



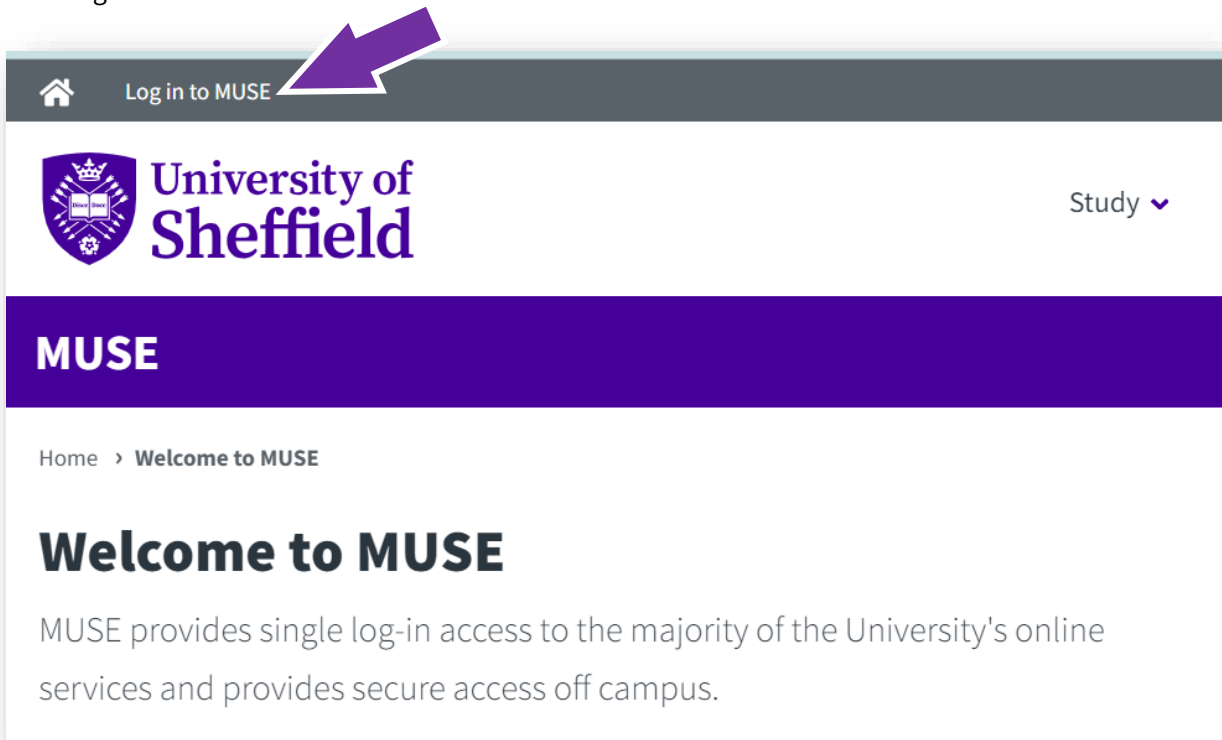
# MUSE: Log in Guide

**How to Log in for the First Time and Access Your Emails and Induction Course**

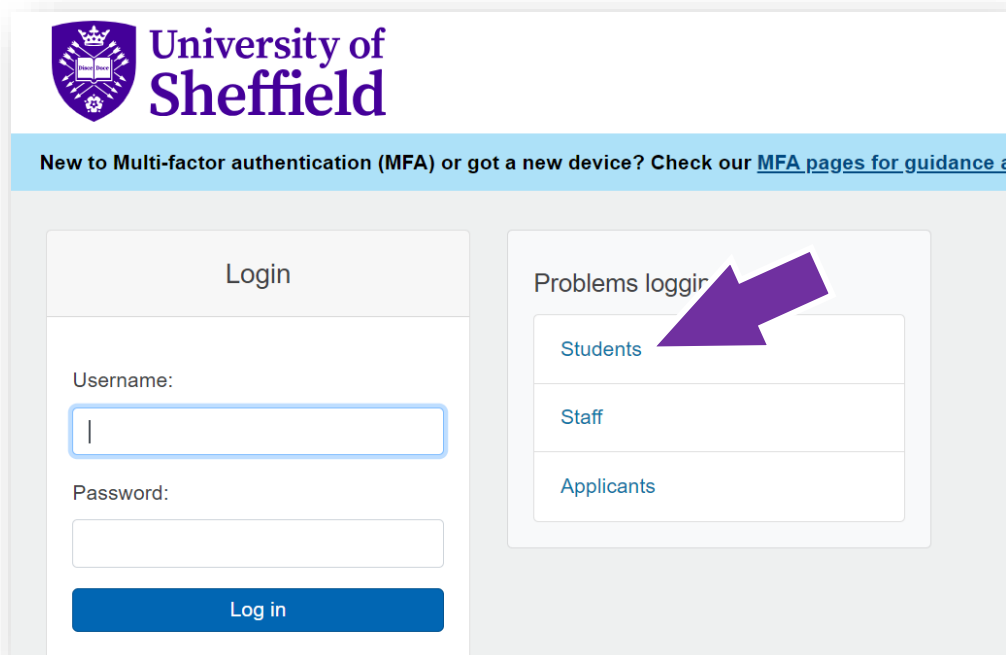


# How to Activate your University of Sheffield IT Account

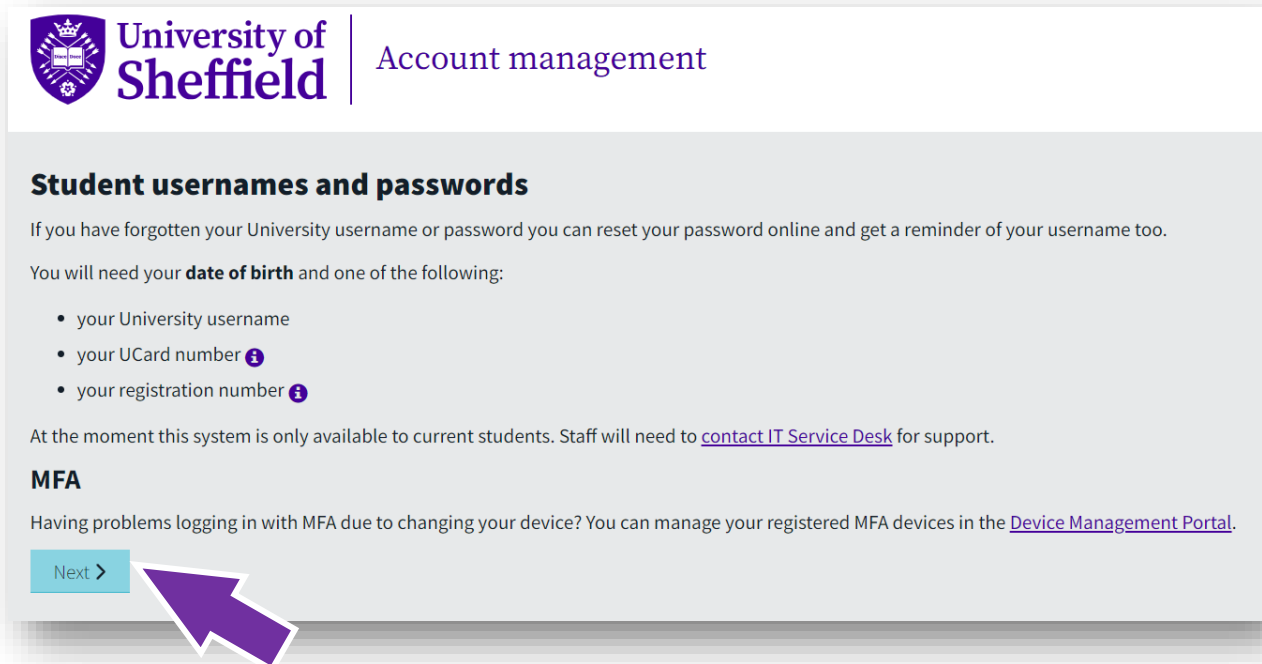
1. In your internet search engine, navigate to the University of Sheffield homepage; [www.sheffield.ac.uk](http://www.sheffield.ac.uk)
2. Click on Log in to MUSE



3. Click on Students



## 4. Click on Next



University of Sheffield | Account management

