

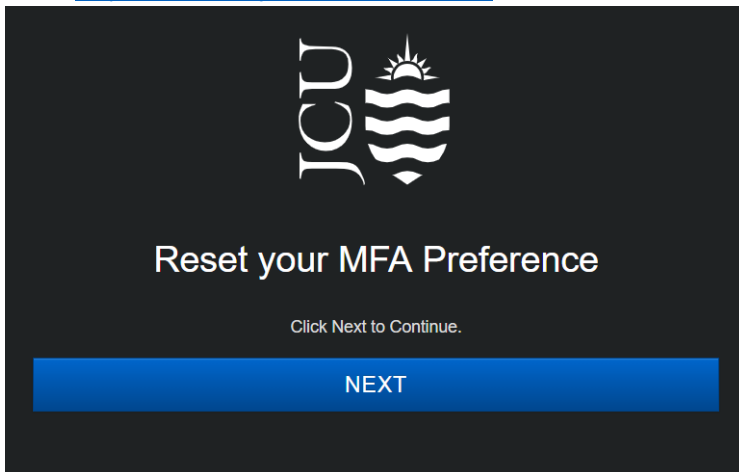
Reset your MFA Preference

You will need to reset your MFA preference if you change phones, delete your account from the Authenticator App, remove the App from your mobile device or if you just want to change the type of MFA you use.

If you get a new phone or are changing to a different device, the ForgeRock Authenticator app is not transferable, you will need to reset your MFA preference.

To reset your MFA Preference

1. Go to <https://account.jcu.edu.au/resetmfa>



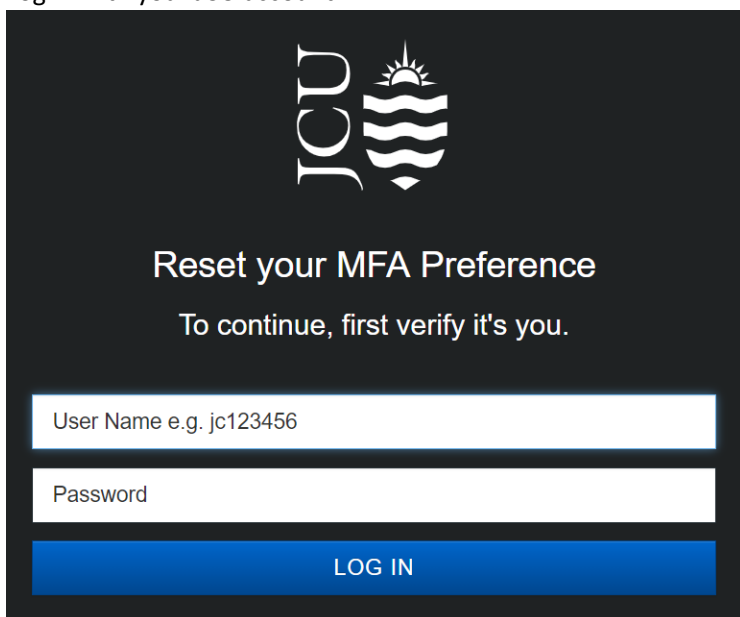
JCU

Reset your MFA Preference

Click Next to Continue.

NEXT

2. Log in with your JCU account.



JCU

Reset your MFA Preference

To continue, first verify it's you.

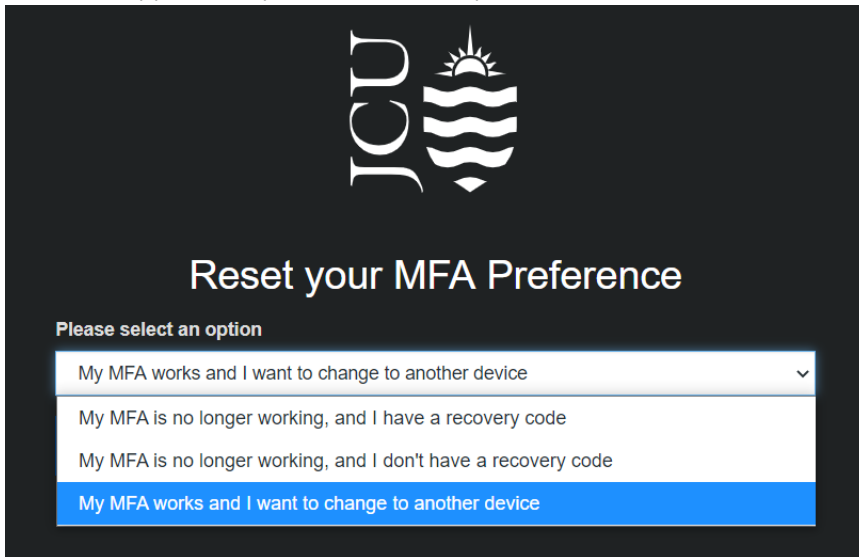
User Name e.g. jc123456

Password

LOG IN

Note: If the IT Help Desk has reset your MFA preference for you then you will skip Step 3 and go to Step 4.

3. Select the applicable option from the drop-down menu and click **Next**.

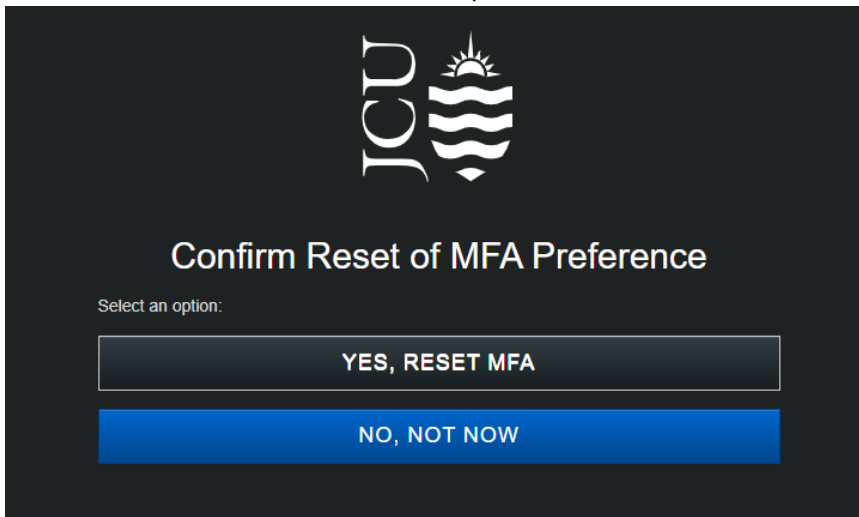


Reset your MFA Preference

Please select an option

- My MFA works and I want to change to another device
- My MFA is no longer working, and I have a recovery code
- My MFA is no longer working, and I don't have a recovery code
- My MFA works and I want to change to another device

4. Follow the on-screen instructions to complete the MFA reset.



Confirm Reset of MFA Preference

Select an option:

- YES, RESET MFA
- NO, NOT NOW

You'll be prompted to register again the next time you access a secure JCU online service. Remove the app from your old device and then complete the registration on the new one.