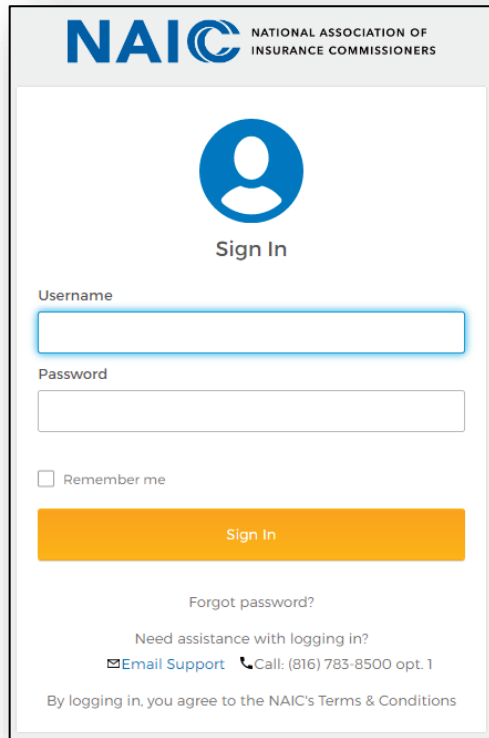


Change Authentication Method

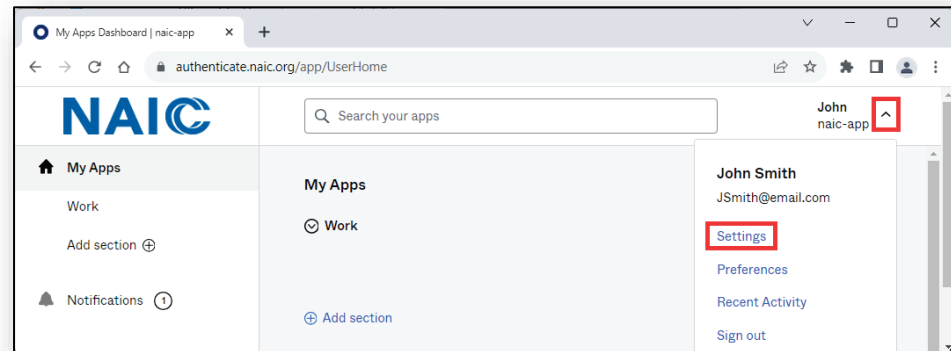
Remove or change authentication method on your device (phone).

Open Okta User Dashboard: <https://authenticate.naic.org>

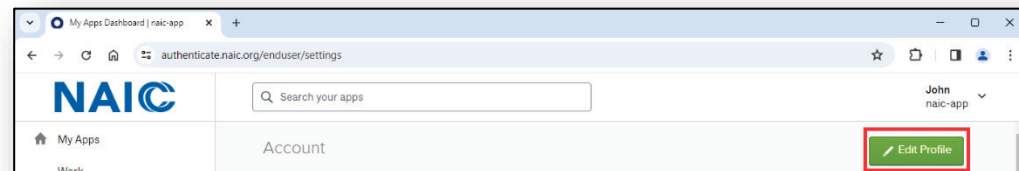
1. Enter your login credentials.
2. Click ▼ in the upper right corner >
Click **Settings**.



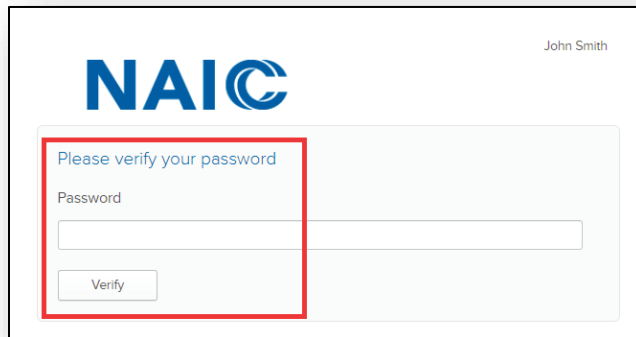
The image shows the NAIC Sign In page. At the top is the NAIC logo and the text 'NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS'. Below the logo is a blue circle containing a white person icon, with the text 'Sign In' underneath. There are two input fields: 'Username' and 'Password'. Below the password field is a checkbox labeled 'Remember me'. At the bottom is a large orange button labeled 'Sign In'. Below the button are links for 'Forgot password?', 'Need assistance with logging in?', 'Email Support', and 'Call: (816) 783-8500 opt. 1'. At the very bottom, it says 'By logging in, you agree to the NAIC's Terms & Conditions'.