### Student usernames and passwords

If you have forgotten your University username or password you can reset your password online and get a reminder of your username too.

You will need your **date of birth** and one of the following:

- your University username
- your UCard number ⓘ
- your registration number ⓘ

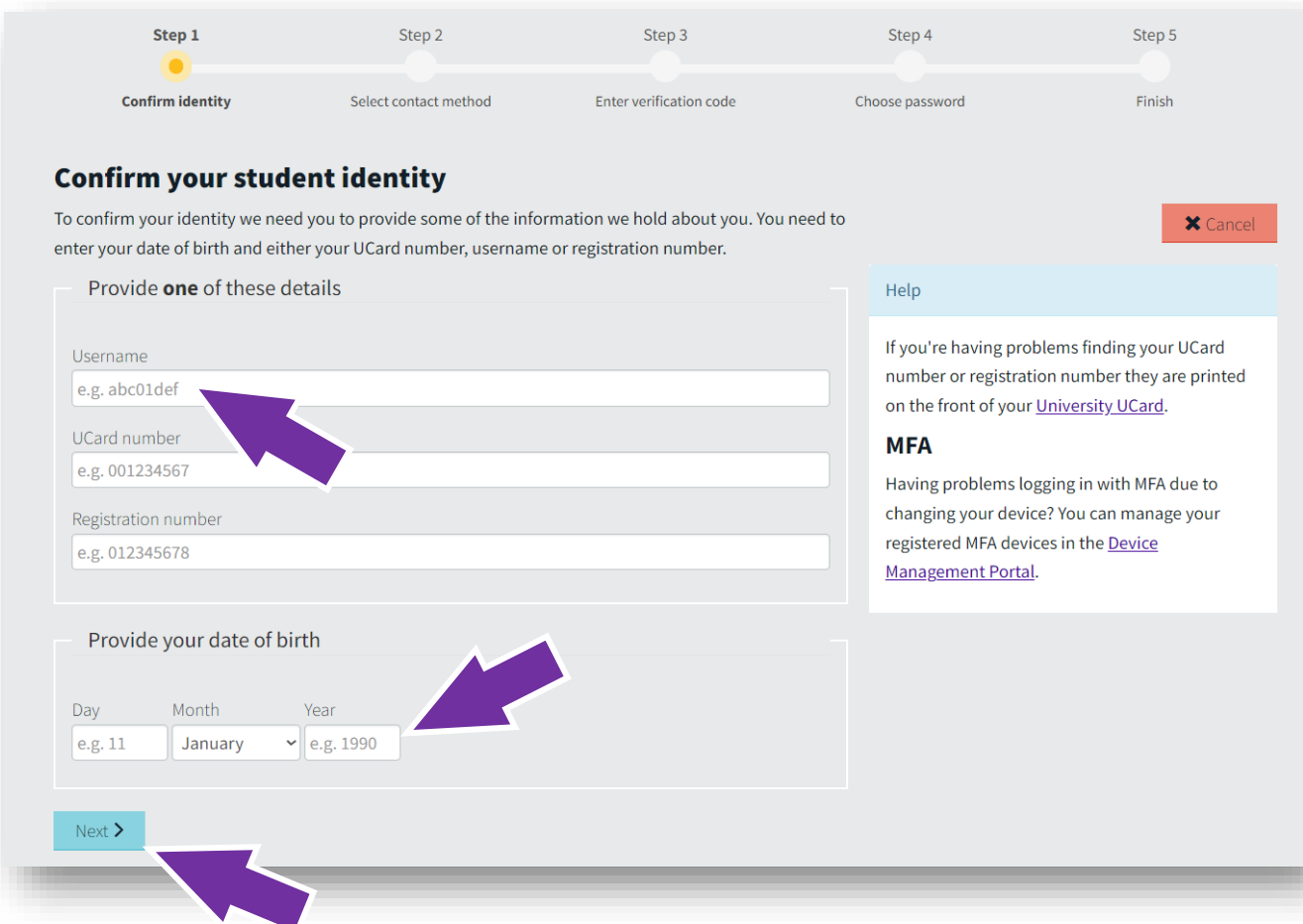
At the moment this system is only available to current students. Staff will need to [contact IT Service Desk](#) for support.

