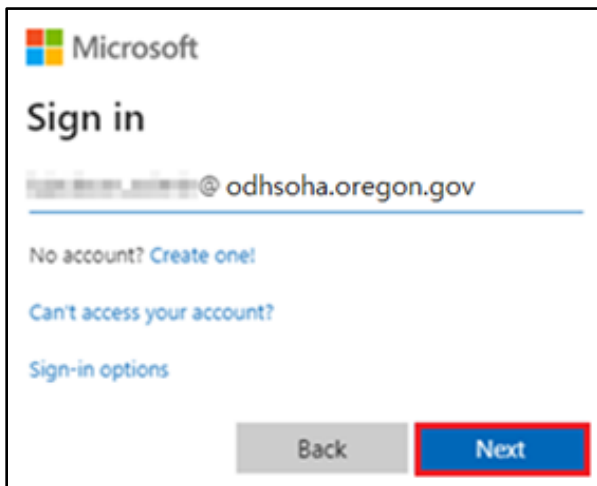


# Unregister a lost or damaged YubiKey

**Note:** Some pictures may vary slightly from what you see on your screen. If you notice a variation from these instructions, follow the prompts on your computer.

**Using an agency computer or connected to Citrix to unregister the lost or stolen YubiKey device.**

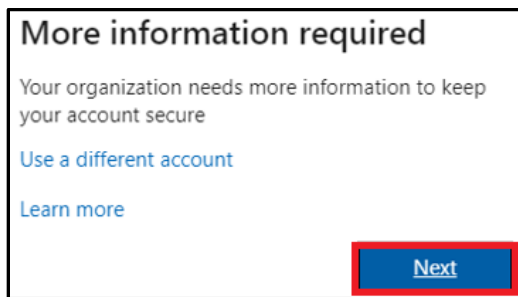
1. From an agency computer connected to Citrix.
  - Go to <https://myprofile.microsoft.com/>
  - Sign in with your Microsoft account (e.g., Firstname.Lastname@dhsoha.oregon.gov)
  - Click **Next**



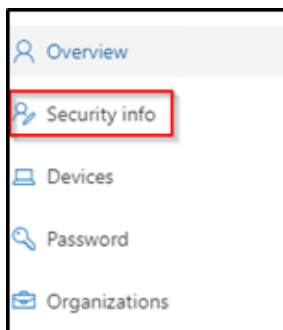
2. Enter your ODHS|OHA network password (the same one used to log into your desktop or laptop). Click **Sign in**.



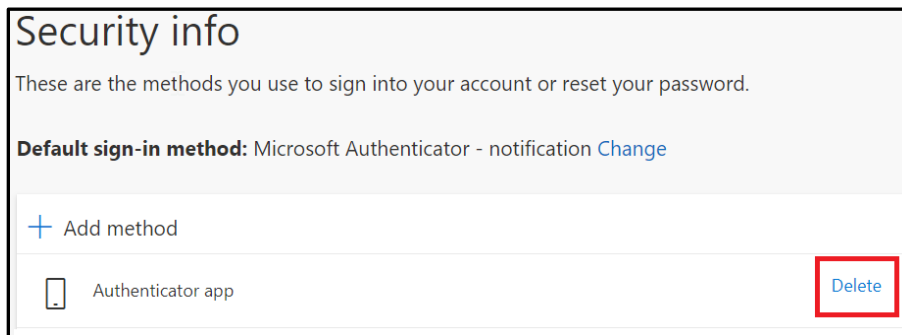
3. If you get the More information required screen, click **next** and **skip to step 5**. If you do not get this screen, **continue to step 4**.



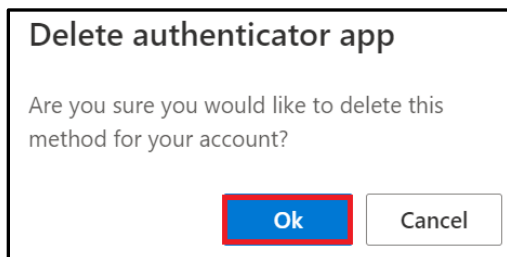
4. Click **Security info** on the left.



5. On the Security info screen, click **Delete** to the right of Authenticator app method.



6. On the Delete authenticator app pop-up, click **OK**.



To register your replacement YubiKey, follow the [YubiKey Instructions for MFA Registration](#).

Unregister a lost or damaged YubiKey  
Questions? Call 503-945-5623