User removes a registered Multi-Factor (MFA) Authentication Device

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The following walk-thru explains how a user will remove a registered Multi-Factor Authentication (MFA) Device from their profile.

1. The User will go to the CMS Enterprise Identity Management (EIDM) Portal at https://portal.cms.gov.

If the User does not have an Multi-Factor Authentication (MFA) Device registered to their account, they will enter their User ID, Password, check "Agree to our Terms and Conditions" box, and select "Login".

Once the User has checked the "Agree to our Terms and Conditions" box on their device, they will not have to check the box again because the system will remember that device for future logins. The User can read the Terms & Conditions by selecting the link.
If the User has an MFA Device registered to their account, the page will automatically display the "Choose MFA Device" field once they enter their UserID and Password.
The User will enter their password and select the MFA Device Type from the drop-down menu under "Choose MFA Device".
The User will enter the Security Code provided from their MFA Device, check the "Agree to our Terms and Conditions" box, and select "Login".

Once the User has checked the "Agree to our Terms and Conditions" box on their device, they will not have to check the box again because the system will remember that device for future logins. The User can read the Terms & Conditions by selecting the link.
2. The User will be directed to the "My Portal" page which will display the applications to which the User has access in EIDM. Each application will be shown in an icon box. The User will select the white triangle next to their name and "My Profile" from the drop-down menu.
3. The User will be taken to the "My Profile" page and will select "Remove MFA".

Users can register up to five MFA Devices to their account.

4. The User will see all the MFA Devices they have registered to their account.
5. The User will select the radio button next to the MFA Device they want to removed and enter a security code.

Choose one of the Navigation items below

- Phone Tablet PC Laptop
- Text Message
- Interactive Voice Response (IVR)
- E-Mail

If the User wants to remove the Phone/Tablet/PC/Laptop, they will select the radio button next to that device.

The User will enter the security code in the "Enter Security Code" field and select "Remove Phone/Tablet/PC/Laptop".

If the User wants to remove the Text Messages (SMS), they will select the radio button next to that device.

The User will enter the security code in the "Enter Security Code" field and select "Remove Device".
The User can select "Send Code" and will receive the security code via text message or they can use a security code from another device.

If the User wants to remove the Interactive Voice Response (IVR), they will select the radio button next to that device.
The User will enter the security code in the "Enter Security Code" field and select "Remove My IVR".

The User can select "Call My IVR" and will receive a phone call with the security code or they can use a security code from another device.

If the User wants to remove their E-mail Address, they will select the radio button next to that device.
The User will enter the security code in the "Enter Security Code" field and select "Remove Email Address".

The User can select "Send Code to Email" and will receive the security code to the email address on file or they can use a security code from another device.

6. The user will receive an acknowledgement that their device was successfully removed. The user will select "OK" to leave the page.

7. The User will receive an email notification stating their MFA Device was successfully removed.
Dear Mary Flashman,

You have successfully removed your Interactive Voice Response (IVR) from your user profile.

If you did not initiate this request, please contact your Application Help Desk. [https://portal.cms.gov](https://portal.cms.gov)

Helpdesk contact information can be found [here](https://portal.cms.gov).

Thank You.
CMS Enterprise Portal Team
Please do not reply to this System Generated Email.

Tip

If the user has is an LOA 3, they will need to add another MFA Device to their account. Refer to Add a Multi-Factor Authentication (MFA) Device to an existing role or Multi-Factor Authentication (MFA) Device Registration through the Self-Help Tool.