

Lost Phone / Can't Access Account

1. Can't login due to MFA

If you lost or replaced your phone or no longer have access to your MFA method, you may not be able to Sign in to your Piedmont account.

This guide explains how to manage your sign in methods so that you can access your account.

- This guide is helpful when:
 1. You lost your phone
 2. You got a new phone
 3. Your phone was stolen
 4. Your phone was reset or wiped
 5. You deleted Microsoft Authenticator
 6. Microsoft Authenticator no longer show your Piedmont account
 7. You changed phone numbers
 8. You do not receive a text field to enter the 2-digit MFA number in Microsoft Authenticator
 9. You cannot access any of your sign-in methods

2. Manage your sign in Methods

You can only complete this section if you have access to at least 1 MFA method. (Passkey or Authenticator)

- You can add or remove MFA sign in methods by visiting <https://myaccount.microsoft.com> and logging in using your Piedmont email.
 1. Visit <https://myaccount.microsoft.com> and login using your Piedmont email
 2. In the left column, expand **My Account**
 3. Select **Security Info**
 4. You will be prompted to login using MFA

If you do not have access to your MFA method you will be required to contact the IT Department so that we may assist you.

5. Here you can manage your Sign-in Methods. If you got a new phone, you would need to delete the method labeled 'Microsoft Authenticator'.
6. Once deleted, select **Add Sign-in Method** and follow the on-screen instructions to add the Microsoft Authenticator App to your new device.
7. You can find instructions for setting up Microsoft Authenticator [here!](#)

3. Submit a Ticket to IT

If you cannot access your MFA methods you must submit a ticket to IT so that we may assist you in accessing your account again.

- When submitting a ticket, please include
 1. Your Full name
 2. Your Piedmont Email address
 3. a brief explanation of what happened
 4. Any screenshots of errors that you may receive.

Need Help?

If you encounter an error or need assistance with this guide, please contact the IT Department and include a screenshot with a brief description of the issue.

[Contact the IT Department Here](#)

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