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.

(Above) Swipe left on iOS devices
(Below) Tap menu icon on Android devices

**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