

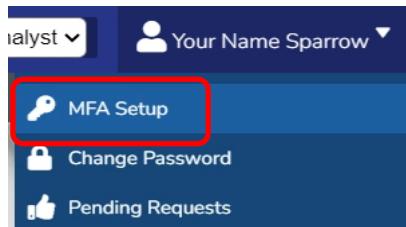
## Manage an existing MFA setup for ESS

When you replace the smartphone you use for MFA – either due to the age of the device, or if it is lost/damaged – you will need to reconfigure MFA.

**If you no longer have access to your original smartphone** [contact the IT Service Desk](#) and advise that you need to set up MFA for ESS on a new device.

**If you still have access to your original smartphone**, follow the steps below:

1. [Browse to ESS](#) on your computer and log in with your staff number and existing ESS password.
2. **On your old smartphone**, open the Microsoft Authenticator app, enter the current six-digit code into the browser field, and click **Verify**.
3. **Back on your computer**, once logged in to ESS click on your name in top-right to display the menu and select **MFA Setup**:



4. Click **Change Device** on the MFA setup screen to confirm that you wish to set up MFA on a new smartphone.
5. **On your new smartphone**, follow the standard [MFA setup process for ESS](#).
6. MFA for ESS will now be configured on your new smartphone.