How to Change Devices When Using Multi Factor Authentication

MFA is used across a range of services and platforms for the university and provides us with an additional level of security for our users. More information on MFA can be found here.
The below steps will guide you through how to switch the device you use for MFA.

MFA – Multi Factor Authentication.

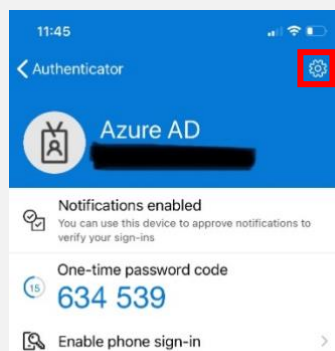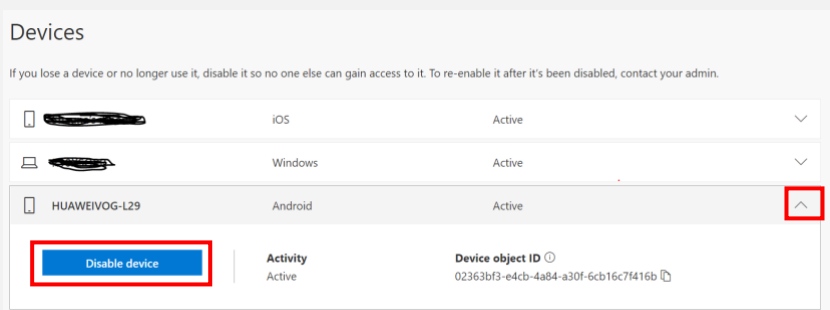| 1	Before following the steps below, do you still have your old device with the app still installed? If **yes**, proceed to step 2. If **no**, please read the follow: If you do not have your old phone or have removed the app already, please reach out to the IT Service Desk via to reset your MFA details. Once the Service Desk have reset your MFA details, you can then follow from Step 2 below.
2	Firstly, you will need to register and install with the Microsoft Authenticator App on your new device. 1. Install the Microsoft Authenticator App onto your new device from your App Store. 2. Log into https://mysignins.microsoft.com/security-info on your computer, authenticating with your old Device. 3. Select 'Add Method' 4. Follow the steps to setup your new device. 5. If you have another Device such as a Tablet which you regularly use, you can also choose to register this too (up to five in total) by following the same steps. Should you lose your Phone, you can then still use your other Device to sign in! Once your new device is added, proceed to the next steps
3	Open the Microsoft Authenticator App on your old mobile device and click on your Durham account so it opens the below view: Click on the settings cog in the top right-hand corner as shown above.
4	The below screen will show which you can select 'Remove Account':
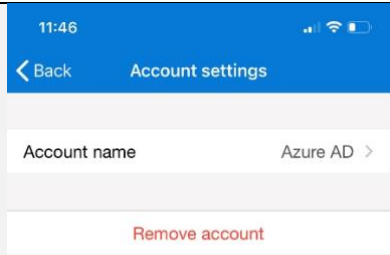
		11:46 ⠁⎯ 🔋
		‹ Back **Account settings**
		Account name Azure AD ›
		Remove account
	You can now close the app on your old device and delete the app.	
5	You now need to un-register your previous mobile device from the MFA service. 1. Go back to the Security Info Page by navigating to the following URL on your computer: https://mysignins.microsoft.com/security-info 2. Select 'Delete' next to your old Phone registration. 3. Select 'Devices' on the left side. 4. Find your old device from the list, select the drop-down option and click 'Disable Device'. **Devices** If you lose a device or no longer use it, disable it so no one else can gain access to it. To re-enable it after it's been disabled, contact your admin. 📱 ▬▬▬▬ iOS Active ⌄ 💻 ▬▬▬ Windows Active ⌄ 📱 HUAWEIVOG-L29 Android Active ⌃ **Disable device** **Activity** **Device object ID** ⓘ Active 02363bf3-e4cb-4a84-a30f-6cb16c7f416b 📋	
6	You can now close the MFA website on your PC. You should now be setup to use your new device for approving sign-in requests on different applications.	

Having issues?
Check the FAQs or log a call in our Self-Service Portal
Live Chat: Help and Support - Durham University