Lost or Stolen MFA Device

Please choose the option that applies to you:

Did you set up more than one MFA device?

If you set up more than one MFA device, you can use your available MFA device to remove your lost or stolen device.

1. Navigate to account.wsu.edu
2. Sign in with your WSU network ID and password.
3. Choose the authentication method that allows you to sign in using the MFA device you have with you.
4. Scroll to Extra Verification for your lost or stolen device.
5. Click the reset button next to the lost or stolen device.
6. Removal of the lost or stolen device is complete.

Lost your only device, and have a replacement?

If you lost your only MFA device, or it was stolen, and you have a replacement, please follow these steps.

1. Please make sure you have your replacement device with you. For example, if you lost your smartphone, make sure you have your replacement smartphone with you.
2. During business hours, contact the Crimson Service Desk. They can reset your lost device.
3. Navigate to account.wsu.edu
4. Sign in with your WSU Network ID and password.
5. Scroll to Extra Verification and click SETUP for your new device.
6. Follow the prompts. If you have any questions, refer to Getting Started.

If you lost your only MFA device, and you don’t have a replacement, contact Crimson Service Desk for assistance.