

mySRA updates

Verifying your identity when you log in to mySRA

22 August 2025

Verifying your identity in mySRA has changed to an app-based verification

Multi-factor authentication significantly reduces the chances of a third party accessing your mySRA account. It is an effective tool that helps protect your data and stop identity theft.

We have further improved the security of mySRA by switching to app-based verification. Instead of receiving a code by text message, you now need to use an authentication app to generate the code.

You will not be able to access your mySRA account if you do not set this up.

[Watch our video guide](#) [#video]

How to verify for the first time

- **Step 1 - Download an authenticator app**

Please download an app on to your mobile device (smartphone or tablet) – we suggest using either the Microsoft Authenticator or Google Authenticator. Or you can use another authenticator app if you prefer. You only need to do this once – unless you change your device.

To install on your Apple/iOS device

- [Microsoft Authenticator](https://apps.apple.com/us/app/microsoft-authenticator/id983156458) [https://apps.apple.com/us/app/microsoft-authenticator/id983156458]
- [Google Authenticator](https://apps.apple.com/us/app/google-authenticator/id388497605) [https://apps.apple.com/us/app/google-authenticator/id388497605]

To install on your Android device

- [Microsoft Authenticator](https://play.google.com/store/apps/details?id=com.azure.authenticator) [https://play.google.com/store/apps/details?id=com.azure.authenticator]
- [Google Authenticator](https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2) [https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2]

- **Step 2 - Log in to mySRA**

Enter your username and password.

- **Step 3 - Scan the QR code**

Using your authenticator app, scan the QR code to enrol your device. Once added, your mySRA account will show as 'SRA Prod UK' in the app and will generate a six-digit code.



You can then press continue.

- **Step 4 - Enter the code**

Enter the six-digit code shown in your authentication app and complete your login.

The code in your authenticator app will be replaced by a new one after 30 seconds. You need to enter it before it is replaced.

[Watch our video guide \[#video\]](#)

How to verify when you have an authenticator app

- **Step 1 - Log in to mySRA**

Enter your username and password.

- **Step 2 - Open your authentication app**

Open your app to get your six-digit code.

- **Step 3 - Enter the code**

Enter the six-digit code shown in your authentication app and complete your login.

The code in your authenticator app will be replaced by a new one after 30 seconds. You need to enter it before it is replaced.

What to do if you do not have a mobile device or cannot download an app

Find out [what you can do if you do not have a mobile device](https://media.sra.org.uk/mysra/services/faqs-user/#heading_eb8c) [https://media.sra.org.uk/mysra/services/faqs-user/#heading_eb8c].

More help

Take a look at our [frequently asked questions](https://media.sra.org.uk/mysra/services/faqs-user/) [<https://media.sra.org.uk/mysra/services/faqs-user/>] if you have a query.

Verifying your account on mySRA

