

How to Remove Authy

Introduction

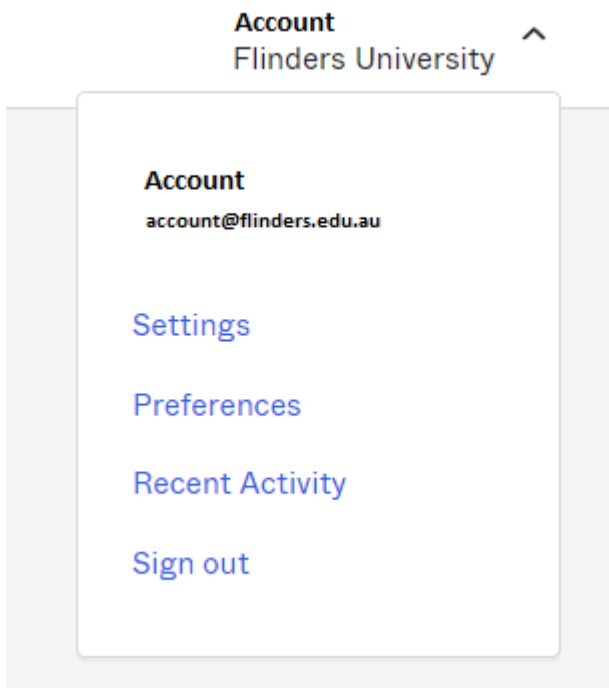
You may have been using 'Authy' as part of how you authenticate to access Okta and your Flinders University account. The application vendor is decommissioning 'Authy'. Follow the guide on how to remove 'Authy'.

Pre-requisites:

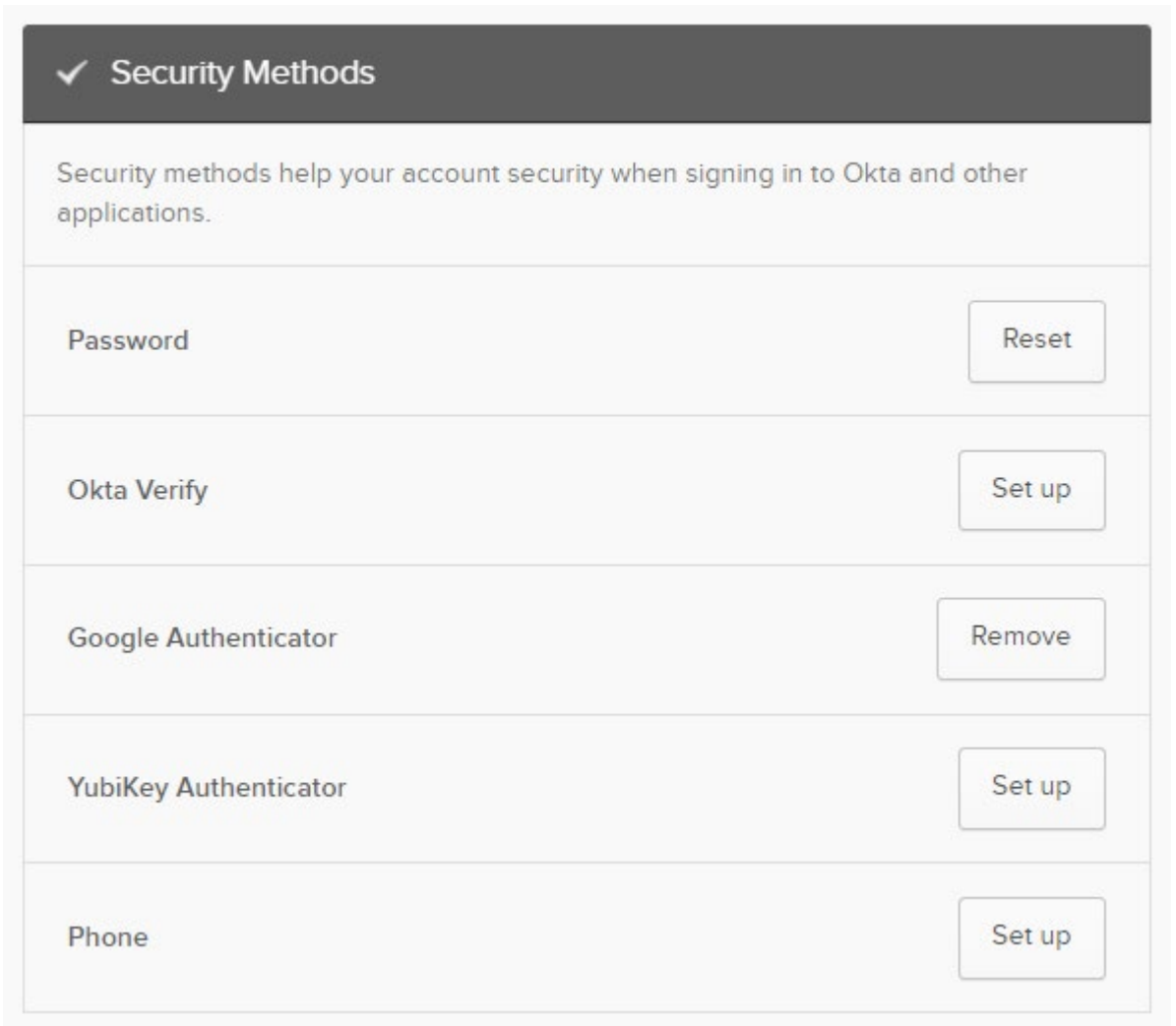
1. Windows or MacOS desktop or laptop device
2. Internet connection

