

mySRA updates

Verifying your mySRA account

Updated 20 March 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 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 \[https://upgrade.sra.org.uk/contactus/\]](https://upgrade.sra.org.uk/contactus/).

More help

Take a look at our [frequently asked questions \[https://upgrade.sra.org.uk/mysra/services/faqs-user/\]](https://upgrade.sra.org.uk/mysra/services/faqs-user/) if you have a query, including what to do if you do not have a mobile phone.