



User Guide - How to create a verified mobile number

To verify your mobile number, visit the LGfL Support Site at <https://support.lgfl.org.uk>.

Click on the padlock icon.



If you are a member of staff at a school or LA in London, then you can log in to the secure area of the support site.

Enter your **USO Username** and **Password** and then click on **Login**.



You have requested access to the **USO support site**.



Please enter your **USO** username and password, then click the Login button.

Username (e.g. jsmith.123)
Password

Login

Once you have logged in, click on **My Account**, then **Account details** from the menu bar.

- My Account
- Account details
- USO Password Vault
- Establishment details
- Group details
- LGfL/TRUSTnet deployment
- Change password
- Email
- Register OTP



Click on the **Contact** tab and then click on **Edit Account**.

*NOTE – You will need to scroll down on this webpage to see the **Edit Account** button.*

Name Email **Contact** Security Schools Notes Changes

Work tel

Mobile tel 0700000000
This mobile number has not been verified. [Initiate verification](#)

Edit account

Enter your mobile phone number and then click on **Save changes**.

Name Email **Contact** Security Schools Notes Changes

Work tel
This field is optional. The maximum length is 13 characters.
Valid characters are all numbers, plus space.
Please do not enter extension numbers.

Mobile tel
This field is optional. The maximum length is 12 characters.
Valid characters are all numbers, plus space.
The number must be unique within the USO database.

Save changes Leave edit mode



After you have saved the changes, the webpage will update and a message will alert you that **This mobile number has not been verified**.

Click on **Initiate verification** which will send a text message to your mobile phone.

Name Email **Contact** Security Schools Notes Changes

Work tel

Mobile tel 07000000000

This mobile number has not been verified. [Initiate verification](#)

The text message will provide you with a PIN number which will need to be entered into the PIN field. Once you have entered the **PIN** click on **Submit PIN**.

Name Email **Contact** Security Schools Notes Changes

Work tel

Mobile tel 07000000000

This mobile number is pending verification. [Submit PIN](#)

PIN:

You have now **successfully created a verified mobile number** which you can use to reset your USO password in the future.

Name Email **Contact** Security Establishments Notes Changes

Work tel

Mobile tel 07000000000

This mobile number has been verified.

NOTE - If you are unable to create a verified mobile and do not reach the "pending verification" stage, please speak with your school's [Nominated Contact](#) as it is possible that your mobile number has been previously registered to a different account in USO.