#### MFA

Having problems logging in with MFA due to changing your device? You can manage your registered MFA devices in the [Device Management Portal](#).

Next >

5. Follow the instructions, you only need **one** of the three details below and your date of birth. You will be using your **username** to log in, enter it into the box. You should have been sent your username by Central Student Support, search for the email from them containing your username if you do not know it.



Step 1: Confirm identity (highlighted)

Step 2: Select contact method

Step 3: Enter verification code

Step 4: Choose password

Step 5: Finish

### Confirm your student identity

To confirm your identity we need you to provide some of the information we hold about you. You need to enter your date of birth and either your UCard number, username or registration number.

Provide **one** of these details

Username  
e.g. abc01def

UCard number  
e.g. 001234567

Registration number  
e.g. 012345678

Provide your date of birth

Day: e.g. 11 | Month: January | Year: e.g. 1990

Next >

Cancel

Help

If you're having problems finding your UCard number or registration number they are printed on the front of your [University UCard](#).

#### MFA

Having problems logging in with MFA due to changing your device? You can manage your registered MFA devices in the [Device Management Portal](#).

6. You will now come to the multi factor authentication section, where you will be required to use an app called **DUO Mobile**. Click start setup to begin.

### Protect Your University of Sheffield Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

[Start setup](#)

7. Select the type of device you want to use; mobile phone is recommended.

Enter your phone number. This must be a phone that can download apps from an app store, you will be using this device to download DUO Mobile and log in.

### Enter your phone number

United Kingdom

+44

Example: 121 234 5678

[Back](#) [Continue](#)

8. A checkbox will appear, after checking you number looks correct, tick this to confirm and then press continue.

### Enter your phone number

United Kingdom

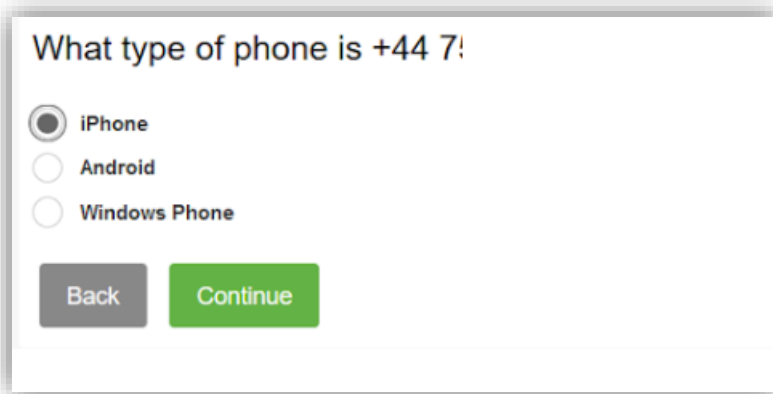
+44

121 234 5678

You entered  Is this the correct number?

[Back](#) [Continue](#)

9. You will then need to select what type of phone you are adding from the list shown.



What type of phone is +44 7!