Removing current Google Authenticator:

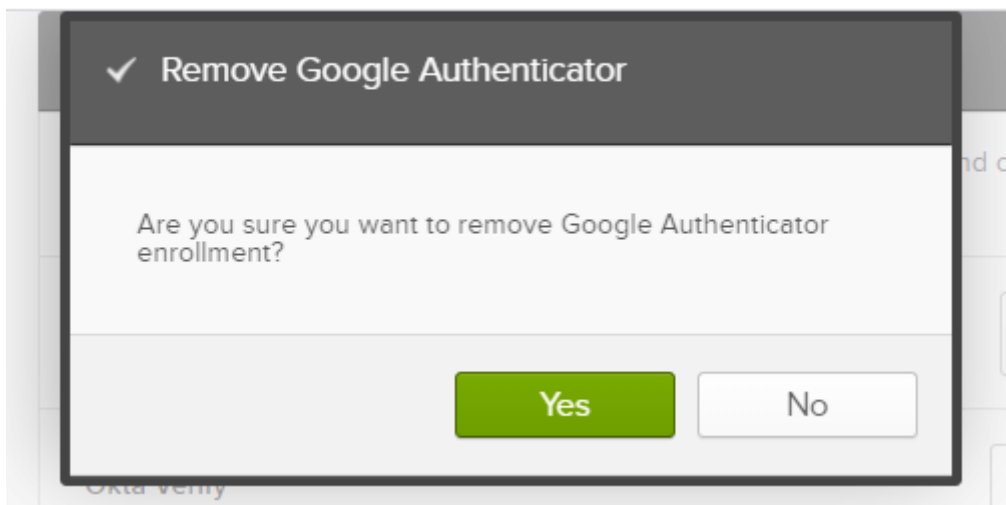
1. To convert from Authy to a different factor you will first need to reset the current Google Authenticator factor registered to your account
2. Login to flinders.okta.com then from top right corner under your name click settings:



3. In your account, look under Security Methods and select "Remove" for Google Authenticator:



4. You will then be prompted to confirm the removal:



5. Now it should prompt you to enter your current Google Authenticator code followed by your password to complete the removal:

