

Question: After I login with my username and password, I get a warning message that says, “Warning! Issue with registration. We were unable to link your UNetSM registration with an Authy account.” What do I do?

One of two things have occurred:

1) You have not downloaded Authy yet.

- Please follow the [instructions detailed here](#) to install Authy.

2) Phone numbers used during registration do not match.

- [Log into UNet](#) and enter your username and password.
- You will see the following screen, click on “Here’s how to fix” below number 2 (green arrow).
- All phone numbers (blue arrow) should begin with (+1). Use your area code followed by the phone number. *Puerto Rico phone numbers should use +1 country code and 787 as the area code.*
 - If your phone number is displayed incorrectly on the screen or if the wrong phone number was used for this registration, please contact your site security administrator and ask them to reset your MFA registration. After you reset, there is no need to proceed further with these instructions.
 - If your phone number is displayed correctly on the screen and this is the phone number you wish to use with Authy, please proceed with the instructions below.

If Authy is installed on an iPhone, [click here](#).

If Authy is installed on an Android, [click here](#).

If Authy is installed on your desktop, [click here](#).

Warning! Issue with registration. We were unable to link your UNetSM registration with an Authy account.

One of two things have occurred:

- 1. You have not downloaded Authy yet.**
[Here's how to fix >](#)
- 2. Phone numbers used during registration do not match.**
[Here's how to fix >](#)

Check your UNetSM registration info below.

Phone Number: (+1) 555-555-5555
Authy ID: 000000000

- If your phone number displayed above is correct, change the phone number within the Authy application.
[View instructions](#)
- If your phone number displayed above is not correct, contact your site administrator and tell them you need to re-register for MFA.

Still having Issues?

Please contact UNOS Customer Service at (800) 978-4334 or unethelpdesk@unos.org.

Troubleshooting details
If you contact UNOS support, please provide this information to them.

Error Code: 60035
Phone Number: (+1) 555-555-5555
Authy ID: 000000000



iPhone

Uninstall Authy

These instructions may vary depending on the version of your OS or device model. For full details on uninstalling apps on iOS devices, you may visit Apple's website here: [How to delete apps on your iPhone, iPad, and iPod touch](#).

- Tap and hold the Authy app icon until it begins to shake.
- Tap the X icon in the corner of the icon.
- On the confirmation screen, tap delete.

Reinstall Authy

Please follow the [instructions detailed here](#) to reinstall Authy.

Note: After reinstalling Authy, you will be asked to enter your phone number. Make sure you enter the mobile phone number that you used during registration in UNet. It may be easiest to click within the "Country" field and type "United" and select the option for "United States of America," to ensure success.

All phone numbers should begin with (+1) and then the area code followed by the phone number. *Puerto Rico phone numbers should use +1 country code and 787 as the area code.*

Successfully connecting your account will result in an account being added within Authy that looks like this:



If at this point you do not see the UNet icon, you will need to contact your site security administrator and ask them to reset your MFA registration.

Android

Uninstall Authy

These instructions may vary depending on the version of your OS or device model. For full details on uninstalling apps on Android devices, you may visit Google's website here: [Google Play Help: Delete or disable apps on Android](#).

- Access Settings.
- Tap Apps.
- Scroll to and tap the Authy app.
- Tap Uninstall.
- On the confirmation screen, tap OK.

Reinstall Authy

Please follow the [instructions detailed here](#) to reinstall Authy.

Note: After reinstalling Authy, you will be asked to enter your phone number. Make sure you enter the mobile phone number that you used during registration in UNet. It may be easiest to click within the "Country" field and type "United" and select the option for "United States of America," to ensure success.

All phone numbers should begin with (+1) and then the area code followed by the phone number. *Puerto Rico phone numbers should use +1 country code and 787 as the area code.*

Successfully connecting your account will result in an account being added within Authy that looks like this:



If at this point you do not see the UNet icon, you will need to contact your site security administrator and ask them to reset your MFA registration.

Desktop

Log out and reset device

- Inside the Authy app, click on Authy Desktop from the top menu.
- Select the option Log out and reset device
- Click on Accept

Note: After resetting Authy, you will be asked to enter your phone number. Make sure you enter the mobile phone number that you used during registration in UNet.

All phone numbers should begin with (+1) and then the area code followed by the phone number. It may be easiest to click within the “Country” field and type “United” and select the option for “United States of America,” to ensure success. *Puerto Rico phone numbers should use +1 country code and 787 as the area code.*

Successfully connecting your account will result in an account being added within Authy that looks like this:



If at this point you do not see the UNet icon, you will need to contact your site security administrator and ask them to reset your MFA registration.