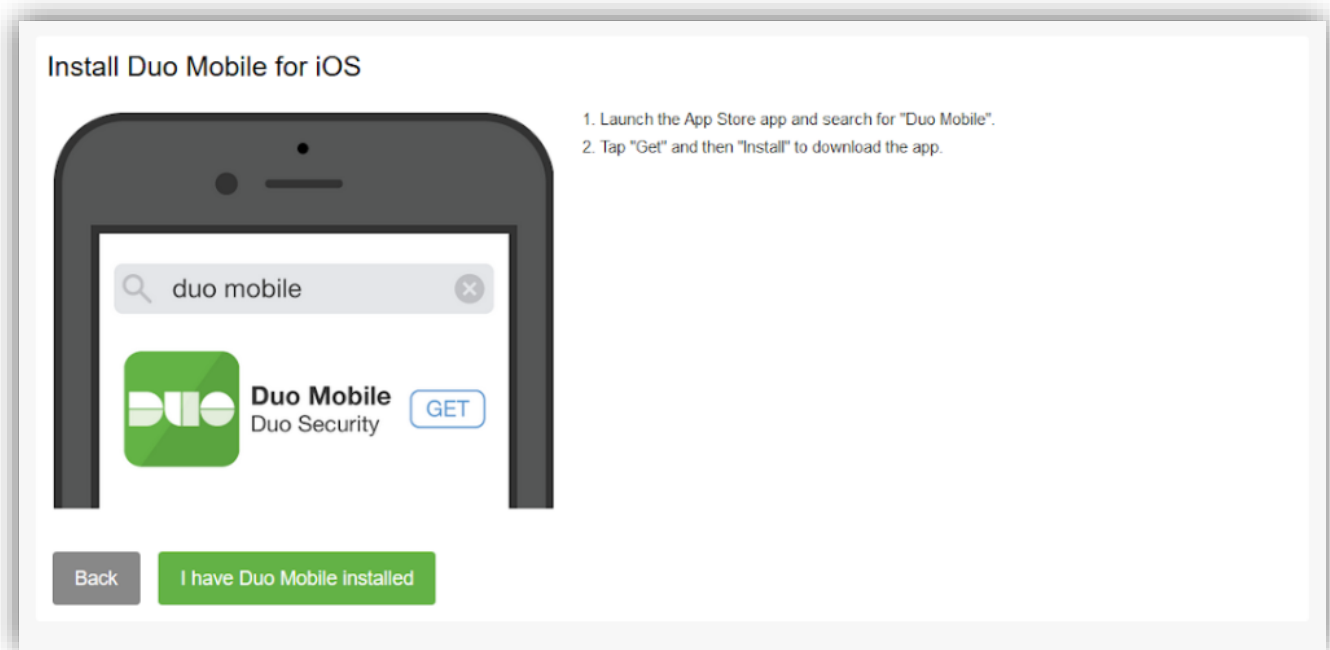
iPhone

Android

Windows Phone

Back Continue

10. If you have installed the Duo app, click **I have Duo Mobile installed** button. If not follow the instructions; go to your app store on the device you chosen (the one you entered the mobile number for), search Duo Mobile and download/install the app. You can now click **“I have Duo Mobile installed”**.



Install Duo Mobile for iOS

1. Launch the App Store app and search for "Duo Mobile".  
2. Tap "Get" and then "Install" to download the app.

duo mobile

**Duo Mobile**  
Duo Security GET

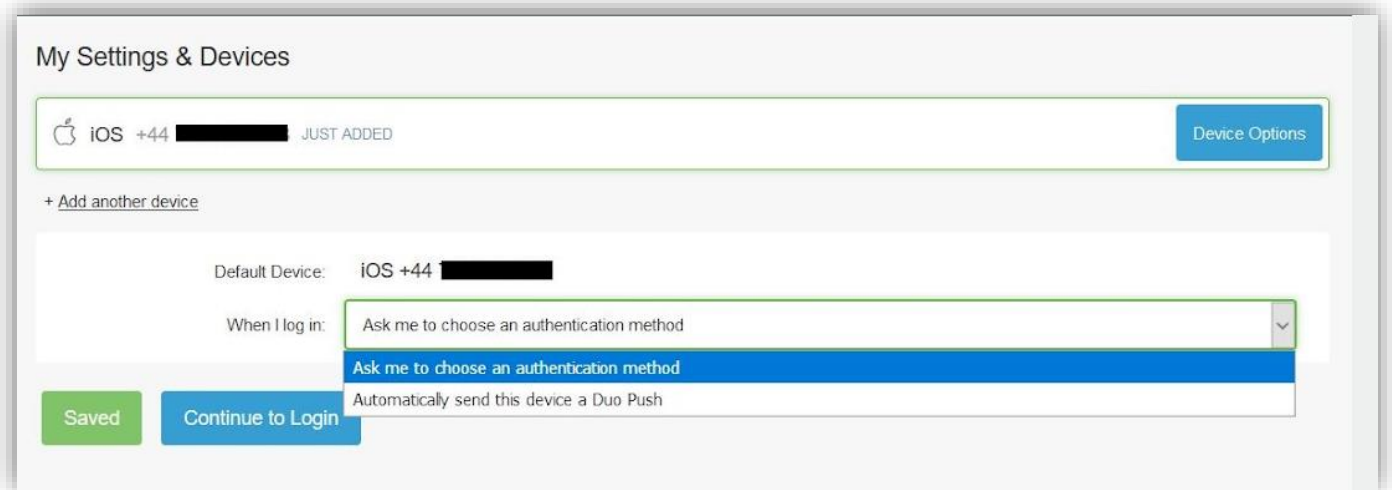
Back I have Duo Mobile installed

11. A screen with a QR code will then appear. Open your Duo Mobile app.

In the app press the **+ button**.

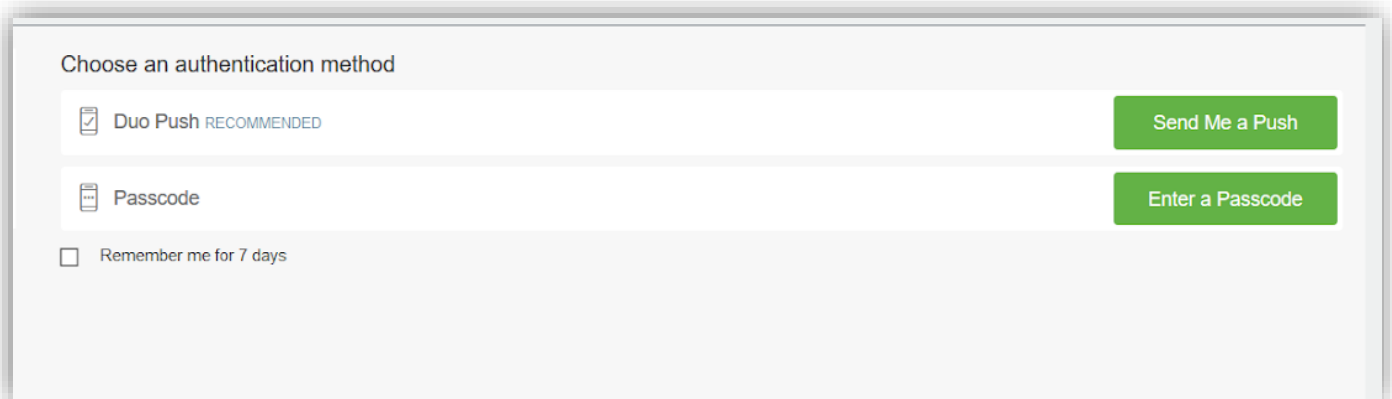
Your phone/mobile device **camera** will come on and you will be invited to **scan** the **QR code**. When the code is recognised, click **Continue** button.