Verify it's you with a security method

Select from the following options



Google Authenticator


Select →



Password

Select →



 account@okta.flinders.edu.au

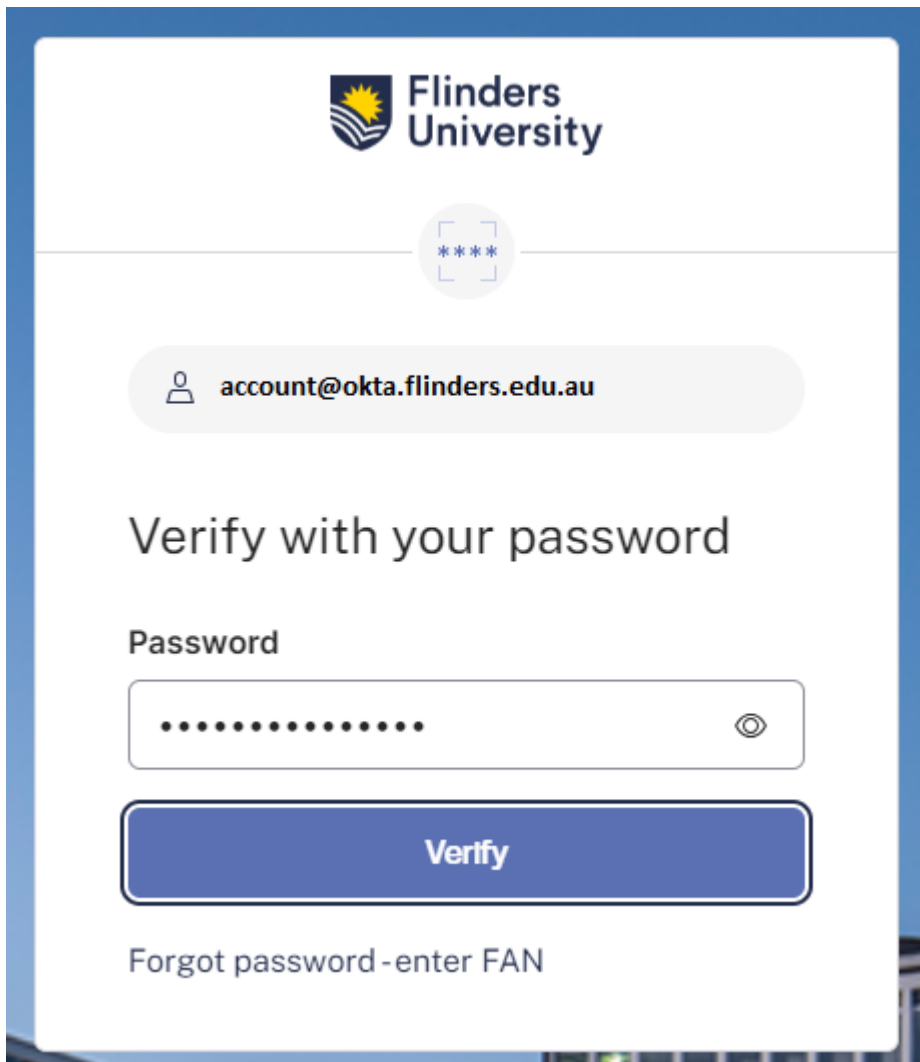
Verify with Google Authenticator

Enter the temporary code generated in your Google Authenticator app

Enter code

Verify

[Verify with something else](#)



The image shows a login verification screen for Flinders University. At the top left is the Flinders University logo. In the center, there is a circular icon containing the text '****'. Below this is a rounded rectangular field containing a person icon and the email address 'account@okta.flinders.edu.au'. The main heading is 'Verify with your password'. Underneath is a 'Password' label followed by a password input field with a toggle eye icon. A blue 'Verify' button is positioned below the password field. At the bottom, there is a link that says 'Forgot password - enter FAN'.

6. Once removed you will get a pop up notifying you have successfully removed Google Authenticator. You can now configure a new factor.
7. If you have any difficulties please reach out to the IDS Service Desk on 8201 2345 for assistance