You will need to reset your MFA preference if you change phones, delete your account from the Authenticator App, remove the App from your mobile device or if you just want to change the type of MFA you use.
If you get a new phone or are changing to a different device, the ForgeRock Authenticator app is not transferable, you will

Reset your MFA Preference 1

3. Select the applicable option from the drop-down

Reset your MFA Preference 2