



# How to remove an authentication app

ASIC Regulatory Portal user guide | Version 1.0, May 2025



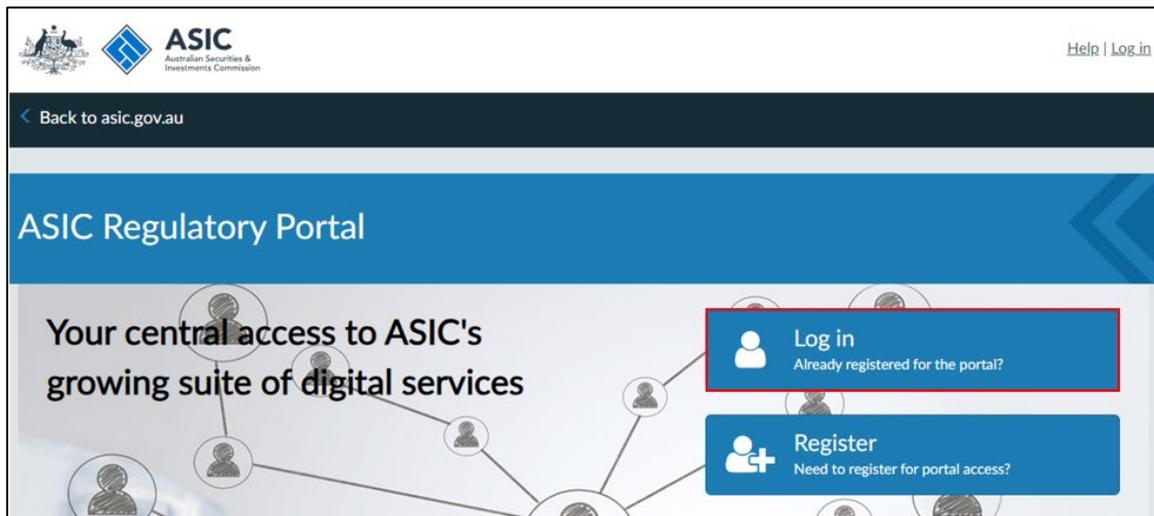
You can remove an authentication app only if it was previously set up in your ASIC Regulatory Portal account.

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

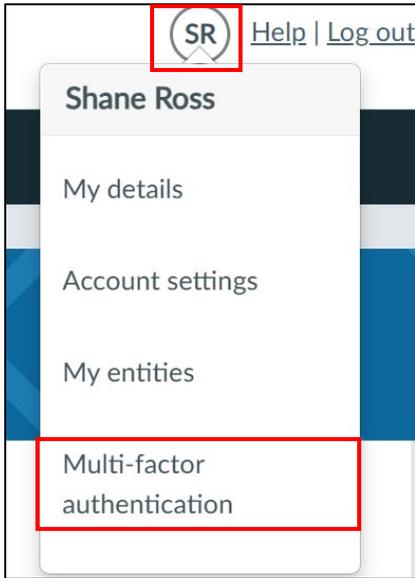
- changed apps
- set up the app on a new device, or
- need to re-link your app to your portal account.

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 [How to add an authentication app](#) user guide.

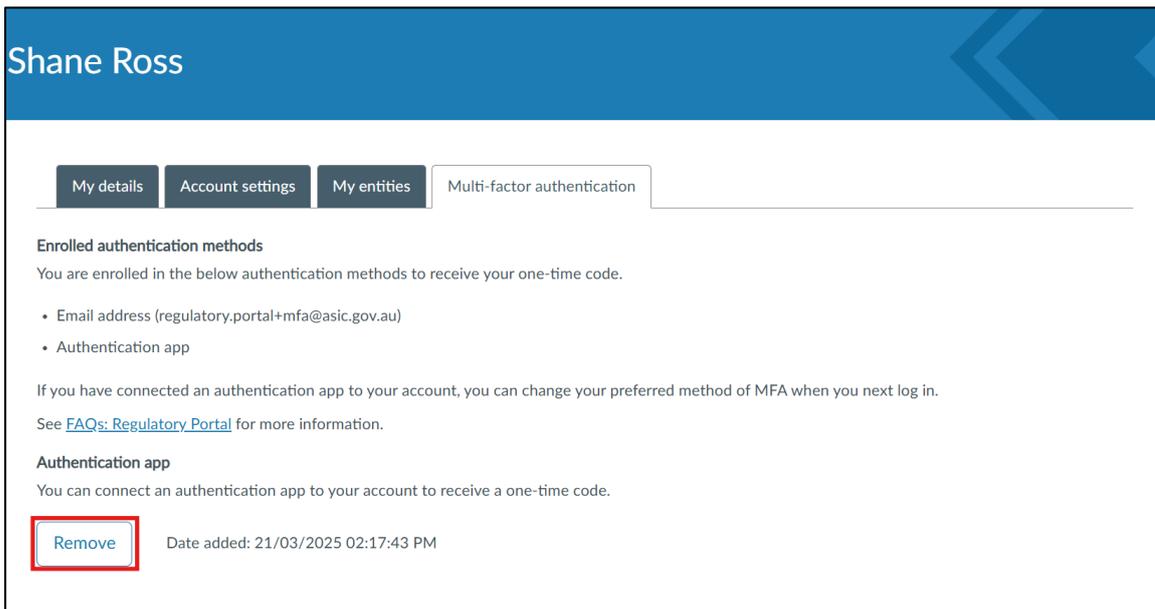
1. Log in to the [ASIC Regulatory Portal](#).



