

## **mySRA updates**

### **Verifying your mySRA account**

19 May 2025

Alongside entering your password, we have an additional authentication step you must take every time you log into your mySRA account. To do this, you must register a phone number so we can send you a code by SMS text message or call to verify your identity.

We highly recommend using a personal number as you will need to have this phone with you when you access mySRA.

Please note you cannot turn this off or select a 'remember me' option.

### **Changing your phone number**

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

### **More help**

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

### **Video guide**

v

