Lost or Stolen Security Method Device

Please choose the option that applies to you:

Did you set up more than one Security Method device for Multi-Factor Authentication?

If you set up more than one Security Method device, you can use your available 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 Security Method device you have with you.
- 4. Look in the Security Methods box for your lost or stolen device.
- 5. Click the Remove button next to the lost or stolen device.
- 6. Removal of the lost or stolen device is complete.

Security Methods

Security methods help your account security when signing in to Okta and other applications.

Password	Reset
Okta Verify	Set up another
Pixel 3a	Remove
Security Key or Biometric Authenticator	Set up another
Feitian ePass FIDO2-NFC Authenticator Last used 4 seconds ago Enrolled 2 years ago	Remove
Google Authenticator	Set up
Phone	Set up another
+1 XXX-XXX-	Remove
Security Question	Remove

Lost your only device, and have a replacement?

If you lost your only Security Method 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 the Security Methods on your account.
- 3. After your current Security Methods have been reset, navigate to account.wsu.edu
- 4. Sign in with your WSU Network ID and password.
- 5. You will be prompted on your way in to setup at least one type of Security Method on your account.
- 6. Follow the prompts to setup your new device. If you wish to setup a second device or add another Security Method on your current device later, you can always login to https://account.wsu.edu to get into your account settings. You can setup more than one device for each security method by clicking the Set up another button next the the Security Method you'd like to add.

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