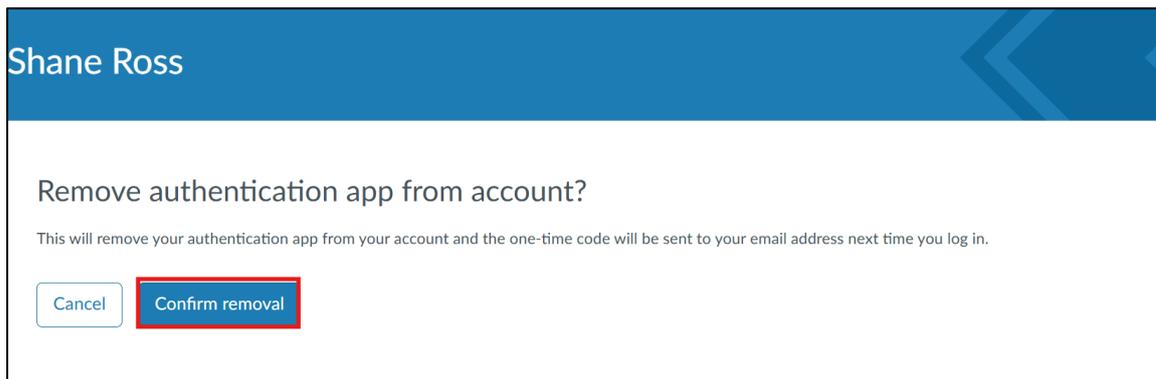
2. Once you have logged in, click on **your initials in the top right of the banner**. This will reveal a drop-down menu. Click **Multi-factor authentication**.



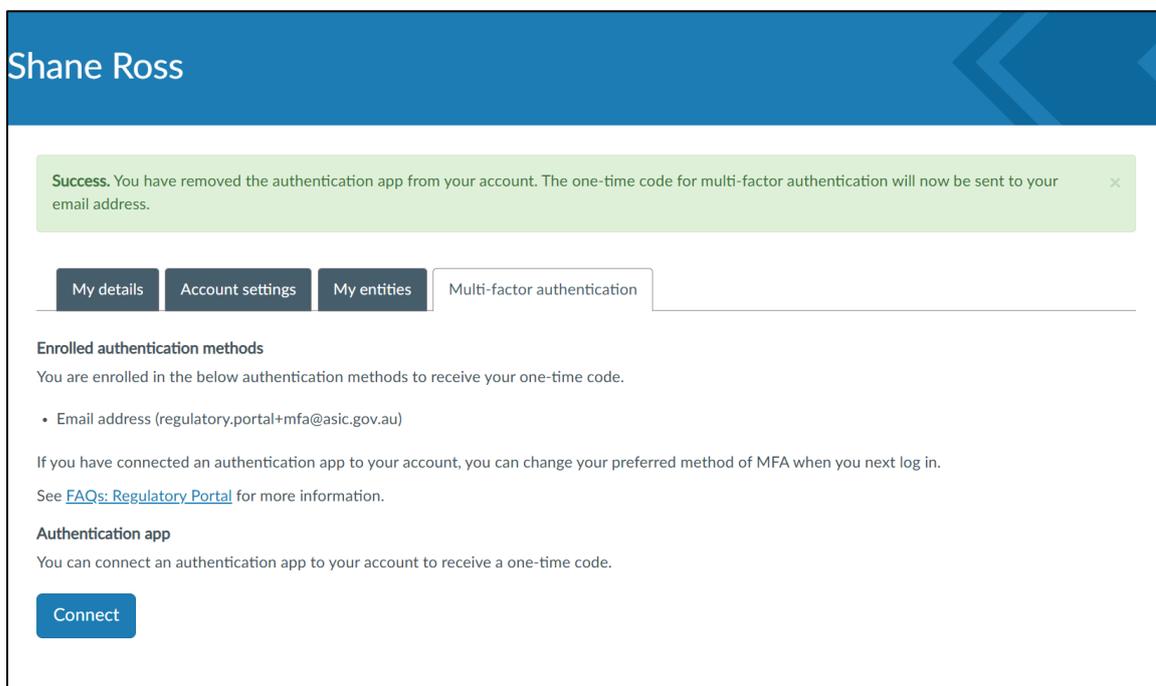
3. This will direct you to the **multi-factor authentication settings**. On the Multi-factor authentication tab, click the **Remove** button to delete the authentication app as an authentication method.



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



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



6. An **email will be sent to the user** confirming that the authentication method has been reset.