

OUMail Application for Reset of MFA(Multi-factor Authentication)

※For multi-factor authentication such as KOAN, CLE, Myhandai, etc.

Please refer to [this page](#).

If you wish to reset your OUMail MFA,submit your application via email according to the following.

Information to be included in the e-mail.

1. Email subject is OUMail Application for Reset of MFA.
2. Osaka University Personal ID.
(ex:u123456x,Not a student ID number.)
3. Why a reset is necessary.
(ex:Due to a change of phone number,Due to a change of cell phone model.or more)
- 4.To confirm your identity, id-Selfie-Image-photo required.
(showing your face and your student card)
If you do not have a student ID, you will need another form of identification (with a photo of your face).

Send email to info2[at]ecs.osaka-u.ac.jp,Please replace [at] with @.

The email you send can be for personal use and we will reply to that email.