

Reset your MFA preference

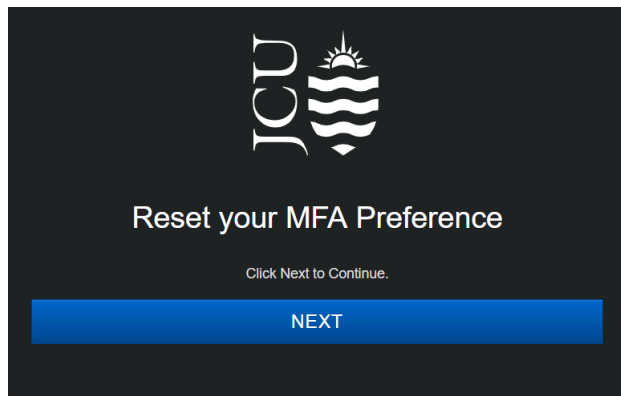
You may need to reset your MFA preference if you have purchased a new phone, lost your old phone or accidentally deleted the MFA authentication app (ForgeRock) or if you just want to change the type of MFA you use.

If you get a new phone or are changing to a different device, the Forgerock authentication app is not transferable.

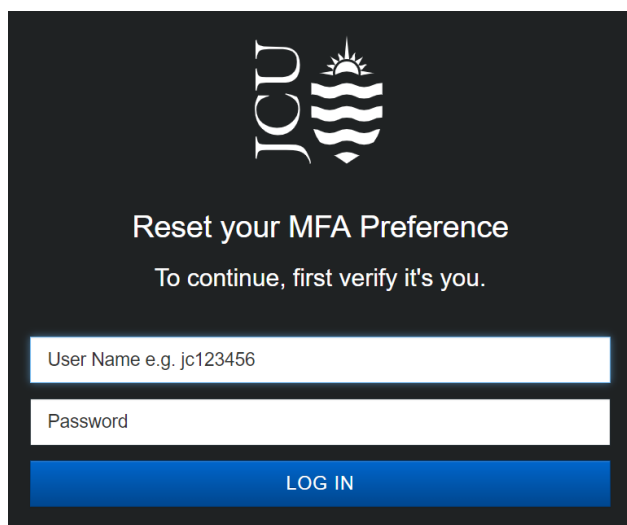
You will need to reset your MFA preference.

To reset your MFA preference

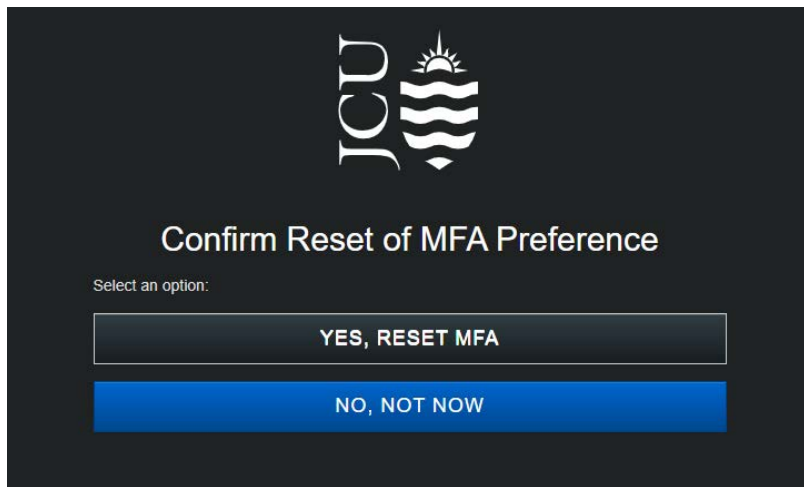
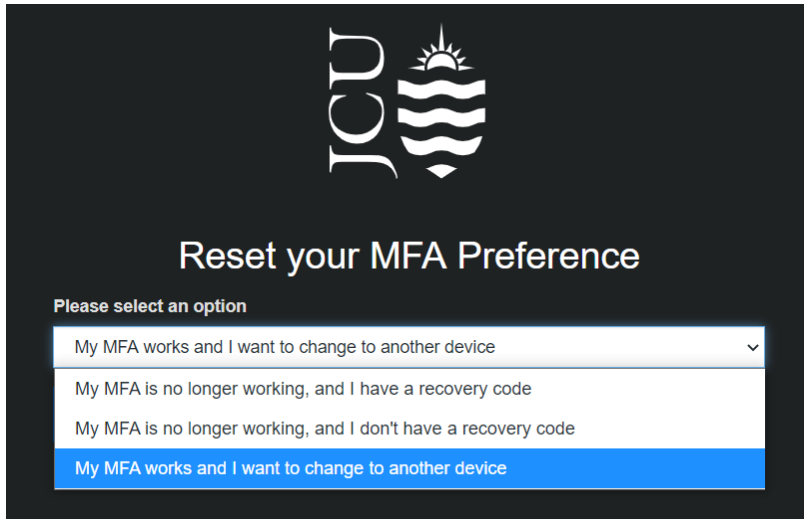
1. Go to <https://account.jcu.edu.au/resetmfa>



2. Log in with your JCU account



3. Select applicable option from the drop down menu or options provided and click **Next**



4. Follow on screen instructions to finish resetting your MFA Preference.

You'll be prompted to register again, the next time you access an MFA protected service. Complete the registration on your new device and delete the app off your old one.