



University of  
Sheffield

International  
College

# MUSE: Log in Guide

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

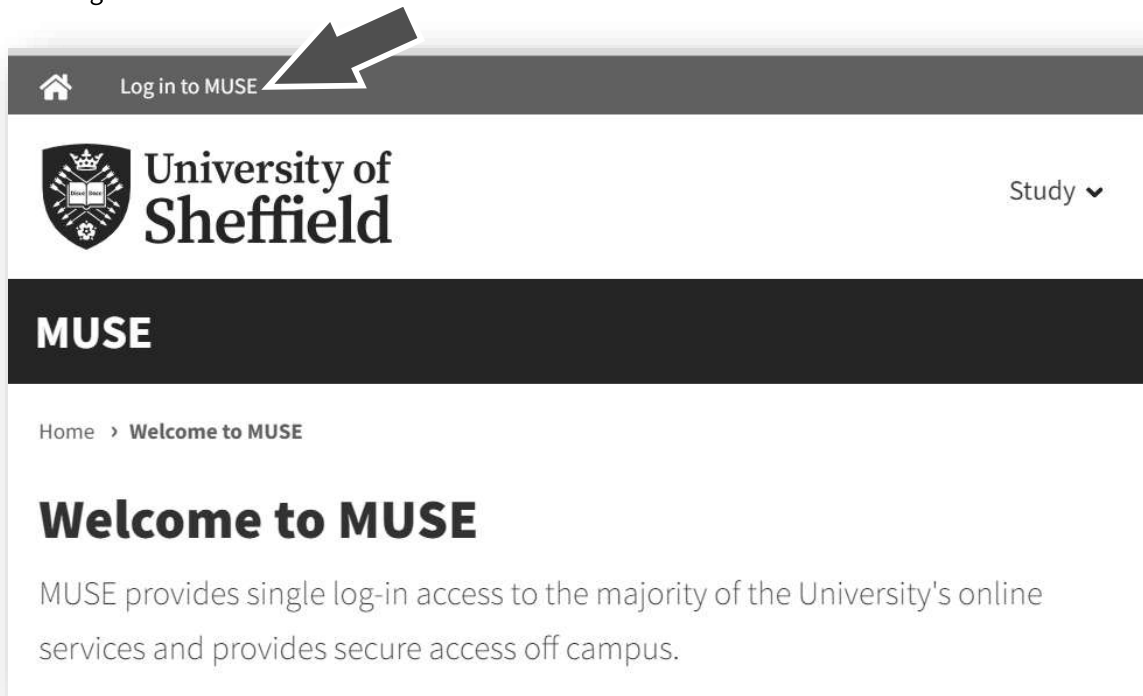




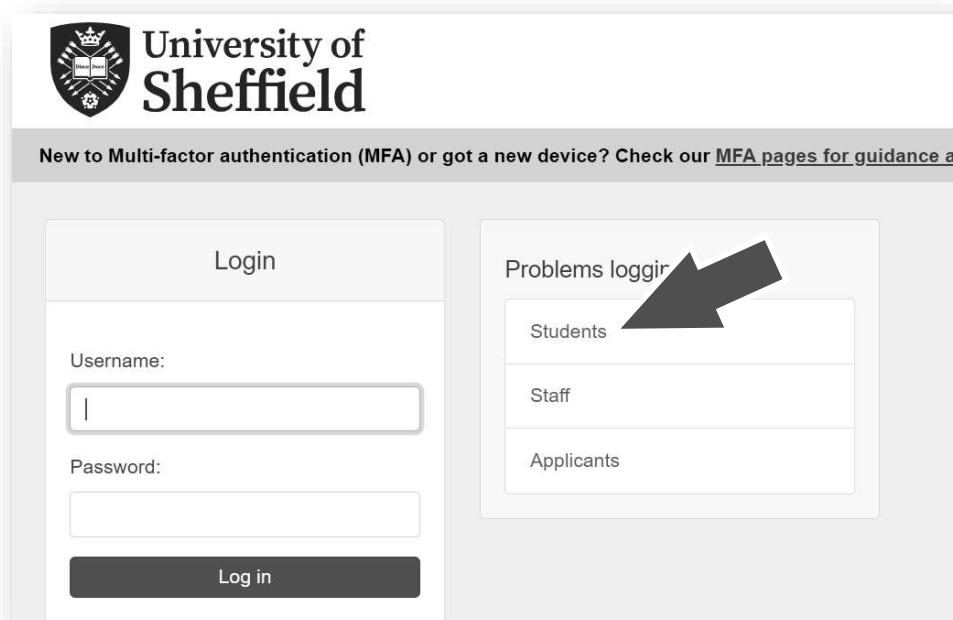
## How to Activate your University of Sheffield IT Account

