

UH Remote Access (SecureAuth)

Unregister A Mobile Device

If you are seeing multiple devices listed in the remote application login home page, or if you no longer use a mobile device that you have previously registered for UH Remote Access, follow the steps below to unregister the device from the SecureAuth system.

Note ► The process to unregister a mobile device is the same whether you are following these steps inside or outside of the UH network.

Unregister Your Mobile Device

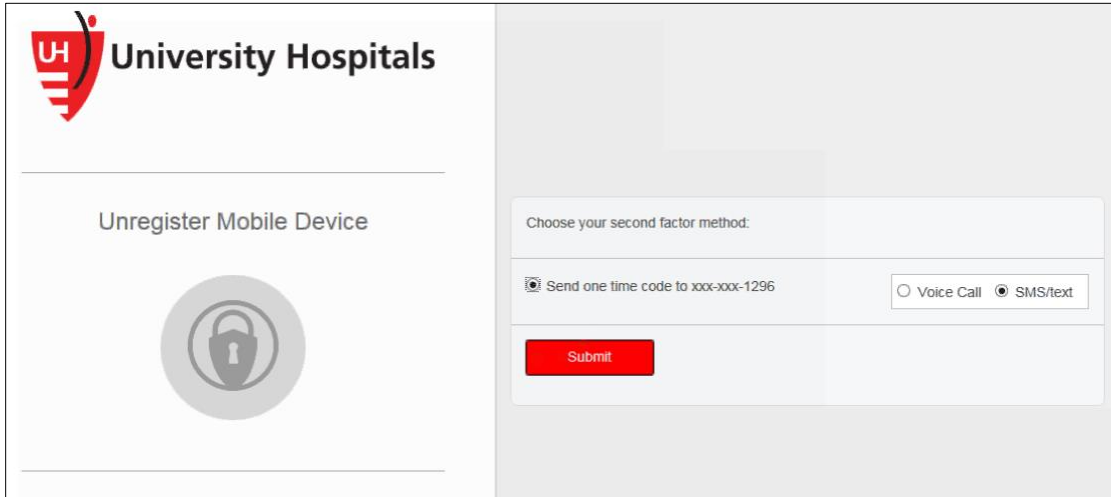
1. In your web browser, go to <https://myaccess.uhhospitals.org/updatedevice>
🖥️ The Unregister Mobile Device log-in screen appears.



The screenshot shows the 'Unregister Mobile Device' login screen. At the top left is the University Hospitals logo. Below it, the text 'Unregister Mobile Device' is centered. Underneath, it says 'Please enter your UserID below.' followed by 'Username:' and a text input field. A red 'Submit' button is located below the input field.

2. In the **Username** field, enter your **UH username**.

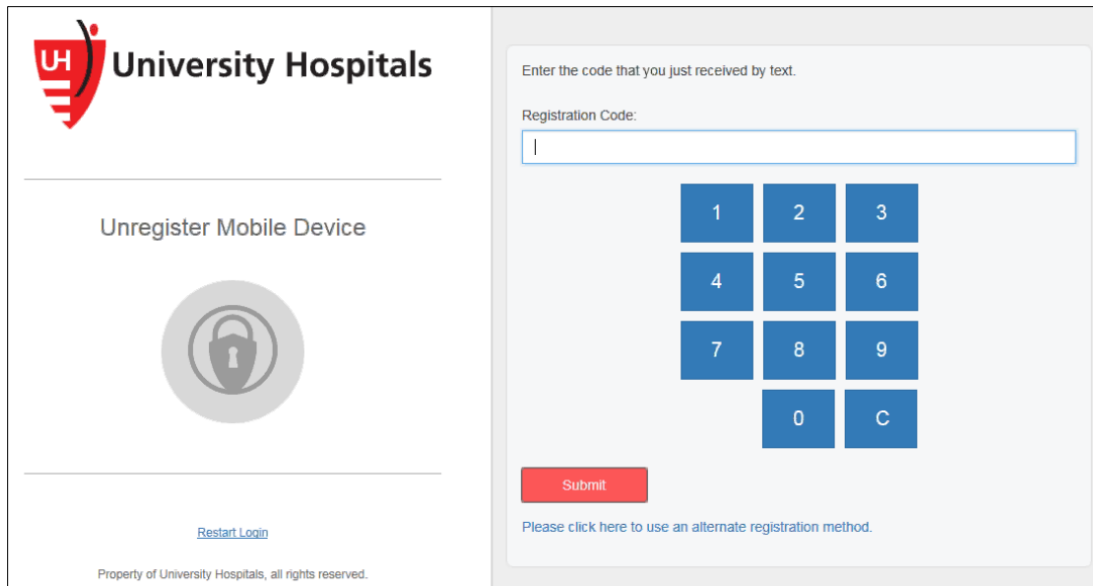
The screen to choose where you would like to receive your one-time passcode appears.



