KI 3436 My device is broken, lost or stolen and I want to reset MFA. KI 3436 Knowledge Item

Knowledge data

Name	My device is broken, lost or stolen and I want to reset MFA.

Content

Ask:
My device is broken, lost or stolen and I want to reset MFA.

Answer:

- Staff members:
If you are working on a University machine you can try to perform the steps below, in all other cases a reset is necessary. (Working from home requires VPN.)

1. Connect to the campus. (Eduroam, Wired network, or if you work remotely the VPN connection)
2. Open Microsoft Edge (another browser won't work)
3. Surf to https://aka.ms/mfasetup
4. Add a new device, and discard your old one.

If you get stuck during this procedure, please contact IT Support. After an ID check, a reset can be performed. This can be done in the following ways.

- Student / Staff members:
If your device is broken, lost or stolen and you are no longer logged in to a University machine, a reset of the MFA is required.

Helpdesk on Campus:
This is possible at our desk in G112. Don't forget to bring your phone (or Yubikey) and your ID.

By phone:
By telephone on 013 466 2222. This requires a device with a camera and the Teamviewer application (https://go.uvt.nl/tv). Do you remember to have your ID to hand when you call us?

The helpdesk can make the appropriate updates for your account. After your settings are cleared, the next time you log in, you will be prompted to register for two-factor authentication.

Note: An ID check is required to reset the data.