

Knowledge, Intelligence & Development

March 2021

### DIGITAL ACCOUNTANT

### Procedure

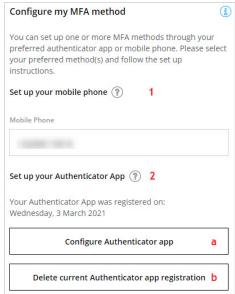
## **Reset Multi-Factor Authentication (MFA)**



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
- 2. Click on *User self-service*. The following screen appears. Here you can reset the MFA method.



#### 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.

#### **Option 2.a: Configure Authenticator app**

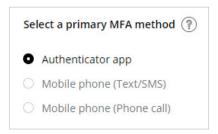
Select Configure Authenticator app to receive an e-mail with a personalised link to register your Authenticator app.

#### 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.



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

#### More info

Feel free to contact your account manager for more information

www.digitalaccountant.be

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