

Multi-Factor Authentication (MFA) Reset

If you're having trouble signing in and your multi-factor authentication (MFA) codes are not being accepted, our team may need to reset your MFA on the system.

When an MFA reset is performed, the existing MFA entry stored in your authenticator app will no longer work. To complete the reset successfully, you must remove the existing MFA entry from your chosen authenticator app and then add it again using the new setup details provided.

Following the relevant steps in this guide ensures that your authenticator app is using the correct, current MFA configuration and will allow you to sign in successfully once the reset is complete.

Removing MFA from Microsoft Authenticator App



1. Open the authenticator app
2. Tap on the account you would like to delete
3. Click on the cog on the top right corner
4. Click "Remove account"

Removing MFA from Google Authenticator App



1. Open the Google Authenticator app
2. Tap on the account you would like to delete
3. Swipe left on that entry to reveal a Delete (trash can) icon. (In older versions, you might need to tap and hold the entry to see an edit/delete option at the top of the screen)
4. Tap the Delete or trash can icon.
5. A pop-up window will appear asking you to confirm the action. Tap Remove account to complete the deletion.

Removing MFA from LastPass Authenticator App



1. Open LastPass Authenticator
2. You'll see a list of accounts showing 6-digit codes
3. Tap and hold the account you want to remove
4. Tap Delete (or the trash can icon)
5. Confirm Remove

Removing MFA from Apple Passwords App



1. Open Passwords
2. Authenticate with Face ID / Touch ID
3. Find and tap the website or account
4. Tap Verification Code (or scroll to the Verification Codes section)
5. Tap Remove Verification Code
6. Confirm Remove

Removing MFA from Authy App



1. Open Authy
2. Authenticate (Face ID / Touch ID / PIN)
3. You'll see a list of accounts with 6-digit codes
4. Tap and hold the account you want to remove
5. Tap Delete (or Remove)
6. Confirm Yes / Delete

Need to know more?

Email: EdGrantshelp@qed.qld.gov.au

Ph: (07) 3035 2244

Website: <https://earlychildhood.qld.gov.au/grants-and-funding/grants-management/edgrants-online>