3. Click **Edit Profile**.

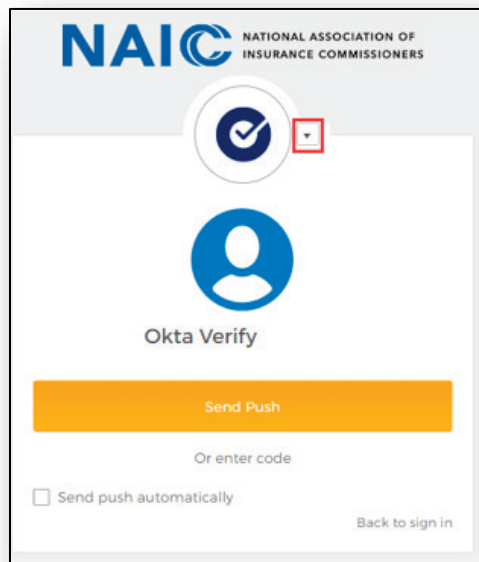


4. Enter password > Click **Verify**.



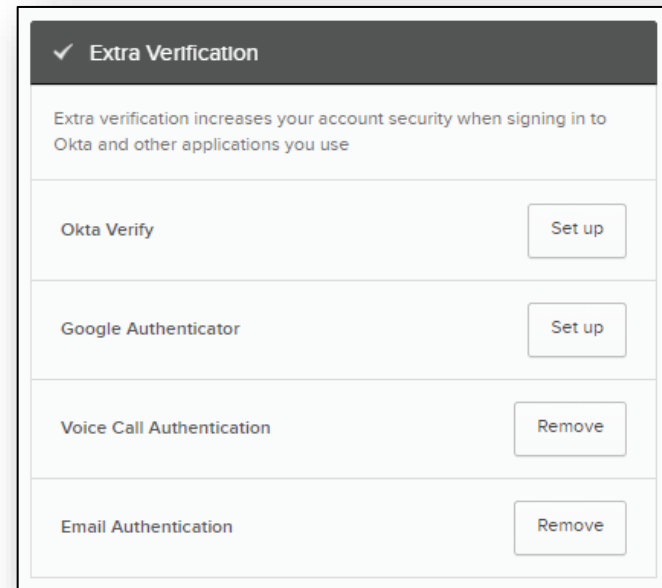
A screenshot of the NAIC login page. The NAIC logo is at the top left, and the name "John Smith" is at the top right. Below the logo, there is a prompt "Please verify your password" in blue text. Underneath is a "Password" label and a text input field. A "Verify" button is located below the input field. A red rectangular box highlights the "Please verify your password" prompt, the "Password" label, the input field, and the "Verify" button.

Follow prompts relating to verification process previously set up.



A screenshot of the Okta Verify authentication screen. At the top, the NAIC logo and "NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS" are displayed. Below the logo is a circular icon with a checkmark and a small red square containing a downward arrow. Underneath is a blue circular profile icon and the text "Okta Verify". A large orange button labeled "Send Push" is prominent. Below it, the text "Or enter code" is visible. At the bottom left, there is a checkbox labeled "Send push automatically" and a link "Back to sign in" at the bottom right.

5. Locate Extra Verification area to **Remove** or **Set up** an alternate verification option.



A screenshot of the "Extra Verification" settings page. The title "Extra Verification" is at the top with a checkmark icon. Below the title is a descriptive text: "Extra verification increases your account security when signing in to Okta and other applications you use". There are four rows of verification methods, each with a button to its right: "Okta Verify" with a "Set up" button, "Google Authenticator" with a "Set up" button, "Voice Call Authentication" with a "Remove" button, and "Email Authentication" with a "Remove" button.

NOTE: Click drop-down ▼ to select a different verification method.