


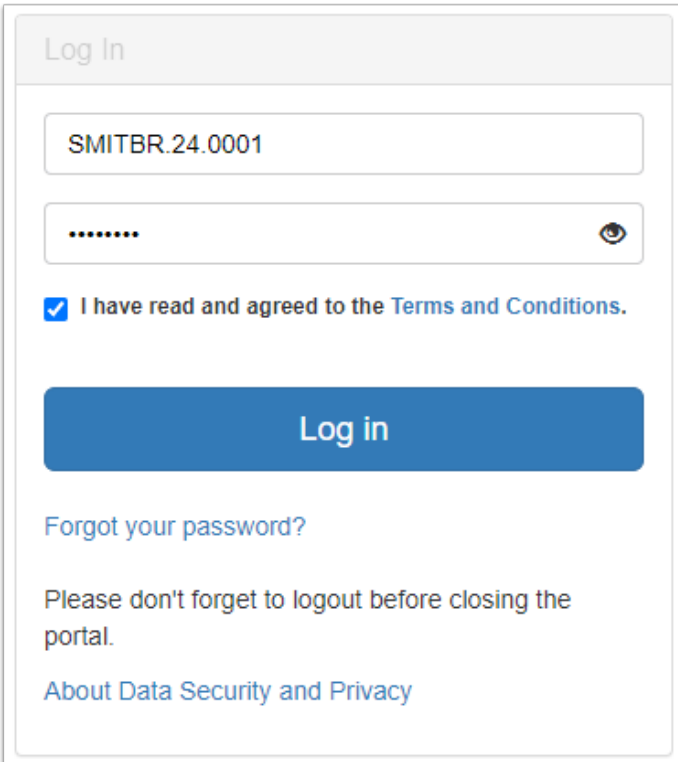
Turning off MFA/2FA

To boost the security of an account in the Client Portal, it is strongly recommended that 2 Factor Authentication (MFA/2FA) is utilised by the end user. If however, you have previously activated MFA/2FA and now wish to turn off MFA/2FA, follow the below process.


 If your Migration Agent/Legal Practitioner has enforced MFA/2FA for all users, then you will not be able to turn off the requirement for MFA/2FA.

1. Log into your Portal Account

Using the login credentials, log into your Portal Account.

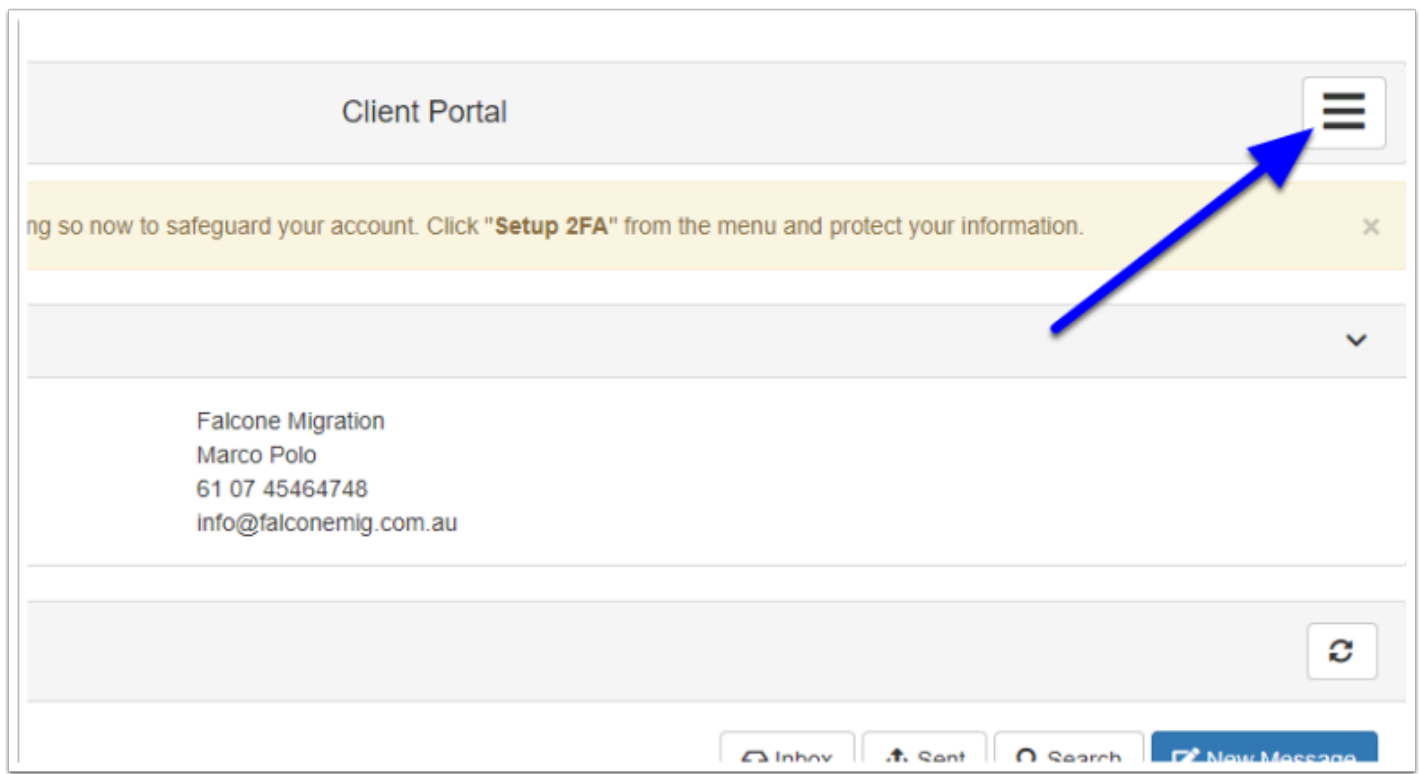


The screenshot shows a login form titled "Log In". It contains a username field with the text "SMITBR.24.0001", a password field with masked characters "....." and an eye icon for toggling visibility, and a checkbox labeled "I have read and agreed to the Terms and Conditions." which is checked. Below the checkbox is a large blue "Log in" button. At the bottom of the form, there is a link "Forgot your password?", a reminder "Please don't forget to logout before closing the portal.", and a link "About Data Security and Privacy".

 If you have lost the device that contains your Authenticator app and you are unable to log on, you will need to contact your Migration Agent/Legal Practitioner so they can reset your MFA/2FA.

2. Select the Menu icon

Select the **Menu** icon in the *top-right* corner.



3. Select 'Remove 2FA'

Select the option **Remove 2FA**.



4. Enter the 6 digit code provided by your authenticator app

Enter the 6 digit code provided by the authenticator app, then select **Continue**.

Remove Two-Factor Authentication

You are about to remove Two-Factor Authentication. Do you wish to continue?

Please enter 6 digit code provided by the authenticator app

MFA token is required.

ContinueCancel

 Your Two-Factor Authentication has now been turned off.

Two-Factor Authentication Removed



Close