

Reset Student 2FA

Step 1

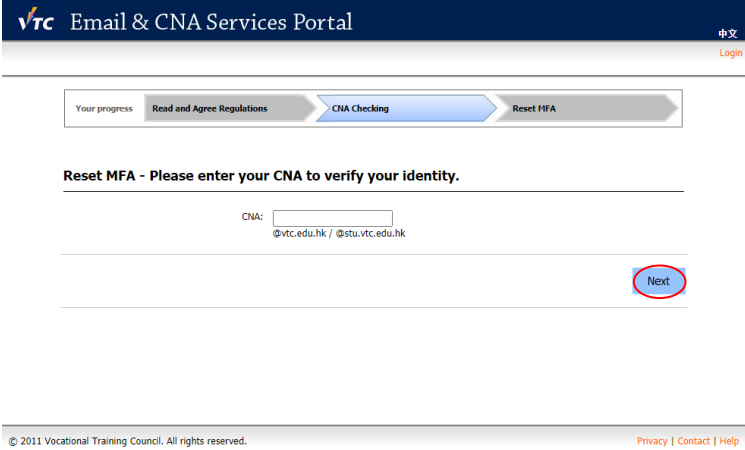
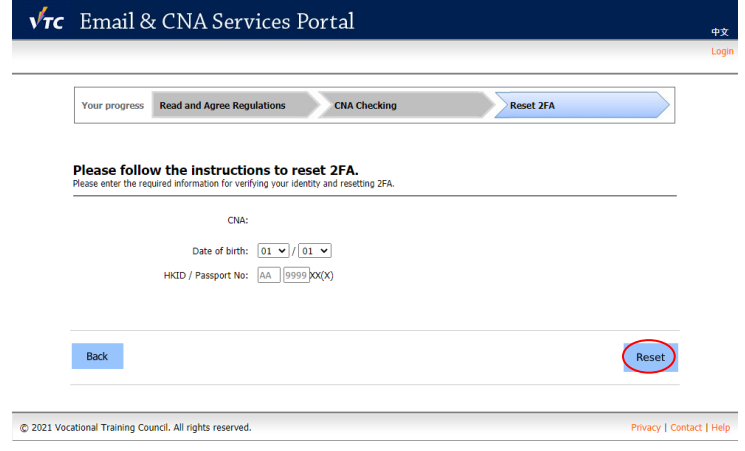
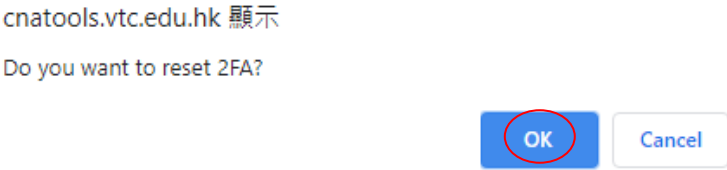
Open Web browser (Edge/Chrome/Firefox) and go to CNA Portal.

<https://cnatools.vtc.edu.hk/CNAPortal/>

From Reset 2FA, click “Student”.

Step 2

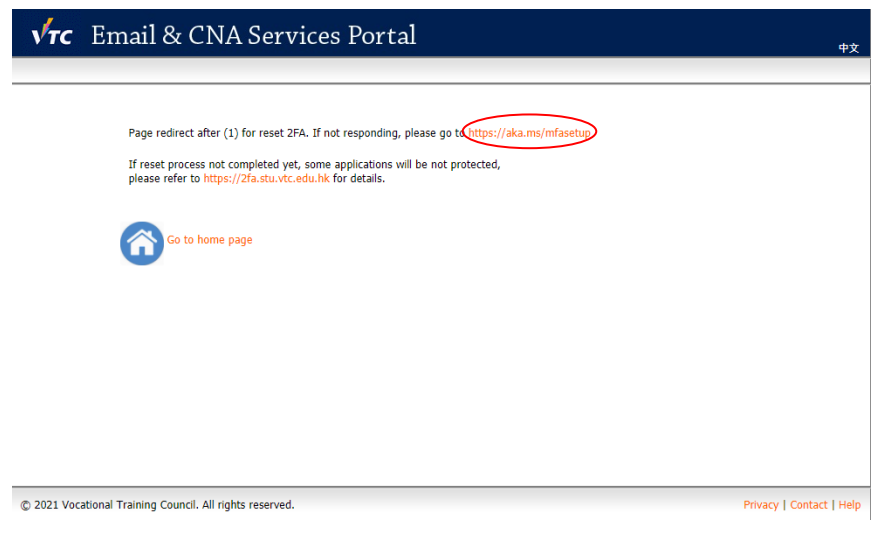
Read all the contents in the regulations and scroll down to the bottom → Check the box and click “Accept”

<p>Step 3</p> <p>Enter your CNA → Click “Next”</p> <p>Remark: Do not have to type “@stu.vtc.edu.hk”</p>	 <p>The screenshot shows the 'Email & CNA Services Portal' with a progress bar containing 'Read and Agree Regulations', 'CNA Checking', and 'Reset MFA'. Below the progress bar, the text reads 'Reset MFA - Please enter your CNA to verify your identity.' There is a text input field for 'CNA:' with a dropdown menu showing '@vtc.edu.hk / @stu.vtc.edu.hk'. A 'Next' button is circled in red. The footer contains '© 2011 Vocational Training Council. All rights reserved.' and links for 'Privacy Contact Help'.</p>
<p>Step 4</p> <p>Provide required information → Click “Reset”</p>	 <p>The screenshot shows the 'Email & CNA Services Portal' with a progress bar containing 'Read and Agree Regulations', 'CNA Checking', and 'Reset 2FA'. Below the progress bar, the text reads 'Please follow the instructions to reset 2FA. Please enter the required information for verifying your identity and resetting 2FA.' There are three input fields: 'CNA:', 'Date of birth:' (with dropdowns for month and day), and 'HKID / Passport No:' (with a dropdown for region and a text input for the number). There are 'Back' and 'Reset' buttons, with 'Reset' circled in red. The footer contains '© 2011 Vocational Training Council. All rights reserved.' and links for 'Privacy Contact Help'.</p>
<p>Step 5</p> <p>Click “OK”</p>	 <p>The screenshot shows a confirmation dialog box with the text 'cnatools.vtc.edu.hk 顯示' and 'Do you want to reset 2FA?'. There are two buttons: 'OK' (circled in red) and 'Cancel'.</p>

Step 6

Please go to <https://aka.ms/mfasetup> to register authentication again.

Remark: You must register authentication again if you reset MFA. Otherwise, you will not able to login some systems (e.g. VPN, Webmail, Teams, OneDrive).



The screenshot shows the VTC Email & CNA Services Portal. The header includes the VTC logo and the text "Email & CNA Services Portal" with a "中文" (Chinese) link. The main content area displays a message: "Page redirect after (1) for reset 2FA. If not responding, please go to <https://aka.ms/mfasetup>". Below this, it states: "If reset process not completed yet, some applications will be not protected, please refer to <https://2fa.stu.vtc.edu.hk> for details." A blue home icon button labeled "Go to home page" is visible. The footer contains the copyright notice "© 2021 Vocational Training Council. All rights reserved." and links for "Privacy | Contact | