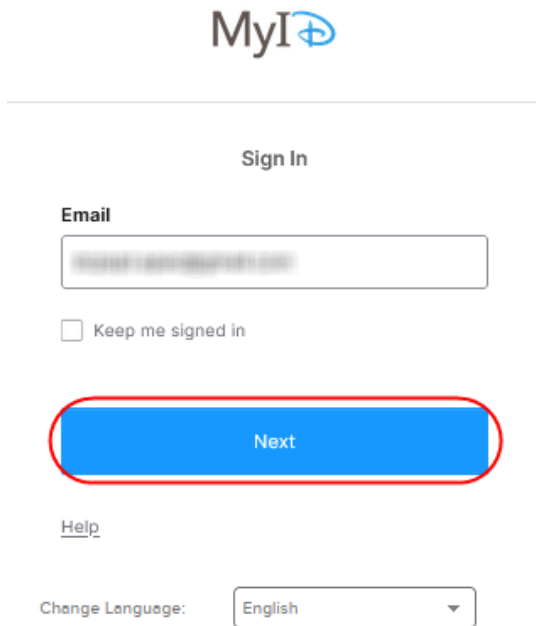


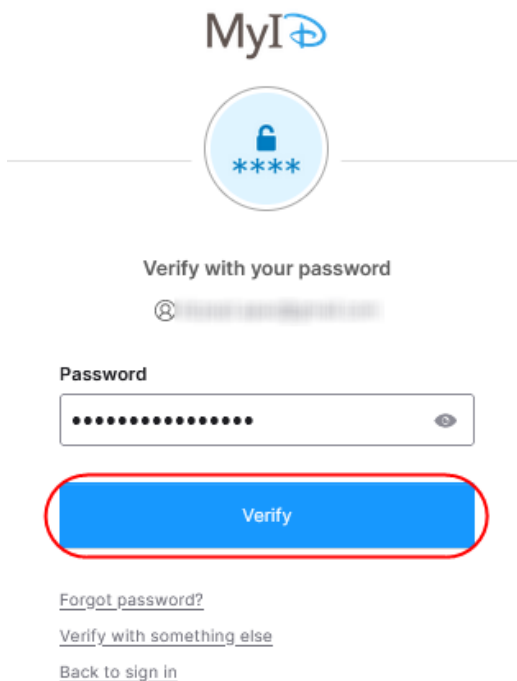
How to Reset Security Methods (MFA) – For External Users

1. Browse to [Okta Dashboard](#)
2. Enter the **Email** address that is set as your MyID account, then click “**Next**”.



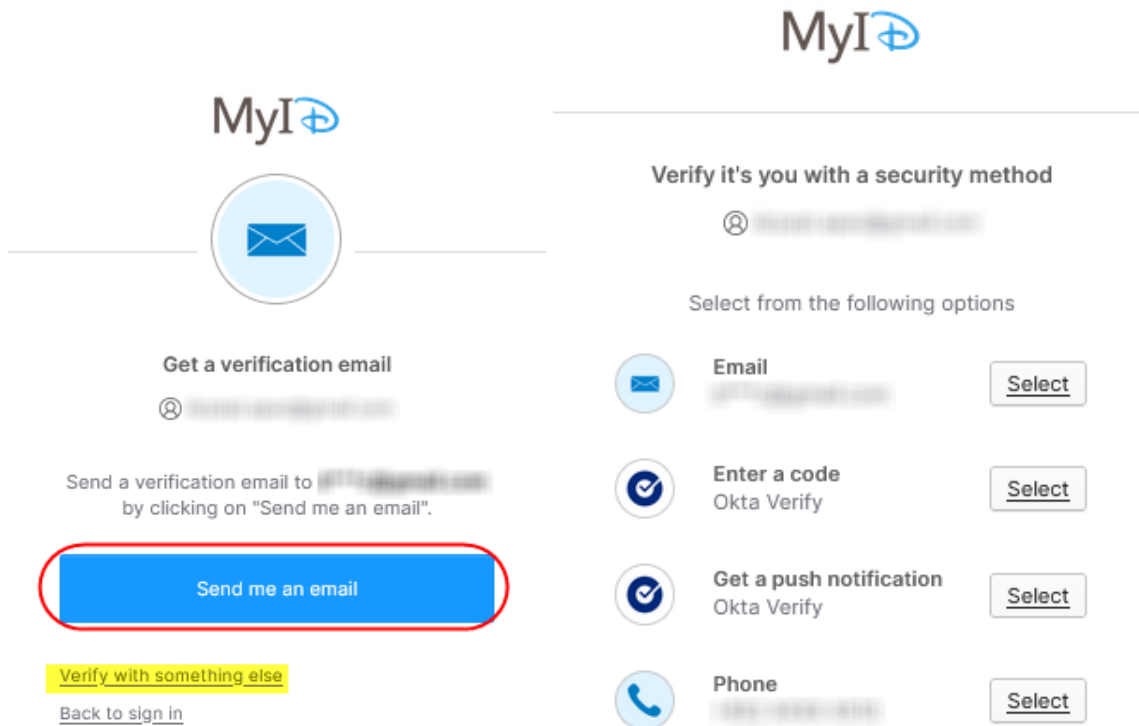
The screenshot shows the MyID Sign In page. At the top is the MyID logo. Below it is a horizontal line, followed by the text "Sign In". There is an "Email" label above a text input field containing a blurred email address. Below the input field is a checkbox labeled "Keep me signed in". A blue "Next" button is highlighted with a red rounded rectangle. Below the button is a "Help" link. At the bottom, there is a "Change Language:" label and a dropdown menu currently set to "English".