12. Choose one of the authentication methods. You can either select to **choose a method each time you log in**, or for an **automatic push notification to be sent to your phone/device** which you can click to log in. Save your choice and then **continue to login**.



The screenshot shows the 'My Settings & Devices' interface. At the top, there is a header 'My Settings & Devices'. Below it, a device entry is shown: 'iOS +44 [REDACTED] JUST ADDED' with a 'Device Options' button. A '+ Add another device' link is present. The 'Default Device' is set to 'iOS +44 [REDACTED]'. The 'When I log in:' dropdown menu is open, showing three options: 'Ask me to choose an authentication method' (highlighted in blue), 'Automatically send this device a Duo Push', and 'Ask me to choose an authentication method'. At the bottom, there are 'Saved' and 'Continue to Login' buttons.

13. After successful enrolment, click **Send Me a Push**. You can also check the **Remember me for 7 days** checkbox to extend the validity of your push. A push notification should then come through to your phone/device. Click on this to log in.



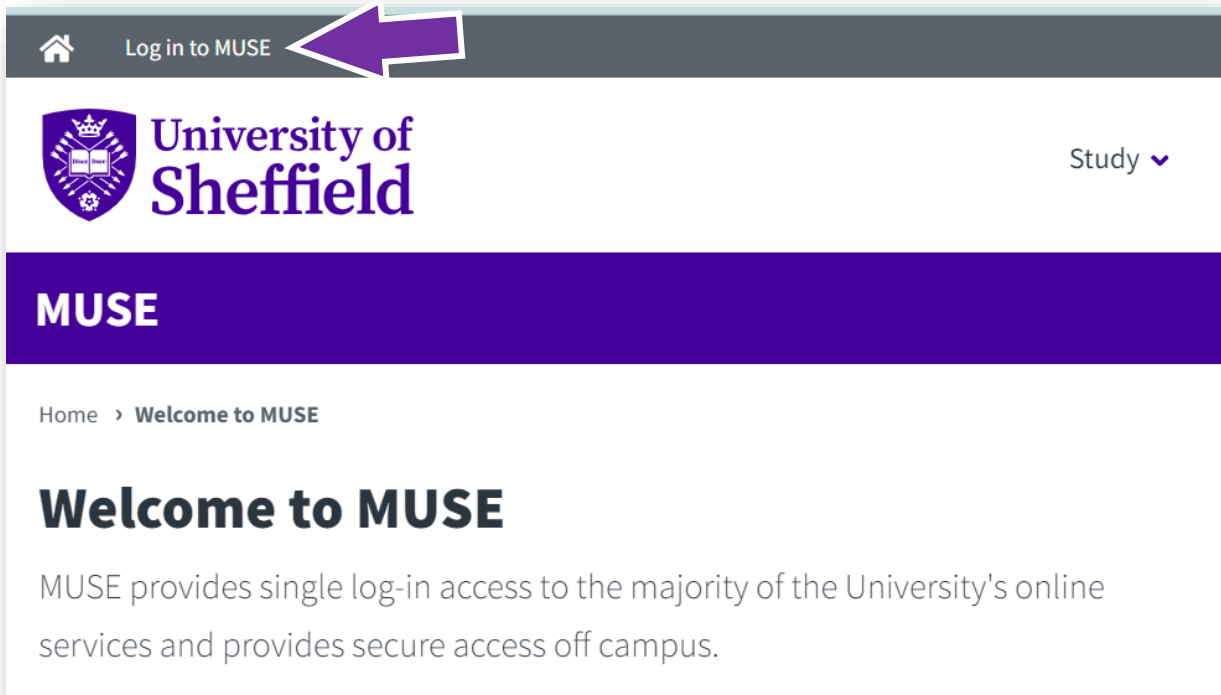
The screenshot shows the 'Choose an authentication method' page. It features three main options: 'Duo Push RECOMMENDED' with a 'Send Me a Push' button, 'Passcode' with an 'Enter a Passcode' button, and a 'Remember me for 7 days' checkbox.

14. You have now successfully logged in.

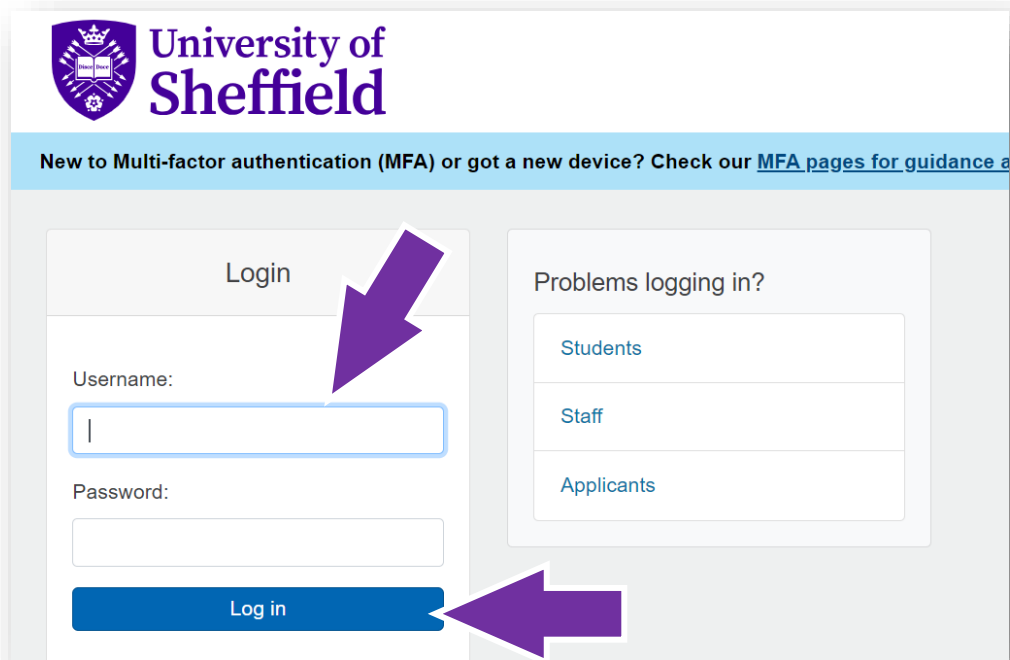
## How to Log in After Activating

Once you have activated your account all you need to do to log in is the following.

1. Go to the University of Sheffield homepage [www.sheffield.ac.uk](http://www.sheffield.ac.uk) and click on **Log in to MUSE**.



2. Enter your username and the password you chose and click log in.



- You will then either be logged in or asked to confirm with DUO Mobile. If you ticked **“remember me for 7 days”** then this step shouldn't appear for 7 days.

Choose an authentication method

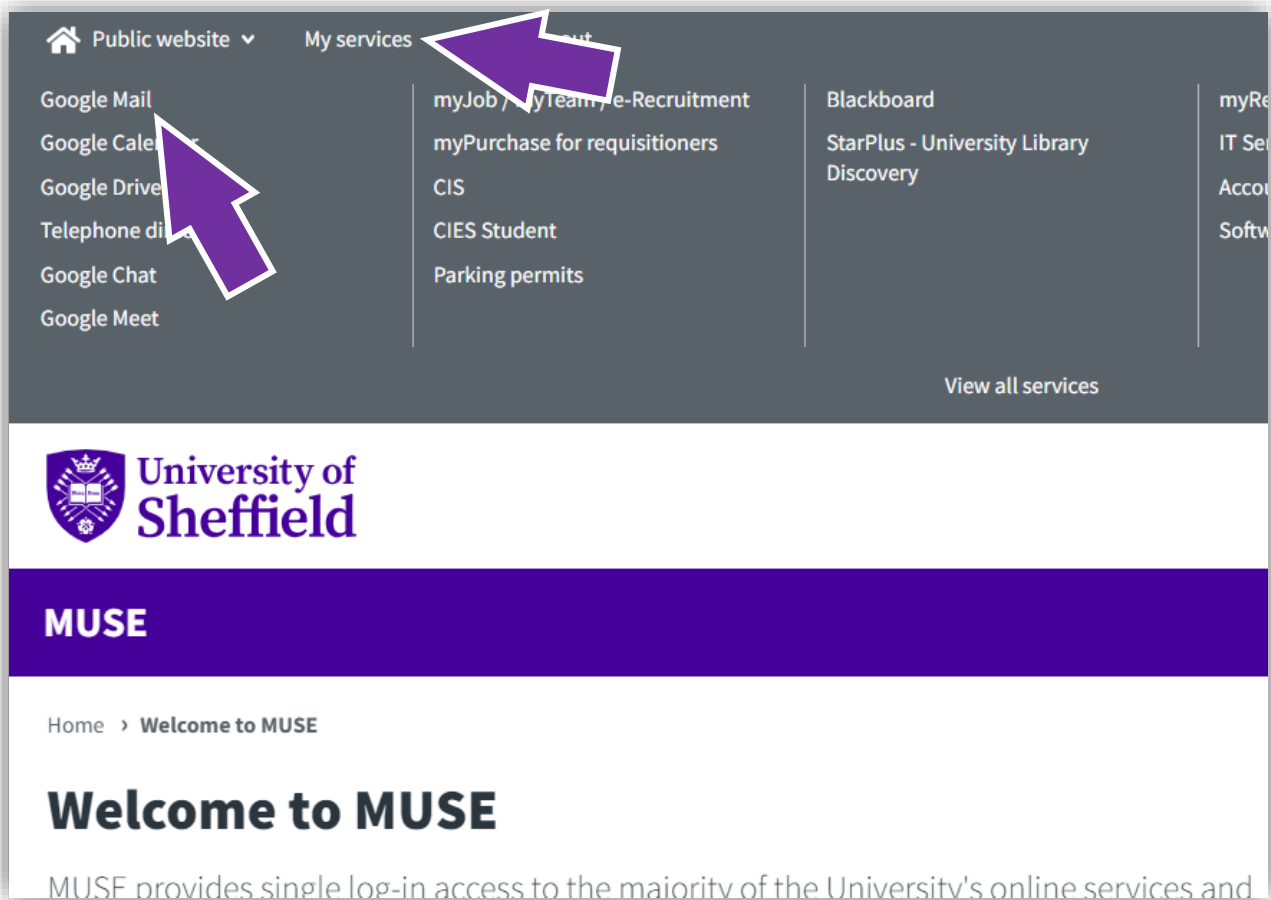
Duo Push RECOMMENDED Send Me a Push

Passcode Enter a Passcode

Remember me for 7 days

## How to Access Your University Email Account

After logging into MUSE, you can access your University of Sheffield email account by clicking on My Services and then Google Mail.