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 Step 2 Step 3 Step 4 Step 5

Confirm identity Select contact method Enter verification code Choose password 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 Month Year  
e.g. 11 January 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's a header 'My Settings & Devices'. Below it, a device entry shows an Apple icon, 'iOS +44', a redacted phone number, and 'JUST ADDED'. A 'Device Options' button is to the right. Below this is a link '+ Add another device'. Further down, 'Default Device:' is set to 'iOS +44' with a redacted number. Under 'When I log in:', a dropdown menu is open, showing three options: 'Ask me to choose an authentication method' (selected), 'Ask me to choose an authentication method', and 'Automatically send this device a Duo Push'. At the bottom left 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 has two main options: 'Duo Push RECOMMENDED' with a checkmark icon and 'Passcode' with a passcode icon. To the right of 'Duo Push' is a 'Send Me a Push' button, and to the right of 'Passcode' is an 'Enter a Passcode' button. At the bottom, there is a checkbox labeled 'Remember me for 7 days' which is currently unchecked.

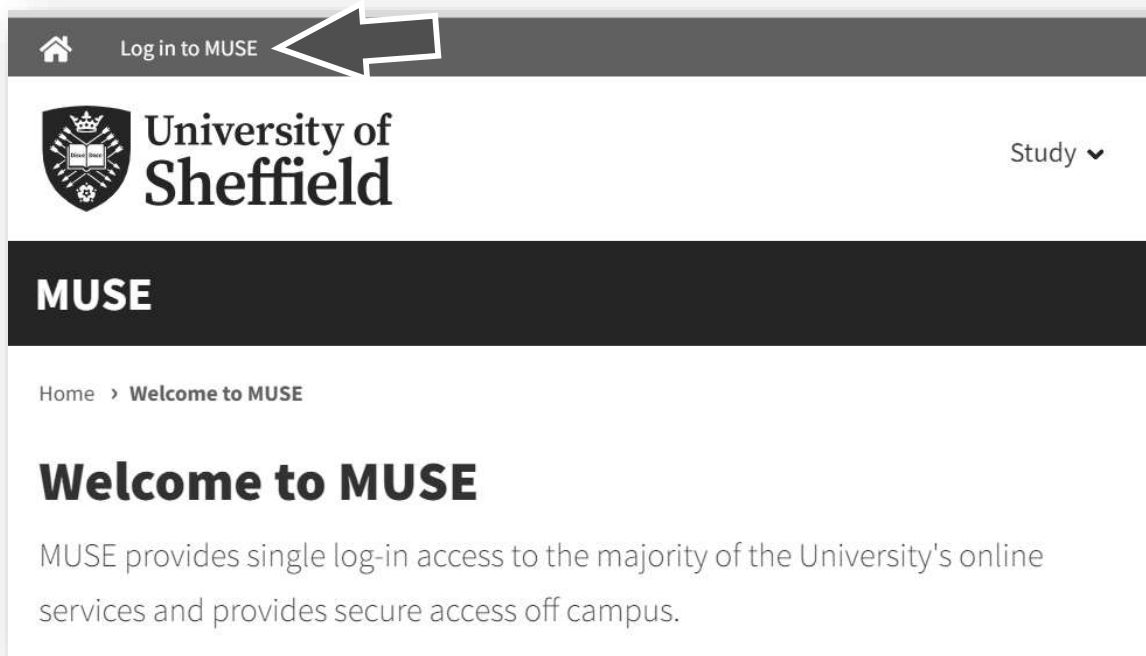
14. You have now successfully logged in.



