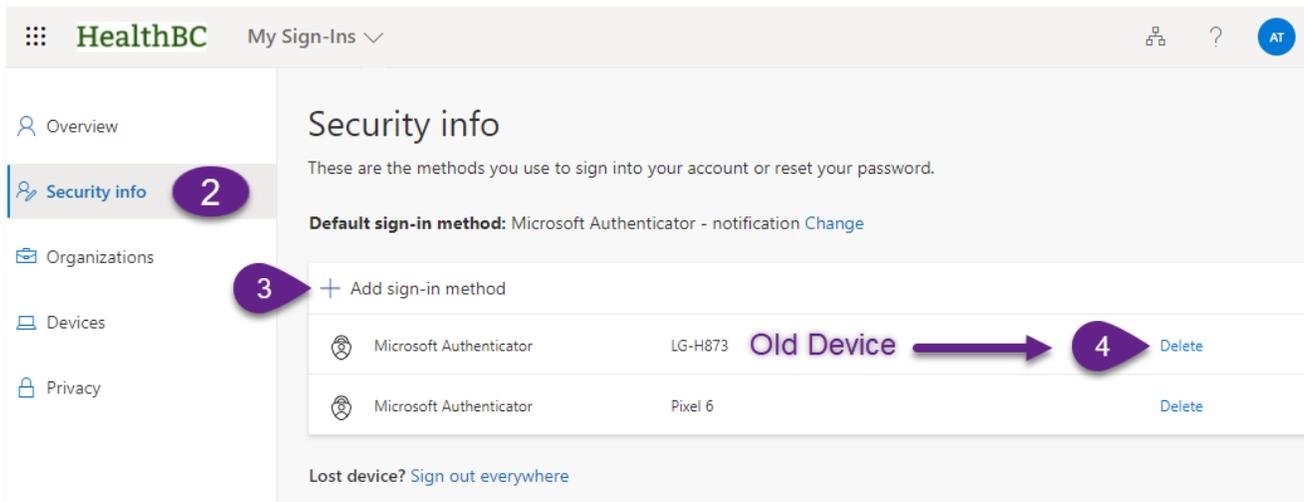
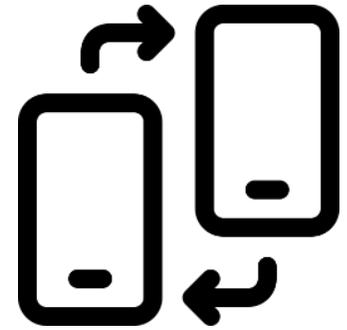


Recently changed your mobile device?

When you change phones, your [Multi-Factor Authentication \(MFA\)](#) codes may still go to your old device. If you still have access to your old device, you can follow the steps below to remove your old device(s).

If you are unable to access your old device, please contact the Service Desk at 1-855-242-1300.

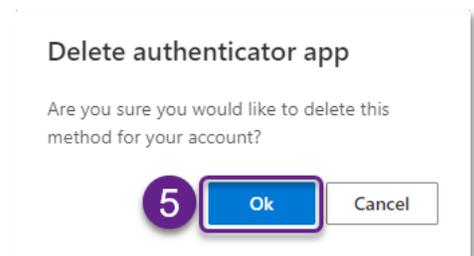
1. Navigate to aka.ms/mysecurityinfo in your browser. Log in if prompted. An MFA approval may be sent to your previous device.



2. Select **Security Info** if not already selected.
3. Click **Add sign-in method** if your new device does not appear on the list of sign-in methods.

Note: The steps to add a sign-in method can be found [here](#). Proceed to step 4 once complete.

4. Click **Delete** on the device(s) you no longer use.
5. Click **OK** on the **Delete authenticator app?** warning message.



You should now receive [Microsoft Authenticator](#) approvals to your new device.

If you are unable to complete the above steps or require assistance, please contact the Service Desk at 1-855-242-1300.

We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.