I don't have a smartphone (anymore) or I don't have it with me.

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FAQ Article Print

Category:	Accounts voor medewerkers en studenten::Veilige aanmeldingsmethodes::3. Problemen met aanmelden	**Votes:**	0
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Language:	en	**Last update:**	09:52:27 - 10/16/2026 (Europe/Brussels)

Keywords

authentication set up settings setting smartphone problem no anymore not with me

Solution (public)

There are also authentication methods that don't require a smartphone, such as:

- Windows Hello on an Intune Windows device (employees)
- Windows Hello on a personal Windows device (employees and students)
- a hardware security key (FIDO2 key)
- a synchronized passkey (via Google) on Android tablets
- a synchronized passkey (via iCloud) on a macOS device or iPad.

If you've only set up an authentication method on a smartphone, go to [1]https://accountreset.ugent.be to reset your MFA using a private email address, provided you've [2]set up such a private email address through Oasis (students) or SAP MijnApps (employees).

[1] https://accountreset.ugent.be
[2] https://otrsdict.ugent.be/znuny/public.pl?Action=PublicFAQZoom;ItemID=321

Symptom (public)

Problem (public)