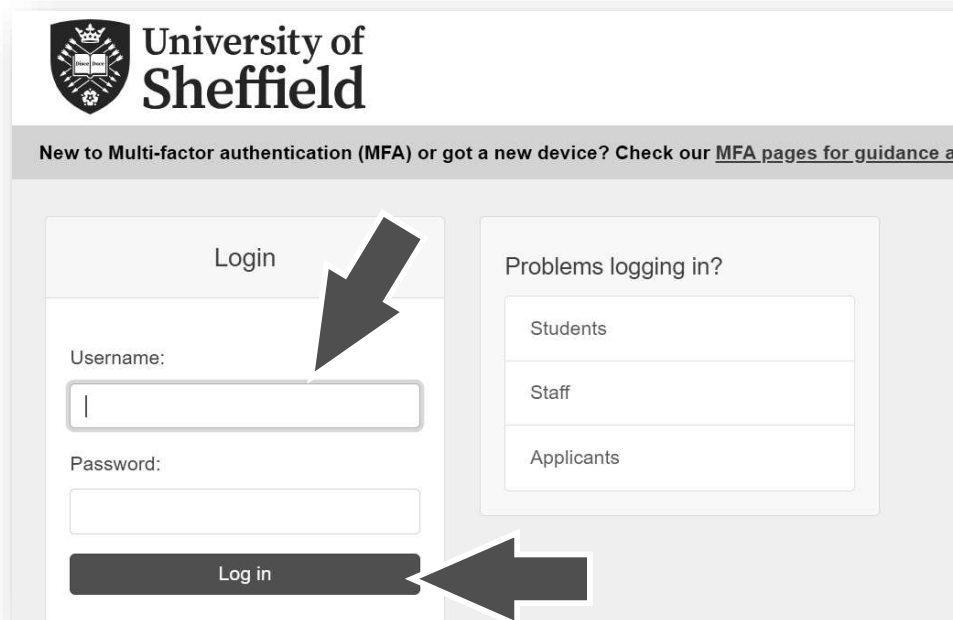
## How to Log in After Activating

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

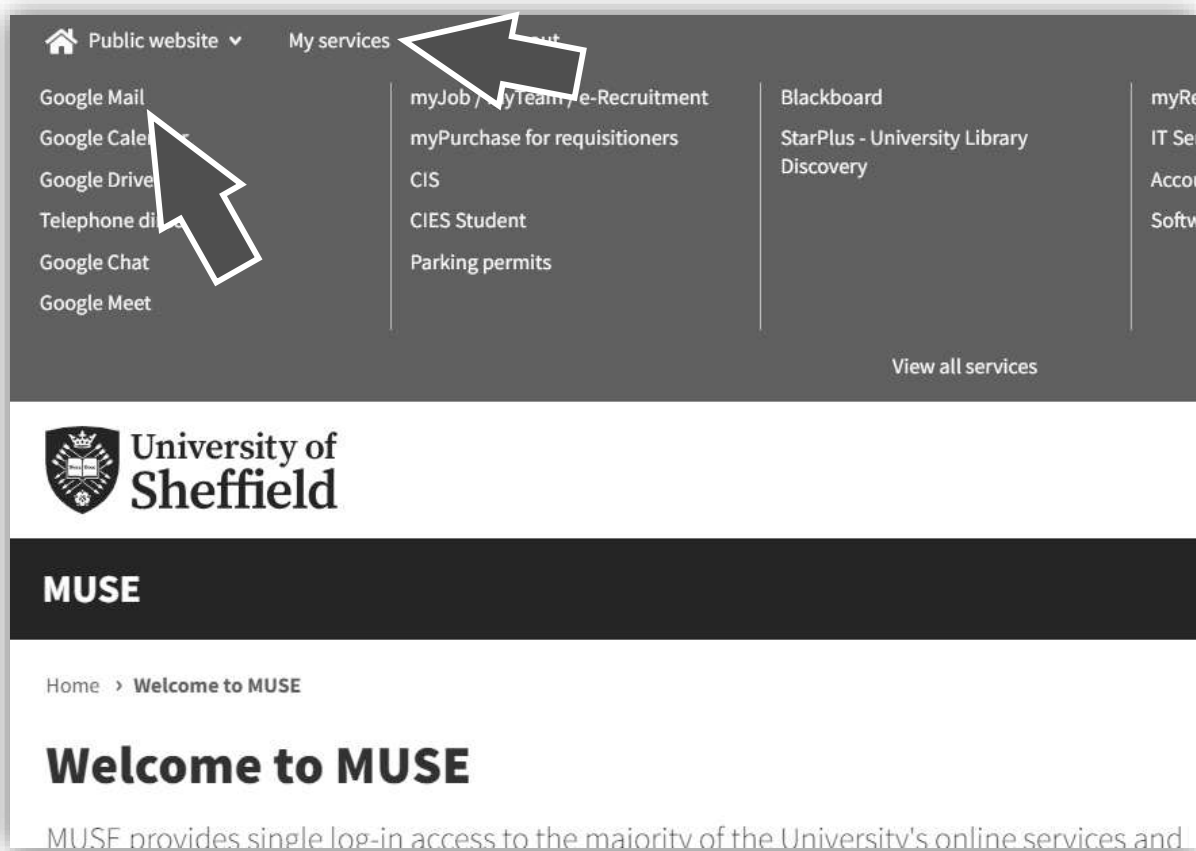
☒ Duo Push RECOMMENDED [Send Me a Push](#)

☐ 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.



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.