3. Select the **Voice Call** option to receive a phone call with the code at the number shown or select **SMS/text** to receive a text message at the number shown.
4. Click **Submit**.

Note ▶ Within a few seconds after clicking Submit, you should receive a phone call or text message with the code.

The Registration Code screen appears.

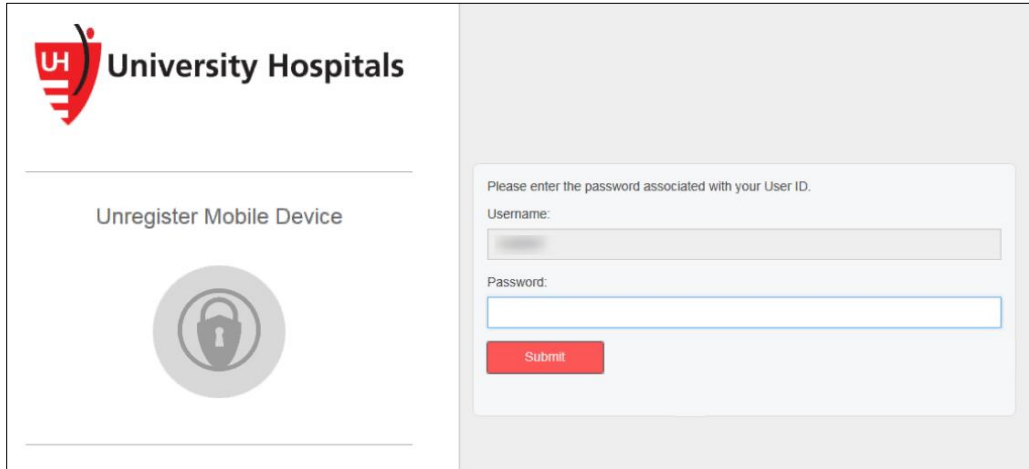


5. In the **Registration Code** field, enter the **code** from the phone call or text message.

Tip ▶ You may type in the code or use the keypad on the screen to enter the code.


6. Click **Submit**.

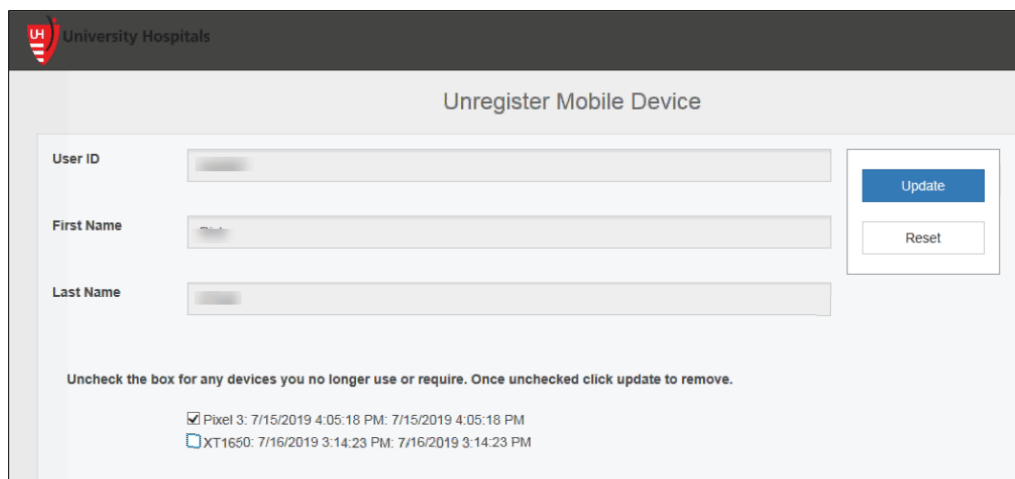
 The Password screen appears.



7. In the **Password** field, enter your **UH password**.

8. Click **Submit**.

 The Unregister Mobile Device screen appears.



Unregister Mobile Device

User ID:

First Name:

Last Name:

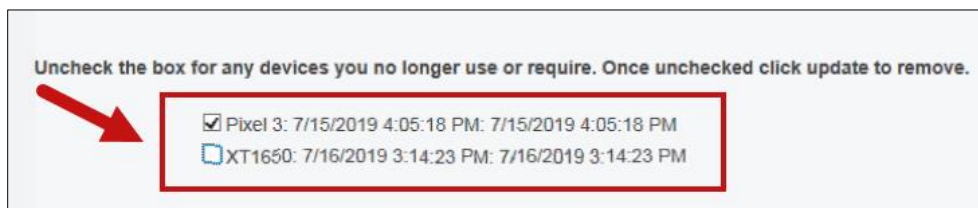
Uncheck the box for any devices you no longer use or require. Once unchecked click update to remove.

