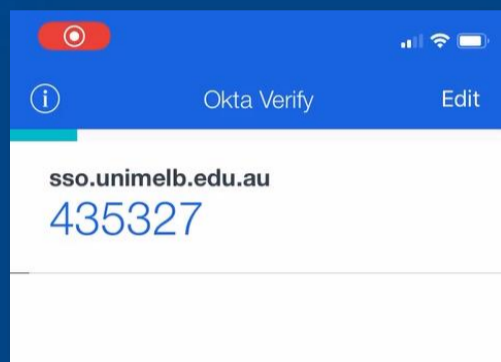




How to Reset your Okta Enrolment

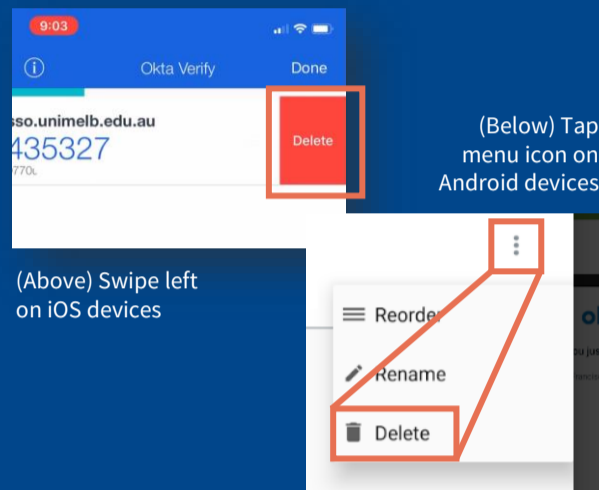
This visual guide will help you quickly and easily reset your Okta Verify enrolment. You will need internet access on a web browser, your previously enrolled smartphone and access to your backup MFA factor (if enrolled).

Step 1



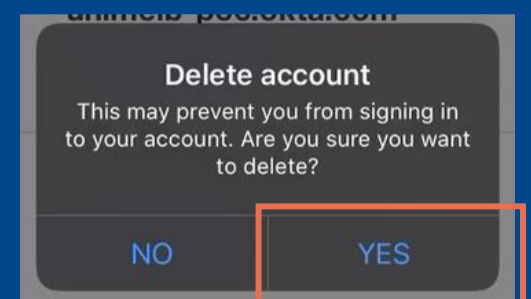
Open the Okta Verify app on your enrolled smartphone.

Step 2



Select the options icon for sso.unimelb.edu.au, then **Delete**.

Step 3



You will receive a prompt to remove enrolment for Okta Verify. Select **Yes (iOS)** or **Remove Account (Android)**.

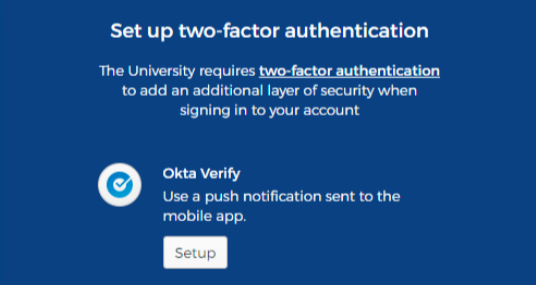
Step 4



Congratulations! You have successfully reset Okta Verify.

You will receive an email notification confirming your MFA factor reset.

Step 5



When you next login to a University of Melbourne application, you will be prompted to re-enrol.

How to enrol

To enrol now:

Go to sso.unimelb.edu.au, then select the **Setup button** next to **Okta Verify** and follow guided steps.

Or

To get help with enrolling:

Go to unimelb.edu.au/cybersecurity, then select the **Enrolling for MFA** tab and follow enrolment video guides.

Need help with MFA? If you require further assistance, please contact the Service Centre (Staff) or Stop 1 (Students).

For information on cybersecurity, visit [Unimelb.edu.au/cybersecurity](https://unimelb.edu.au/cybersecurity)