The screenshot shows the MUSE portal interface. At the top, there is a navigation bar with 'Public website' and 'My services'. Below this is a grid of service links. A purple arrow points to 'My services' in the top bar, and another purple arrow points to 'Google Mail' in the left-hand menu. The main content area features the University of Sheffield logo and the text 'Welcome to MUSE'. Below this, it states 'MUSE provides single log-in access to the majority of the University's online services and'.

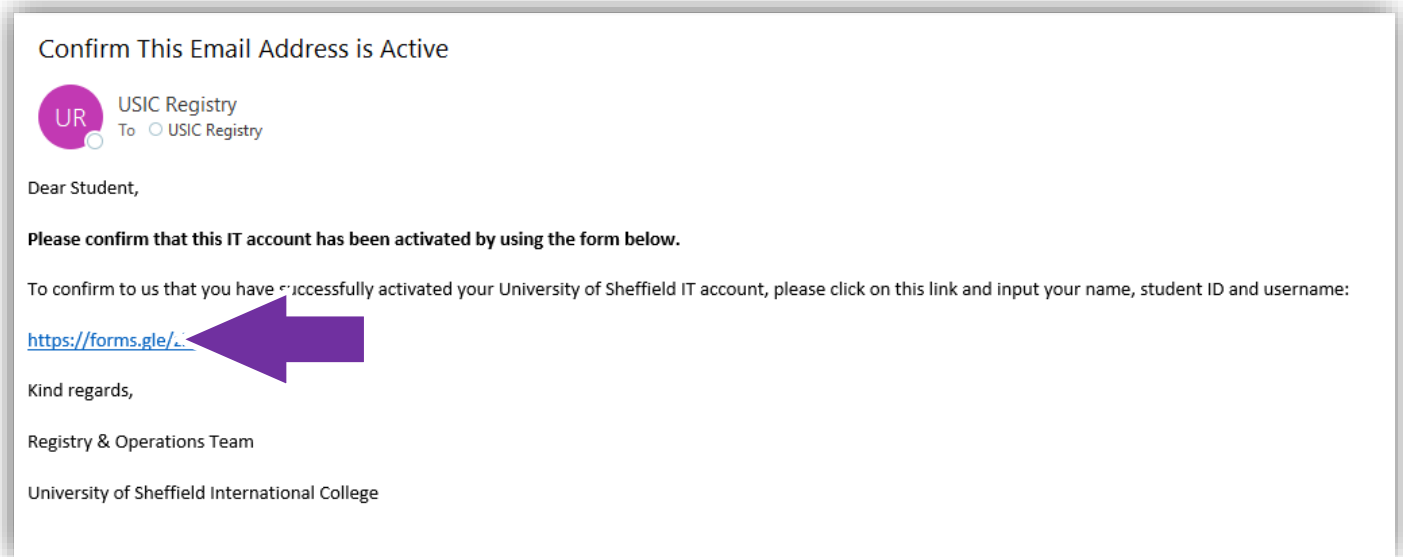
Please note: During your studies, you should check your Google Mail at least once per day because this is the main channel by which tutors and admin staff will issue important information, announcements and updates to students.



## Respond to the Google Form

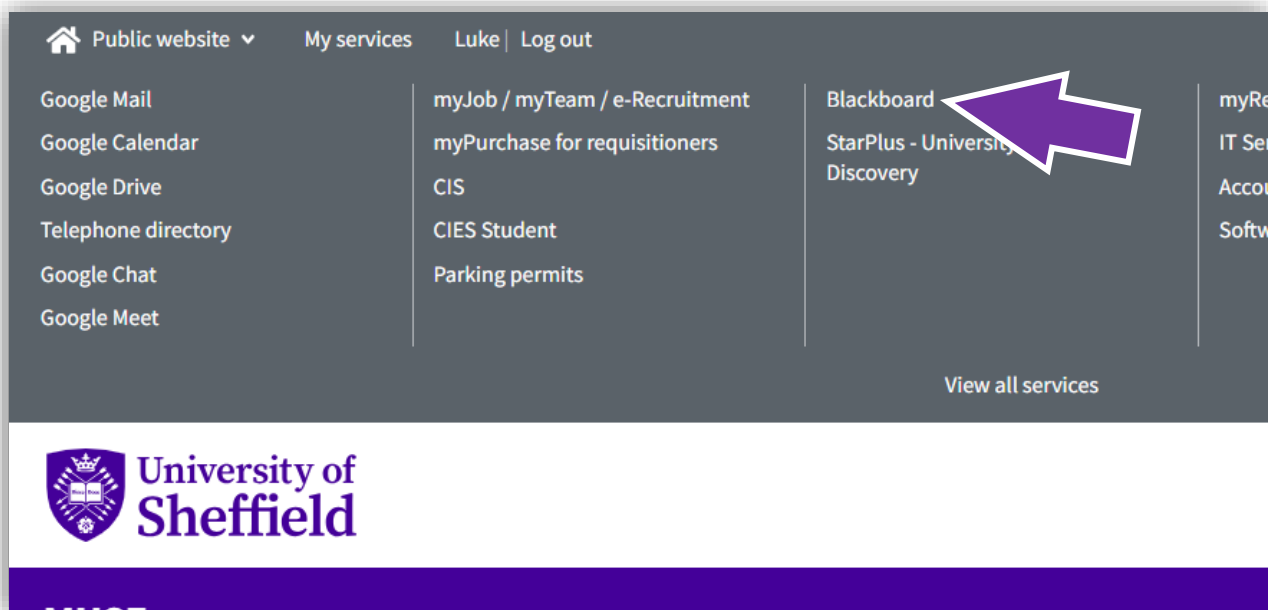
When you first log in to your Google Mail account, you should see an email from USIC Registry with the subject **“Confirm This Email Address is Active”**. This email contains a link to a Google Form which you must fill in as part of your registration.

