# 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
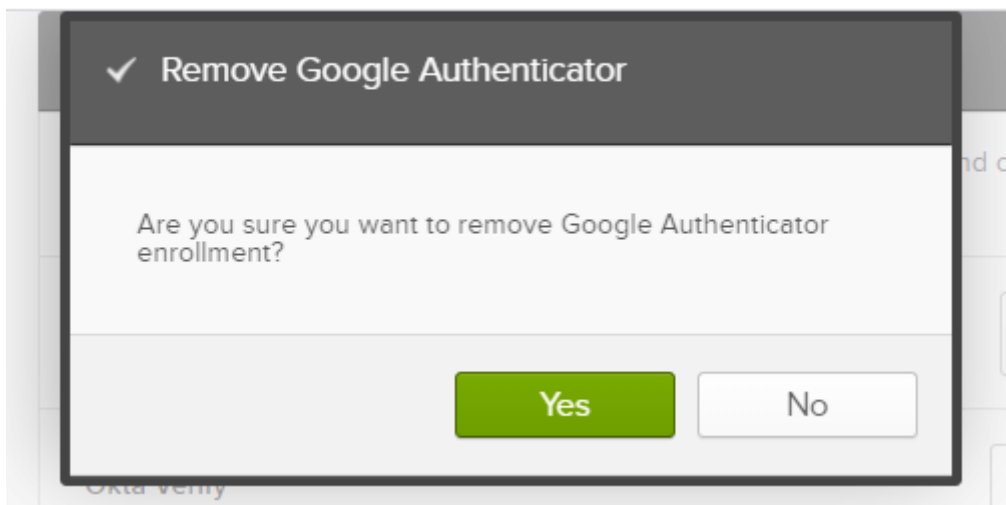
Removing current Google Authenticator:

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:
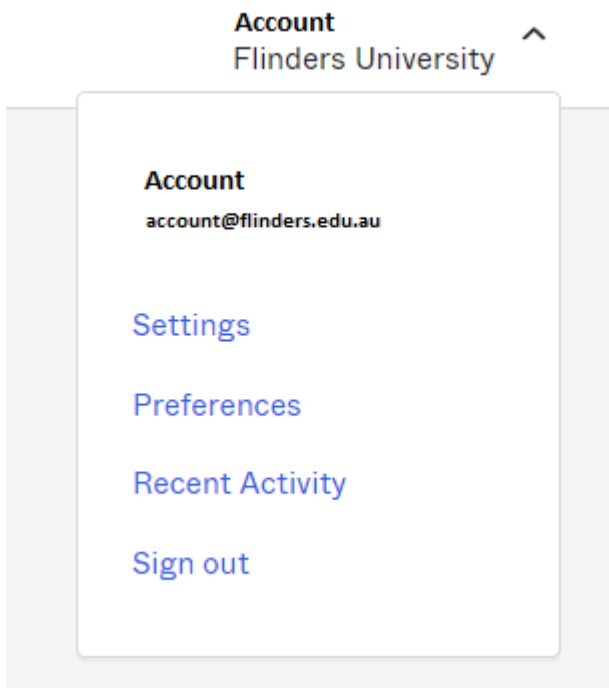
3. In your account, look under Security Methods and select "Remove" for Google Authenticator:
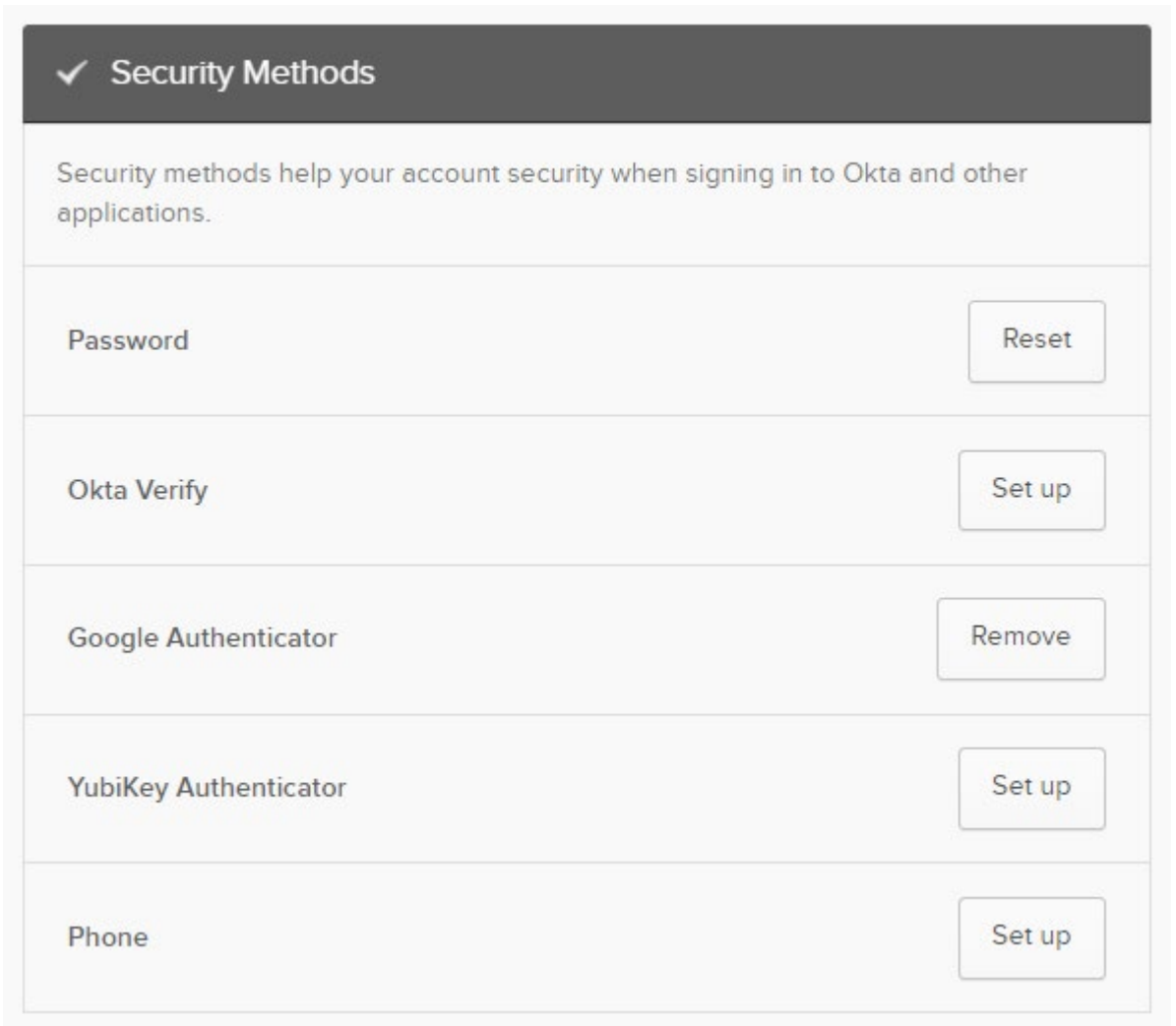
4. You will then be prompted to confirm the removal:

