

What to do if you have lost the phone used to sign in to your account.

We often do not think about the ways we use our phone or phone number to verify our identity online, until we have already wiped and turned in the device or have received a new phone number. Only when we try to sign into an account protected by MFA do we realize what we have done. **Do not panic! You will still be able to access your student account.**

This article will briefly explain what you need to do if you no longer have the phone or phone number that you have used to verify your identity so you can get signed into your student Microsoft 365 account.

Did you setup any alternate verification methods on your account?

First, ask yourself if you setup an alternate verification method on your account prior to wiping that phone or turning off that phone number.

- If your answer is **YES**, then try using one of these other methods to sign into your account.
 - If you are unsuccessful at signing into your account with this alternate method, the MFA on your account will need to be reset.
 - Refer to the “Reset your Multi-Factor Authentication methods” section below to learn what to do next.
- If your answer is **NO**, please continue reading.

To learn more about how to setup an alternate verification method on your account, please visit this site:

Reset your Multi-Factor Authentication methods

To be able to setup a new phone or phone number for use as the new verification method for your student Microsoft 365 account, you must first have your account reset to remove the old method(s).

If possible, ***please visit your campus IT Help Desk, in person.*** They will need to verify your identity before resetting the MFA on your account. Performing this verification is much faster in person.

If it is not possible for you to visit your campus IT Help Desk in person, *call the number below.* Be sure to have your new device, and a computer ready to start the setup process. Once your account MFA is reset, you will follow the same steps you did to setup your last phone or phone number.

Because of the steps required to verify your identity over the phone before performing the MFA reset, it will take approximately 10 minutes once you are connected with a Help Desk agent.