

mySRA updates

Verifying your mySRA account

06 August 2025

How you verify your identity in mySRA will change on 18 August 2025.

Verifying your mySRA account - until 18 August 2025

To keep your mySRA account secure, we ask you to verify your identity each time you log in. This is done by sending a code to your phone by text message or voice call.

Here is what you need to do:

- Register a phone number to receive this code. We recommend using a personal mobile number.
- Have this phone with you whenever you log in as this extra step is required every time. There is no option to turn it off or to 'remember' your device.

Changing your phone number

If you need to change your authentication phone number, please [contact us](https://news.sra.org.uk/contactus) [<https://news.sra.org.uk/contactus>].

More help

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

Video guide



Changes to verifying your mySRA account - after 18 August 2025

We're further improving the security of mySRA by switching to app-based verification. Instead of receiving a code by text message, you'll use an authentication app to generate the code.

Here is what you need to do before 18 August:

- Download an authentication app on your smart phone or tablet – we recommend 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 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]

We will publish further information and guidance before we change on 18 August, including videos and frequently asked questions.

How you will log in with an authenticator app (after 18 August)

- **Step 1 - Log in to mySRA**
Enter your username and password.
- **Step 2 - Scan the QR code**
Using your authenticator app, scan the QR code to enrol your device and generate your six-digit code. Press continue.
- **Step 3 - Enter the code**
Enter the six-digit code shown in your authentication app and complete your login.

What to do if you do not have a smart phone/tablet or cannot download an app

We will have more information and guidance available about this before we change on 18 August.