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Setting up multi-factor authentication (MFA) on UKRI's Funding Service (TFS)

A self-help guide for UKRI Funding Service users

V2.0

November 2026

Need help with MFA? Start here

Click on your question to go straight to the answer or read the full guide

Do not delete the TFS account from your authenticator app, even if you think setup has failed. Deleting it is the most common reason people get locked out.

1. I am locked out or have lost access to my app

2. Is the MFA email genuine?

3. My security code is not working

4. Setup is not completing or keeps looping

5. How do I know setup has worked?

6. I do not have a smartphone

Locked out? See next page to ask for a reset – please do not phone.
Other questions? Email us or call 01793 547490, Monday to Thursday 8:30am to 5pm, Friday 8:30am to 4:30pm.

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1. I am locked out or have lost access to my app

You may need an MFA reset if you have deleted the TFS account from your authenticator app, reinstalled the app, or changed, lost or reset your phone or computer.

To get a reset email us
Please do not phone

Send your email from the address you use to sign in to the Funding Service. We need your request in writing to check who you are.

support@funding-service.ukri.org

We will never ask for your password, security code or QR code.

Send your reset request from the same email address you use in TFS. Include as much of this as you can so we can verify your identity:

1. **When you created your account**
   The month and year is enough - it does not need to be exact
2. **Your recent activity**
   For example, an application, review or panel invitation
3. **Your groups**
   The groups you belong to at your organisation in the Funding Service
4. **Your date of birth**
   Only if you have added it to your Funding Service profile
5. **Your research organisation lead**
   If you are a research organisation administrator

Cannot provide these? Ask your research organisation lead to contact us.

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2. Is the MFA email genuine?

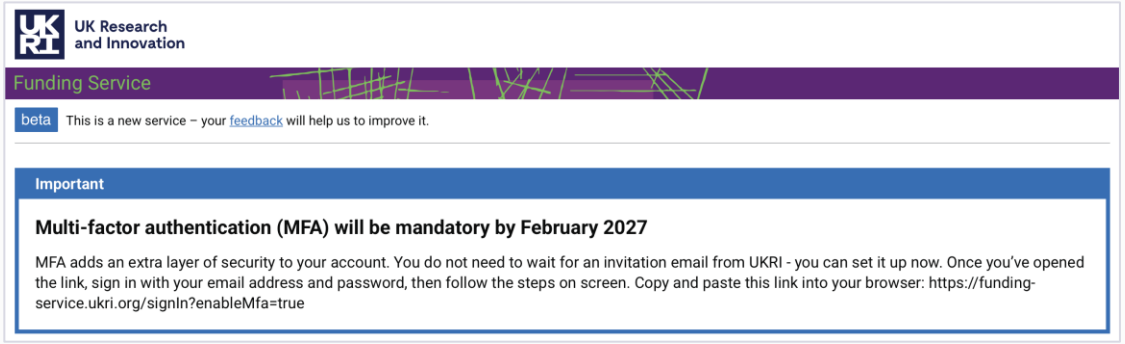
Yes. UKRI is introducing MFA for all Funding Service users.

The email comes from

UKRI@public.govdelivery.com

GovDelivery is the approved service UKRI uses to send emails, so the address does not end in ukri.org.

The link to set up MFA is
https://funding-service.ukri.org/signIn?enableMfa=true
Check the web address is funding-service.ukri.org before you select it.



The MFA banner on the Funding Service website shows the same link

Check the Funding Service website yourself
Go to funding-service.ukri.org - the MFA banner has the same link which you can copy and paste into your browser

You do not need to wait for an email
You can set up MFA now using the link

Still unsure?
Check with your IT team or contact UKRI Funding Service support

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3. My security code is not working

1. **Set your device date and time to update automatically**
   Codes are based on the time, so an inaccurate clock can cause them to be rejected
2. **Enter the latest six-digit code shown in your app**
3. **If the code is about to expire, wait for a new one**
   Then enter the new code straight away
4. **Use the code from the TFS account in your app**
   Not a code from another account in your app
5. **Have you recently changed device or reinstalled your app?**
   If so, you will need an MFA reset - see the lost access page

Still not working?

