

How to remove an authentication app

ASIC Regulatory Portal user guide | Version 1.0, May 2025

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You can remove an authentication app only if it was previously set up in your ASIC Regulatory Portal account.

You may need to reset the authentication app in your portal account because you:

- changed apps
- set up the app on a new device, or
- need to re-link your app to your portal account.

If this is the case, remove the authentication app from your portal account by following Steps 1 to 5 in this user guide. Then, add an app by following our <u>How to add an</u> <u>authentication app</u> user guide.

1. Log in to the ASIC Regulatory Portal.



2. Once you have logged in, click on **your initials in the top right of the banner**. This will reveal a drop-down menu. Click **Multi-factor authentication**.

| SR Help Log out |
|--------------------------------|
| My details |
| Account settings |
| My entities |
| Multi-factor authentication |

3. This will direct you to the **multi-factor authentication settings**. On the Multi-factor authentication tab, click the **Remove** button to delete the authentication app as an authentication method.

| hane Ross | | |
|---|--------------|--|
| My details Account settings My entities Multi-factor authentication | | |
| Enrolled authentication methods You are enrolled in the below authentication methods to receive your one-time code. | | |
| Email address (regulatory.portal+mfa@asic.gov.au)Authentication app | | |
| If you have connected an authentication app to your account, you can change your preferred method of MFA when you n See <u>FAQs: Regulatory Portal</u> for more information. | iext log in. | |
| Authentication app You can connect an authentication app to your account to receive a one-time code. | | |
| Remove Date added: 21/03/2025 02:17:43 PM | | |

4. At the confirmation screen, click **Confirm removal**.

| Remove authentication app from account? This will remove your authentication app from your account and the one-time code will be sent to your email address next time you log in. | Shane Ross | |
|--|--|-------------------------|
| Careel Confirm removed | Remove authentication app from account? This will remove your authentication app from your account and the one-time code will be sent to your email address | s next time you log in. |

5. A **success message** will display, confirming you have successfully removed the authentication app from your account.

| hane Ross | | |
|--|--------------------------|---|
| Success. You have removed the authentication app from your account. The one-time code for multi-factor authentication of email address. | will now be sent to your | × |
| My details Account settings My entities Multi-factor authentication | | |
| Enrolled authentication methods You are enrolled in the below authentication methods to receive your one-time code. • Email address (regulatory.portal+mfa@asic.gov.au) | | |
| If you have connected an authentication app to your account, you can change your preferred method of MFA when you next See <u>FAQs: Regulatory Portal</u> for more information. | log in. | |
| Authentication app You can connect an authentication app to your account to receive a one-time code. | | |
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6. An email will be sent to the user confirming that the authentication method has been reset.