

Procedure

Reset Multi-Factor Authentication (MFA)



This procedure describes how to reset the multi-factor authentication (MFA) as a client.

This is only possible if you activated both MFA methods when you activated your account. If this is not the case (in other words, you activated only one MFA method), you will have to contact your 'contact for bookkeeping' and we have to do this from within Deloitte.

1. Go to <https://account.deloitte.com/> in a private browser session.
2. Click on *User self-service*. The following screen appears. Here you can reset the MFA method.

Configure my MFA method ⓘ

You can set up one or more MFA methods through your preferred authenticator app or mobile phone. Please select your preferred method(s) and follow the set up instructions.

Set up your mobile phone ⓘ **1**

Mobile Phone

Set up your Authenticator App ⓘ **2**

Your Authenticator App was registered on:
Wednesday, 3 March 2021

Configure Authenticator app
a

Delete current Authenticator app registration
b

Option 2.a: Configure Authenticator app

Select **Configure Authenticator app** to receive an e-mail with a personalised link to register your Authenticator app.

Option 2.b: Delete current Authenticator app registration

Select **Delete current Authenticator app registration** to delete previous Authenticator app registrations. This is useful when you have lost your mobile device or when you have switched to another mobile device.

Note: When you reconfigure the 'Authenticator app', make sure to choose work or school account in the app.

It is also possible to modify your primary MFA method in the *User self-service*.

Select a primary MFA method ⓘ

Authenticator app

Mobile phone (Text/SMS)

Mobile phone (Phone call)

Make sure to click **Save** to save your modifications.

Option 1: Set up your mobile phone

Enter your mobile phone number to receive a call or text/SMS with the verification code every time you log in to your account in the future. Make sure to include your country code, for Belgian mobile numbers +32. Please do not include parenthesis, hyphens, spaces, etc.

More info

Feel free to contact your account manager for more information.

www.digitalaccountant.be

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