

Re-establishing Multifactor Authentication for SilverHQ Using the Salesforce Authenticator App

Occasionally, there may be circumstances where you will need to remove a previously setup multifactor authentication connection and set up a new connection. (*Example: You purchased a new mobile device*) In order to do this, a few steps must be taken:

- 1) Contact the SilverHQ team by emailing service@silveroaksecurities.com or submit a case through the Login Support page - let them know you need to remove your previous multifactor authentication connection.

Now, if you're going through this process because you've gotten a new cellphone, you should be able to go through the multifactor authentication set up again as soon as a SilverHQ team member has notified you that the connection has been reset.

If you're going through this process because your multifactor authentication just doesn't seem to be working properly and you're still using the same device as you were previously, you will need to continue to step number 2 below.

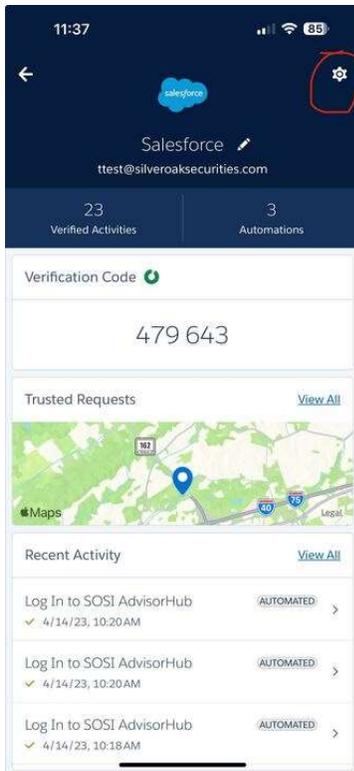
- 2) Remove the previous connection from your Salesforce Authenticator app on your phone.

Open your Salesforce Authenticator app, find your existing connection, and select the menu button:

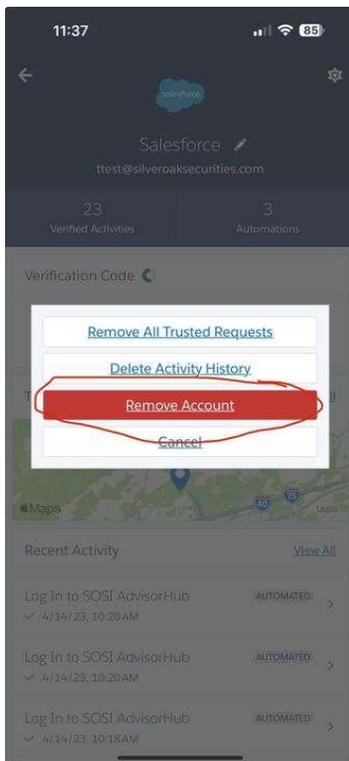


[Add an Account](#)

3) From this screen, you will select the settings icon in the top right-hand corner:



Lastly, choose the 'Remove Account' option:



- 4) Once the SilverHQ team member has notified you we have reset your connection from our side, you can return to the SilverHQ login screen, enter your username and password, and then you will be guided through the steps to set up the Salesforce Authenticator connection again.

If you have any further questions, please email service@silveroaksecurities.com or submit a case on the Login Support page for more help.