What phone number would you like to use?   |                |     |   |
|                       | United Kingdom (+44)   |                |     |   |
|                       | Receive a code   |                |     |   |
|                       | ◯ Call me  |                |     |   |
|                       | Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy<br>and cookies statement. |                |     |   |
|                       | Next   |                |     |   |

14. Enter the code received and click Next

| ← C 🗅 https://mys | signins.microsoft.com/register     | <b>ث</b> | £≘ | ···@ |
|-------------------|------------------------------------|----------|----|------|
| uk sport)         |                                    |          |    | ?    |
|                   | Keep your account secure           |          |    |      |
| >                 | Method 2 of 2: Phone               |          |    | (    |
|                   | We just sent a 6 digit code to +44 |          |    |      |
|                   | Resend code Back Next              |          |    |      |

| ← C 🗅 https://my | signins.microsoft.com/register                     |              |            | \$<br>ເ∕≡ | <u>o</u> |
|------------------|--|--------------|------------|-----------|----------|
| uk sport         |  |              |            |           | ?        |
|                  | Keep your ac                                       | count secure |            |           |          |
|                  | Method 2 c   | of 2: Phone  |            |           |          |
|                  | App  | Phone        |            |           |          |
|                  | Phone  |              |            |           |          |
|                  | Verification complete. Your phone has been registe | ered.        |            |           |          |
|                  |  |              | Next       |           |          |
|                  |  |              | Skip setup |           |          |

14. This completes your account setup

| ← C (    | signins.microsoft.com/register  | \$<br>£≞ |
|----------|---|----------|
| uk sport |   | ?        |
|          | Keep your account secure  |          |
|          | Method 2 of 2: Done   |          |
|          | App Phone   |          |
|          | Success!  |          |
|          | Great job! You have successfully set up your security info. Choose "Done" to continue signing in.<br>Default sign-in method: Microsoft Authenticator - notification |          |
|          | Phone<br>+44  |          |
|          | Microsoft Authenticator     iPhone 11   |          |
|          | Done  |          |

15. Open a new tab and browse to https://portal.uksport.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



1. Select "I forgot my password" and click Next



2. Complete the first verification challenge via the app



| ← C 🗗 https://passwo   | ordreset.microsoftonline.com  |  | \$ |
|--|---|--|----|
| uk sport)  |   |  |    |
| Get back into yo   | Get back into your account  |  |    |
| verification step 1 > verificat  | cation step 1 > verification step 2 > choose a new password                               |  |    |
| Please choose the first contact method we should use for verification: |   |  |    |
| O Text my mobile phone   | Approve the notification we're sending to your app by entering the number<br>shown below. |  |    |
| ○ Call my mobile phone   | 45  |  |    |
| Approve a notification on my     authenticator app                     | ****<br>*   |  |    |
| O Enter a code from my authenticator app                               |   |  |    |



3. Complete the second verification challenge

| ← C 🗅 https://passw   | rordreset.microsoftonline.com  | A» | <b>ث</b> |
|---|--|----|----------|
| uk sport  |  |    |          |
| Get back into y   | Get back into your account   |    |          |
| verification step 1 ✓ > <b>verifi</b>                                   | ation step 1 $\checkmark$ > <b>verification step 2</b> > choose a new password   |    |          |
| Please choose the second contact method we should use for verification: |  |    |          |
| • Text my mobile phone  | In order to protect your account, we need you to enter your complete mobile<br>phone number (**********91) below. You will then receive a text message with a<br>verification code which can be used to reset your password. |    |          |
| ○ Call my mobile phone  |  |    |          |
|   | Enter your phone number  |    |          |
|   | Text   |    |          |



4. Enter your new password and confirm it

| ← C (  | A <sup>™</sup> ☆ |
|--|------------------|
| uk sport   |                  |
| Get back into your account   |                  |
| verification step $1 \checkmark$ > verification step $2 \checkmark$ > <b>choose a new password</b> |                  |
| * Enter new password:  |                  |
|  |                  |
| * Confirm new password:  |                  |
|  |                  |
| Finish Cancel  |                  |
|  |                  |
|  |                  |
| C. C. A. https://pagetyordreset.microsoftonline.com/Done.aspx                                      | A <sup>N</sup> ☆ |
| Click to go back , hold to see history   |                  |



#### Can't access your account?

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

| ← C 🗈 https:// <b>sts.uksport.gov.uk</b> /adfs/ls/?client-request-id=4f3d170a-fc2f-4533-9180-4 | a7fce23e88e&wa=wsignin1.0&wtr A <sup>N</sup> 🏠 🏠 Update 🏵                            |
|--|--|
|  | UK Sport   |
|  | Sign in with your organizational account   |
|  | Incorrect user ID or password. Type the correct user ID and password, and try again. |
|  | at909090@uksport.gov.uk  |
|  | Password   |
|  | Sign in  |
|  | Azure Multi-Factor Authentication  |

- (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** 

| $\leftarrow$ | С | https://sts.uksport.gov.uk/adfs/ls/?client-request-id=1925c1b2-be33-458f-aa8d- | 58cc0fa6494a&wa=wsignin1.0&wt A <sup>®</sup> ☆ ☆ Update 😵 … |
|--------------|---|--|---|
|              |   |  | UK Sport  |
|              |   |  | Sign in with your organizational account                    |
|              |   |  | at909090@uksport.gov.uk                                     |
|              |   |  | Password  |
|              |   |  | Sign in   |
|              |   |  | Azure Multi-Factor Authentication                           |

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

| $\leftarrow$ C $\textcircled{b}$ https:// <b>sts.uksport.gov.uk</b> /adfs/ls/?client-request-id=1925c1b2-be33-458f-aa8d-5 | 8cc0fa6494a&wa=wsignin1.0&wt A <sup>N</sup> ☆ C Update 🐑 …                |
|---|---|
|   | UK Sport  |
|   | Please enter your username and verification code from<br>your mobile app. |
|   | Username  |
|   | at909090@uksport.gov.uk   |
|   | Verification code Enter your verification code                            |
|   | Sign in   |
|   | Sign in with other options  |

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

| ● InPrivate □ | – o ×   |
|---------------|---|
| ← C           | a7021e7e4165&wa=wsignin1.0&w A ☆ ☆ 숫 Úpdate 😵 …                           |
|               | UK Sport  |
|               | Please enter your username and verification code from<br>your mobile app. |
|               | Username  |
|               | at909090@uksport.gov.uk   |
|               | Verification code   |
|               | Sign in   |
|               | Sign in with other options  |

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 <u>https://portal.uksport.gov/uk</u> 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 <u>https://aka.ms/mfasetup</u> to scan the QR code and re-register for MFA (If you have a new phone, please download the Microsoft Authenticator app to it)