You do not need to reply to the email, simply click on the link in the email and fill in the form.



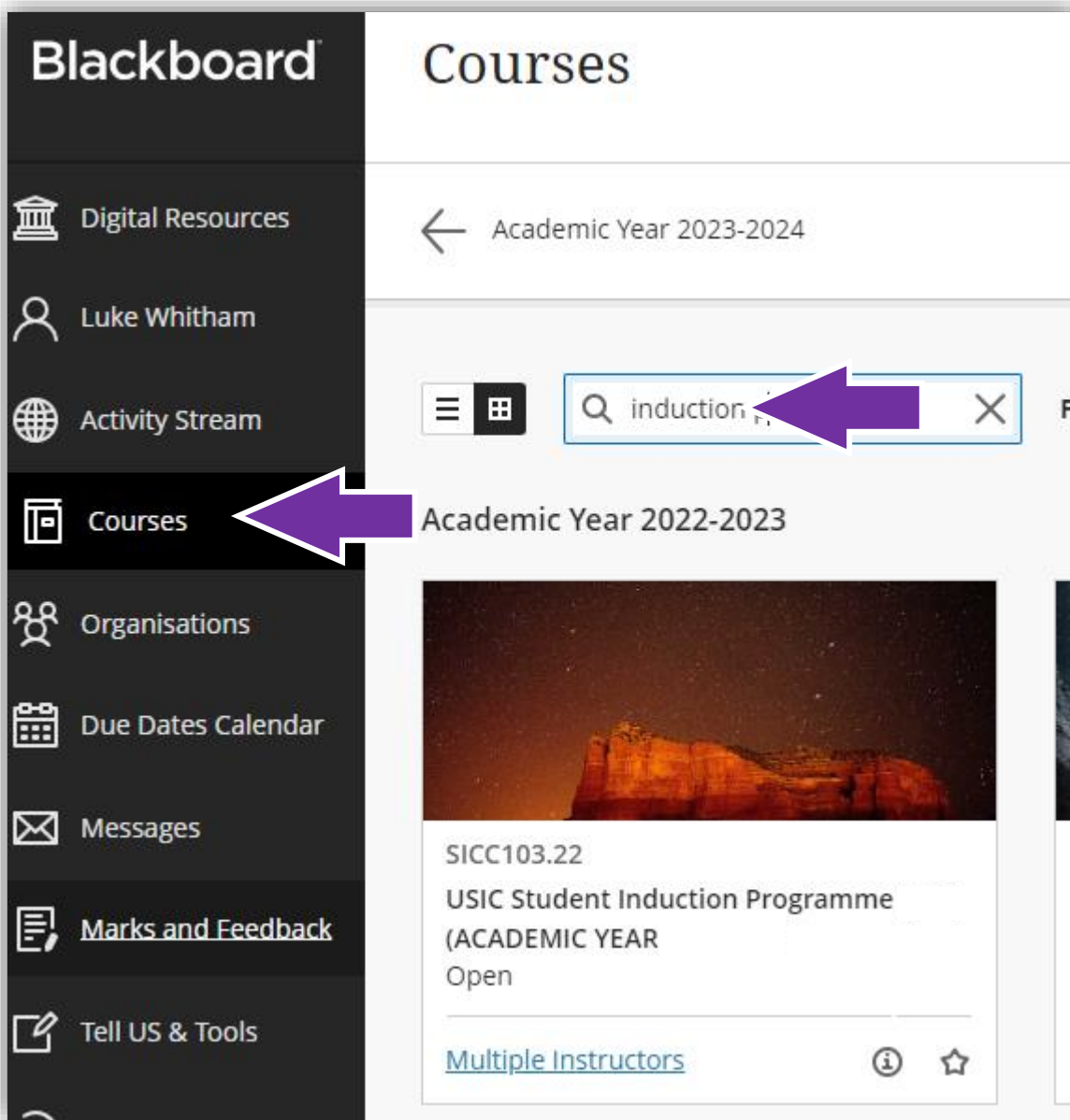
## How to Access Your Induction Course

1. After logging into MUSE, click on My Services and then Blackboard to access the teaching and learning environment.



2. Click on the Courses tab. You will see all your Blackboard courses here eventually, usually at the end of registration week. For now, you will just see the Virtual Reception and Induction.

Search Induction in the search box.



The screenshot shows the Blackboard interface. On the left is a dark sidebar with navigation options: Digital Resources, Luke Whitham, Activity Stream, Courses (highlighted with a purple arrow), Organisations, Due Dates Calendar, Messages, Marks and Feedback, and Tell US & Tools. The main content area is titled 'Courses' and shows 'Academic Year 2023-2024'. A search bar contains the text 'induction' with a purple arrow pointing to it. Below the search bar, the 'Academic Year 2022-2023' section is visible, featuring a course card for 'SICC103.22 USIC Student Induction Programme (ACADEMIC YEAR Open)'. The card includes a 'Multiple Instructors' link and information and star icons.

The induction course should then appear in the list (it may look slightly different from the image above). Click into this and read through the content. This is also part of your registration, and we will check to ensure all students have visited the Induction Course.