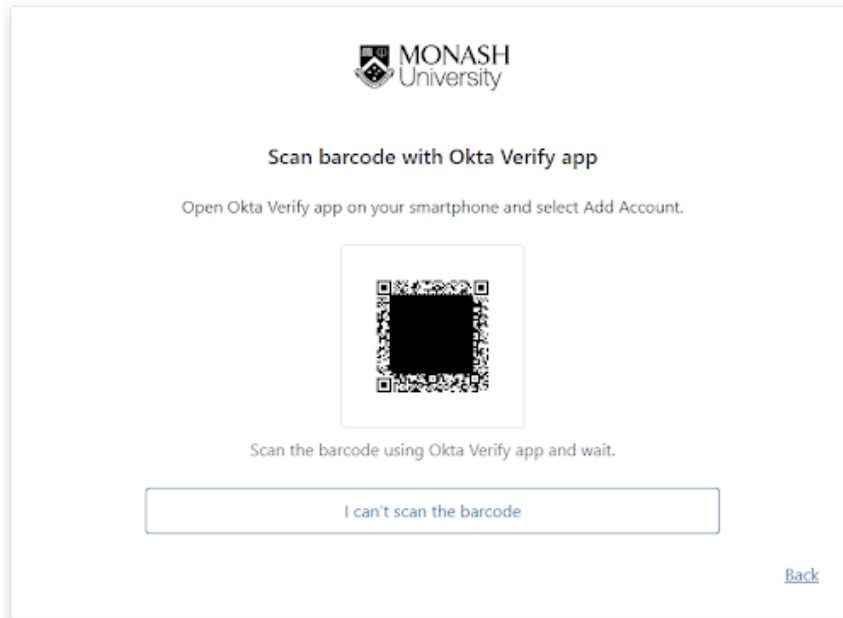


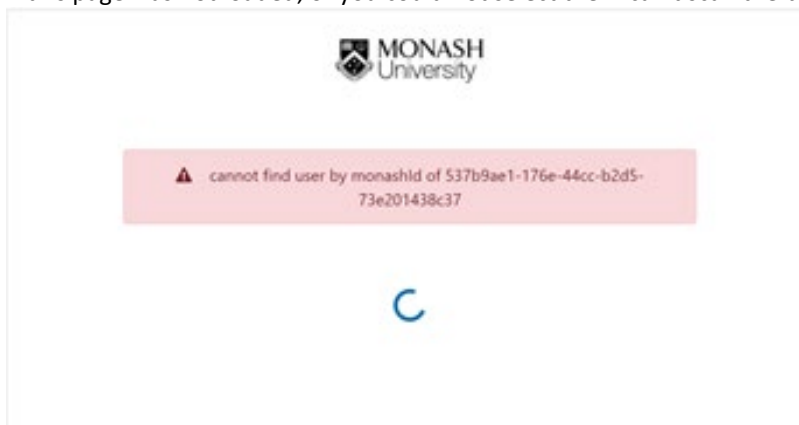


FAQ: What should I do if the QR code fails?

- If the QR code fails, there is an option to select "I can't scan the barcode" which should then provide a manual option to add the account to Okta.



- If this page was not loaded, or you could not select the "I can't scan the barcode" option



- If you can remember the password you used when initially attempting to create the account, please visit [my.monash](https://my.monash.edu) and enter your Monash email (ext-xxxx@monash.edu) and password. You will then be prompted to configure Multi Factor Authentication again and prompted to Install Okta Verify app. If you prefer, you can select 'I can't install Okta Verify' and you will be given the option to use Google Authenticator app instead. <https://www.monash.edu/esolutions/accounts-passwords/multi-factor-authentication>
- If you cannot remember the password you used, you will need to create a new password, please use the Monash University [Identity Management Services](https://www.monash.edu/esolutions/accounts-passwords/multi-factor-authentication) website and follow the link to 'I've forgotten my password'. Please enter your Monash email (ext-xxxx@monash.edu). This method will trigger a recovery code to be sent to your mobile phone, allowing you to proceed with creating a new password and MFA setup.

If you experience any troubles activating your account, please contact Monash SeRP support on safehavens@monash.edu.

For any other questions and/or issues, please contact DPAU on dpau@unsw.edu.au.