

External User Portal Access Troubleshooting Guide

If you experience problems logging into the portal, for your own convenience, please check you have followed the tips below before requesting support via your UK Sport business partner.

1. Are you logging in to <https://portal.uksport.gov.uk> ?
2. Are you copying and pasting your password?
3. If you have a personal or work Microsoft account, have you tried using a different browser?
4. Could you have locked yourself out of your account?
Three incorrect logins will lock you out. If you suspect this has happened, allow a **pause of 2 hours** before trying again.
5. Has your password expired? Go to <https://aka.ms/sspr> then enter your UKS username and follow the prompts to reset it.
6. Following the reset, have you allowed at least an hour for your account to update before logging in again?
7. Are you using a private-browsing window in Edge or Firefox when attempting to sign in? These are the recommended browsers.
8. Have you changed your mobile phone or deleted the Microsoft Authenticator app since setting up your MFA account? If so, ask your UK Sport business contact to log a support request with IT.