If you have checked all five points and your security code is still rejected, contact the UKRI Funding Service support team.

support@funding-service.ukri.org

Phone: 01793 547490
Monday to Thursday 8:30am to 5pm,
Friday 8:30am to 4:30pm

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4. Setup is not completing or keeps looping

For example, the page keeps refreshing, you are asked for another code, or the QR code appears again after you have scanned it. Try these checks:

1. **Enter the latest six-digit code shown in your app**
2. **Wait for a fresh code if the current one is close to expiring**
3. **Check your device date and time are set automatically**
4. **Make sure you have a stable internet connection**

Still not completing? Email support@funding-service.ukri.org or call 01793 547490.

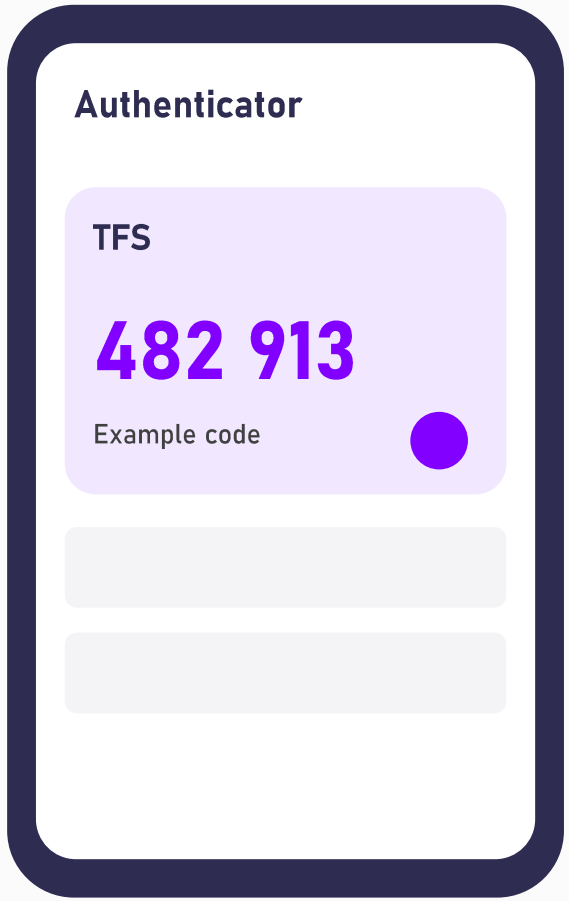
Important: do not delete the account from your app and start again

Once you have scanned the QR code, a TFS account should appear in your authenticator app.

Deleting it may stop you completing registration, and the support team may need to reset your MFA.

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5. How do I know setup has worked?



- A new TFS account appears in your authenticator app
- It shows a six-digit security code
- The code changes every 30 seconds

If you can see this, it has worked

This is normal and confirms your authenticator app is set up correctly.

Do not delete it from your app

You need it every time you sign in to the Funding Service.

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6. What you need to set up MFA



An authenticator app

On your smartphone (recommended) or desktop computer

Smartphone apps you can use include:

- **Microsoft Authenticator**
- **Google Authenticator**

For a desktop computer, use an authenticator app approved by your organisation.



No smartphone, or prefer not to use one?

Use a desktop authenticator app approved by your organisation instead.



Not sure which app to use?

Check with your IT department, for your phone or a desktop computer.



Date and time set to update automatically

Codes are based on the time, so your device clock needs to be accurate.

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How to set up MFA

Sign in to the Funding Service with your email address and password. You will then be asked to set up MFA:

1

Download an authenticator app

From your smartphone app store, or a desktop app approved by your organisation

2

Add a new code

In your authenticator app, select the option to add a new account or code

3

Scan the QR code

Scan it with your app. Cannot scan it? Select the link to enter the link code instead

4

Enter your security code

Enter the code from your authenticator app. It changes every 30 seconds

Keep the TFS account in your authenticator app - you need it every time you sign in. Do not delete it and start again, and do not share your QR code or link code with anyone.

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What is MFA and why do I need it?

MFA keeps your UKRI Funding Service account secure by asking for 2 types of identification when you sign in:

Your password

The password you already use to sign in

+

Your six-digit code

From the authenticator app on your phone (recommended) or computer

Why MFA?

Passwords alone no longer protect accounts well enough against modern cyber threats.

When will MFA be required?

Multi-factor authentication (MFA) will be required for everyone using UKRI's Funding Service (TFS) by February 2027. Once it's mandatory, you'll need to set up MFA before you can sign in. Setting it up now means you can do it at a time that suits you, rather than close to a deadline.

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