

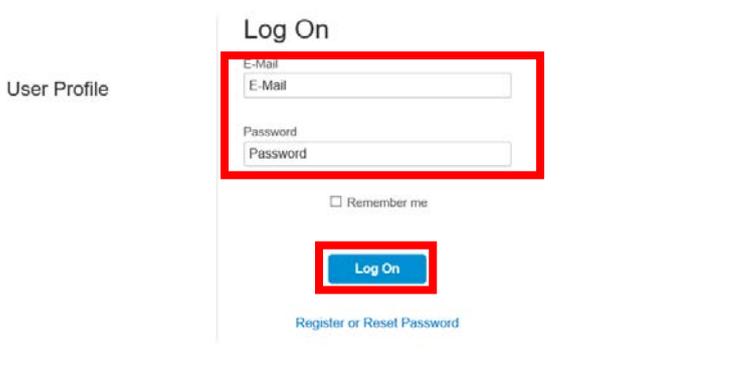
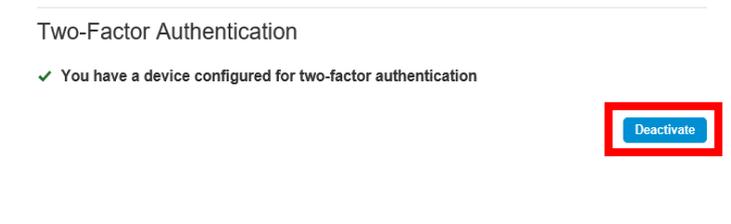


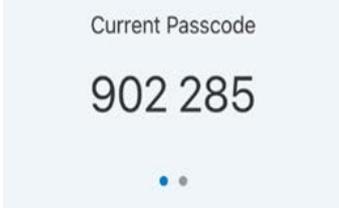
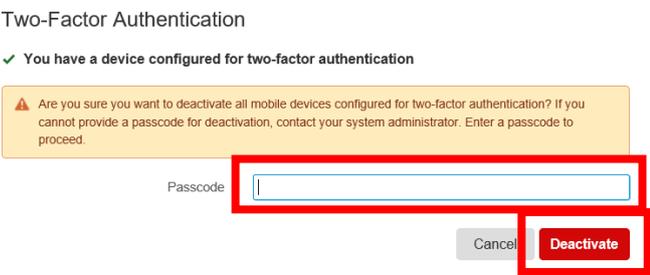
# PEMS Fact Sheet 3c - How to change the mobile device used for two-factor authentication

Accessing PEMS requires two-factor authentication. This process involves the generation of a one-time passcode using a SAP Authenticator application on a user's mobile device registered to a PEMS account.

If a user wishes to change the mobile device used to generate the one-time passcode, follow the steps outlined in this fact sheet. The steps show how to deactivate the device. Once the deactivation is complete users will need to follow the steps in Fact Sheet 3a to re-register using a different device.

Only follow the steps outlined in this fact sheet if the device is on hand. If the device is temporarily not available, misplaced or lost please contact the Ministerial and Parliamentary Services Helpdesk for assistance via the contact details shown at the bottom of this fact sheet.

Step	Visual Step		
1. <b>Access</b> the PEMS profile page at: <a href="https://agk7jsghe.accounts.ondemand.com/">https://agk7jsghe.accounts.ondemand.com/</a>			
2. <b>Enter</b> your account ID (registered e-mail address) and password in the fields provided and <b>click</b> 'Log On'.			
3. On the 'Profile' page, scroll down until you reach a heading titled 'Two-Factor Authentication'.			
4. <b>Click</b> 'Deactivate'.			
	<table border="0" style="width: 100%;"> <tr> <td style="text-align: center; width: 50%;"><b>iOS</b></td> <td style="text-align: center; width: 50%;"><b>Android</b></td> </tr> </table>	<b>iOS</b>	<b>Android</b>
<b>iOS</b>	<b>Android</b>		

<p><b>5. Open</b> the SAP Authenticator application on your mobile device.</p> <p><i>If you do not have access to the device currently registered for two-factor authentication, please contact the M&amp;PS Helpdesk.</i></p>		
<p><b>6.</b> The SAP Authenticator app will generate a six-digit passcode.</p>		
<p><b>7. Enter</b> the passcode generated from the SAP authenticator app into PEMS and click 'Deactivate'.</p>		
<p><b>8. Re-register</b> a device following the steps outlined in: <i>PEMS Fact sheet 3a - Registering a device for two-factor authentication.</i></p> <p>This fact sheet is available on the PEMS login page at: <a href="https://www.finance.gov.au/pemslogin/">https://www.finance.gov.au/pemslogin/</a>.</p>		

## For assistance with PEMS:

### M&PS

Parliamentarian Help Desk (02) 6215 3542

Staff Help Desk (02) 6215 3333

[mpshelp@finance.gov.au/](mailto:mpshelp@finance.gov.au)