

MFA: Change phone or number

What happens if I change my phone, or phone number?

If you change the phone or phone number that you used when setting up multi-factor authentication, that method of authentication will no longer work.

To change your phone or number method, **you will need to have already set up two different methods of authentication**. The Microsoft Authenticator app must be one method, the other method can be -

- Phone Call
- Text

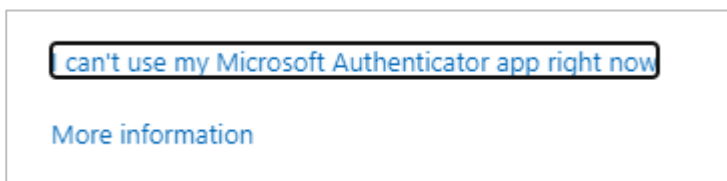
If you only have one method of authentication set up, you will need to contact the [IT Service Desk](#).

How to change phone, or phone number.

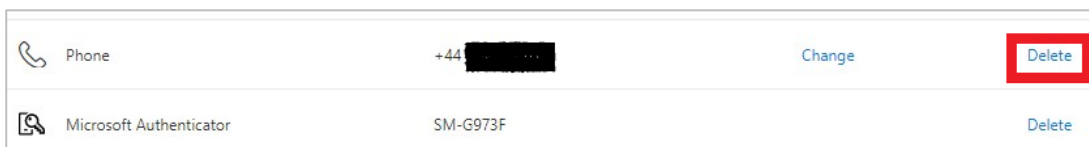
You must remove the phone or phone number from your list of methods and register your new details. To do this:

- On a laptop or desktop computer, go to <https://aka.ms/setupsecurityinfo>.
- Sign in using your University **username**, followed by @abdn.ac.uk e.g. s09jb9@abdn.ac.uk, u09jb99@abdn.ac.uk, etc.
- Then enter **password**.
- You will be prompted to complete an authentication prompt. You will need to use your second method to proceed.

If the method displayed on screen is not useable, select the option to '**use a different method**' or '**I can't use my app right now**' to select your second method of authentication.



- Delete the old device or number by clicking on **Delete**.



- Click '**Add sign-in method**' and follow the onscreen instructions to add a new authentication method. (You can also find instructions on how to set up the new method on [Toolkit](#))

Further information and help

Find out more about [IT Account Security in Toolkit](#).

If you need help setting up or changing authentication methods, please [contact the Service Desk](#).