3. Enter your **Password**, then click “**Verify**”.

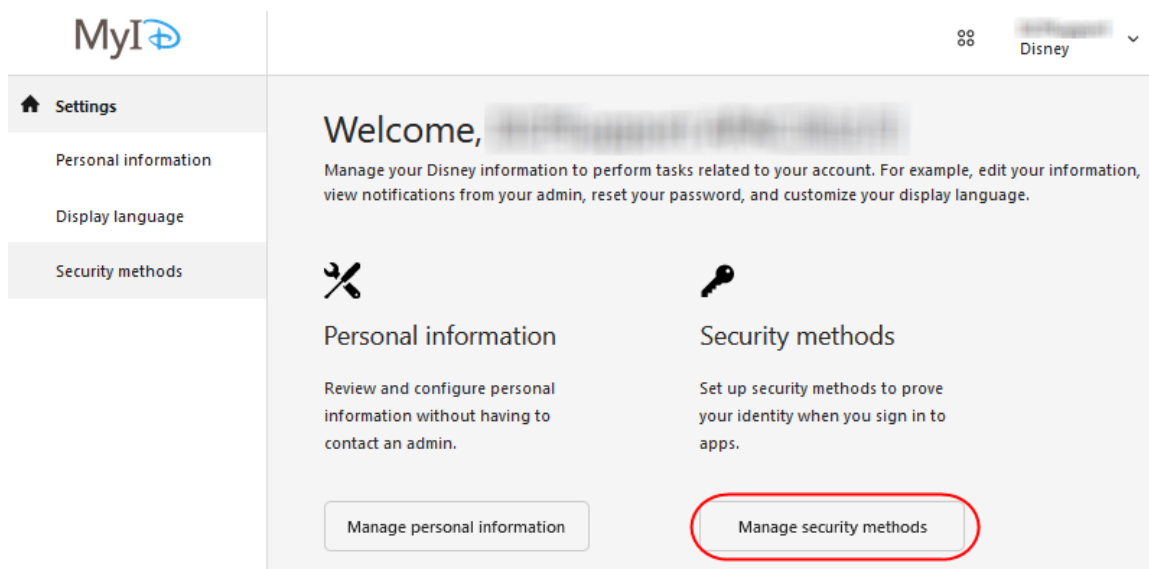


The screenshot shows the MyID Verify with your password page. At the top is the MyID logo. Below it is a horizontal line, followed by a circular icon containing a lock and the text "****". Below the icon is the text "Verify with your password". There is a blurred email address above a "Password" label and a password input field with a masked password and a visibility toggle. A blue "Verify" button is highlighted with a red rounded rectangle. Below the button are three links: "Forgot password?", "Verify with something else", and "Back to sign in".

4. To get a verification email, click “Send me an email”. You may click the “Verify with something else” link to verify by using another security method that you have set up before.



5. After verification, you will land on the [Disney Okta Account Settings](#) page for your MyID account. Click “Manage security methods”.



6. Remove inapplicable **Okta Verify** account / **Phone** number and set up a new one.

MyID Disney

Settings

- Personal information
- Display language
- Security methods**

Security methods

Multi-factor authentication ensures only you have access when signing in to Okta and other applications. Manage your security settings below, or contact your help desk.

Security Key or Biometric Authenticator + Set up

Google Authenticator + Set up

YubiKey Authenticator + Set up

Security Question + Set up

Password Update

Okta Verify + Set up another

Remove

Phone + Set up another

Remove

Privacy