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

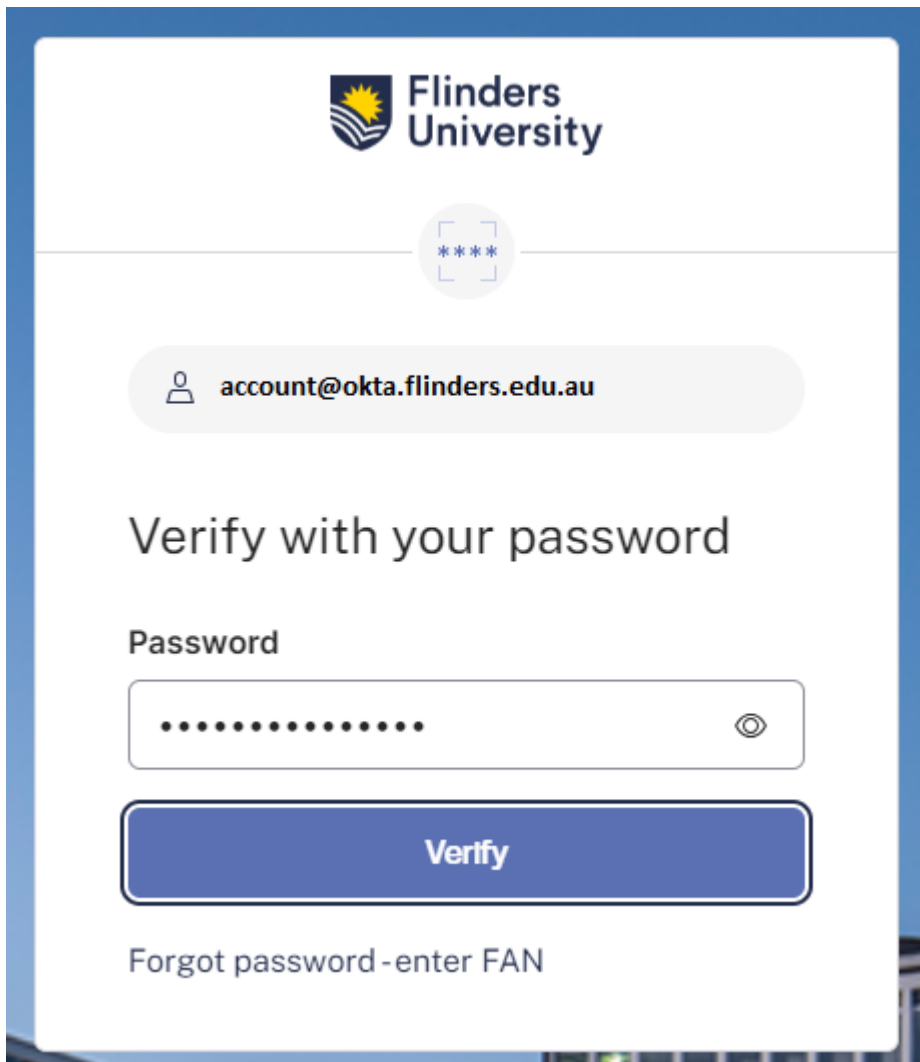Google Authenticator

Select →

Password

Select →

Flinders University

account@okta.flinders.edu.au

Verify with Google Authenticator

Enter the temporary code generated in your Google Authenticator app

Enter code

980924

Verify

Verify with something else

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