Pixel 3: 7/15/2019 4:05:18 PM: 7/15/2019 4:05:18 PM

XT1650: 7/16/2019 3:14:23 PM: 7/16/2019 3:14:23 PM

9. At the bottom of the screen, you will see a list of all devices you have registered for UH Remote Access. **Uncheck** the box next to any devices you no longer use.

Tip ▶ **Do you have devices with the same name listed?** The date and time shown next to each device is the date and time you registered the device for UH Remote Access. Your list may show the same device name for devices of the same brand (i.e., your old phone was an iPhone and your new phone is also an iPhone). Be sure to check the registration date next to the device name to determine the device you would like to unregister.

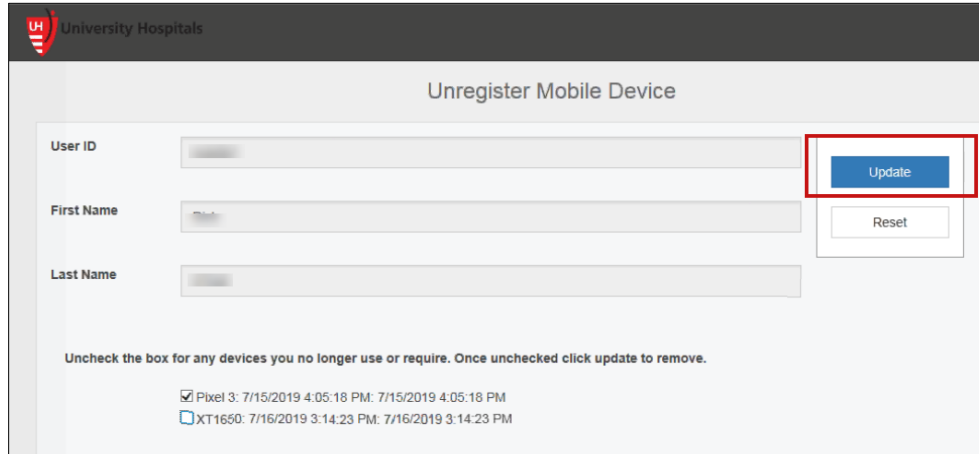


Uncheck the box for any devices you no longer use or require. Once unchecked click update to remove.

Pixel 3: 7/15/2019 4:05:18 PM: 7/15/2019 4:05:18 PM

XT1650: 7/16/2019 3:14:23 PM: 7/16/2019 3:14:23 PM

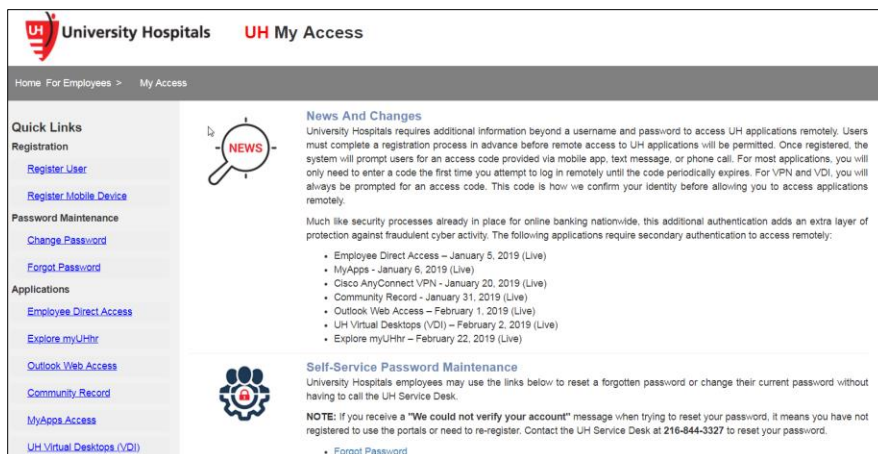
10. Click **Update**.



The Data Updated Successfully screen will appear.



After a few seconds, you will be automatically redirected to the UH My Access home page.



Tip ▶ Did you accidentally unregister the wrong device? Visit <https://myaccess.uhhospitals.org/>. In the left menu under **Registration**, click **Register Mobile Device** and follow the on-screen prompts to re-register your device.