

Manage an existing Uni ID MFA setup

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 setup your Uni ID MFA on a new device.

If you **still have access to your original smartphone**, follow [Multi-Factor Authentication setup guide](#), registering your new smartphone with Microsoft Authenticator. Once complete, you can delete your original smartphone (Steps 8 & 9 below).

If you **still have your original mobile number**, follow the steps below:

1. On your computer, browse to <https://uwa.edu.au/mfasetup> and log in with your UWA account:
 - For students, use **studentID@student.uwa.edu.au**
 - For staff, use **staffID@uwa.edu.au**
 - For visitors and guests, use **visitorID@ext.uwa.edu.au**
2. When prompted for MFA, select "**I can't use my Microsoft Authenticator app right now**". Confirm the last 2 digits of your mobile number, then select "**Text**" or "**Call**". Enter the code received.
3. Click **+Add method**, choose **Microsoft Authenticator** and click **Add**, then click **Next** until a QR code is displayed – leave this page open.
4. On your new phone, open the Microsoft Authenticator app, tap **Add account**, then **Work or school account**, and choose **Scan a QR code**.
5. Use your phone to scan the QR code on the browser window you left open in step #3.
6. On your computer, click **Next**.
7. On your phone, **enter the number** displayed on the computer screen, click **Yes** – your authenticator app is now set up on your new phone.
8. On your computer, whilst still on the "Security Info" web page, locate the **old "Microsoft Authenticator" entry** (check the phone model to identify it).
9. Click "**Delete**" next to the old device - your old device has now been removed from authenticator.

Additional support resources and contacts are available via the [Cyber Security MFA website](#).