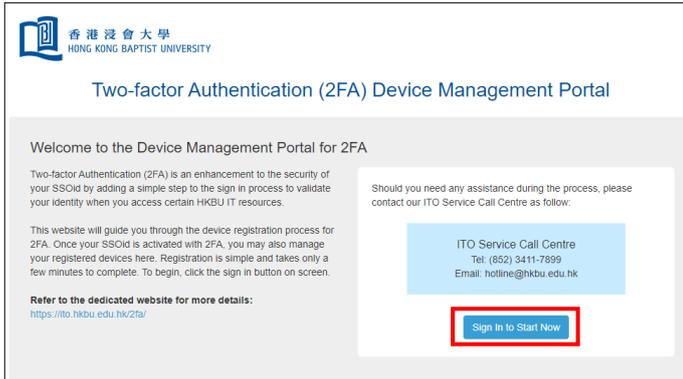


Duo MFA - Remove a Mobile Device

If you have lost your mobile device, or the mobile device is no longer in use, follow the steps below to remove it from registered device list.

 Tips: you need to keep at least 1 registered mobile device.

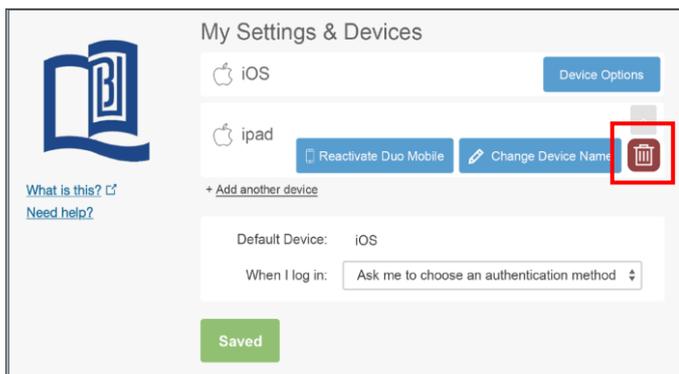


1 Go to Device Management Portal (<https://iss.hkbu.edu.hk/buam/DuoReg>) and click 'Sign In to Start Now'.

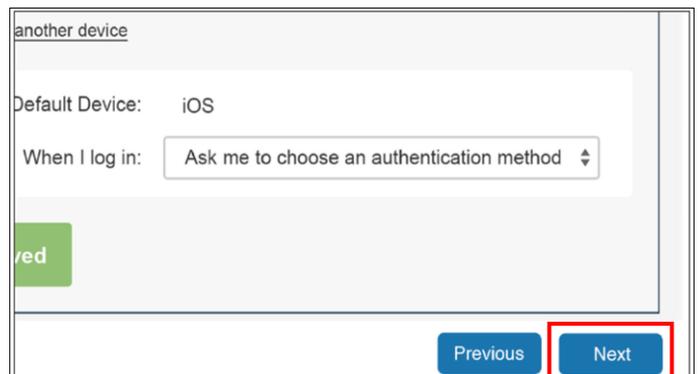


2 Enter your 'HKBU Email Address' and password (on NEXT page). If you're using non-HKBU networks, you need to answer Security Question after that.

Tips: 'Email Address' is the full HKBU email address instead of SSOid.



3 Upon successful verification, you will see a list of registered devices under 'My Settings & Devices'. Click 'Device Options' next to your registered device, then click the bin button .



4 Click 'Next' button on the lower right-hand corner, then click confirm to complete the process.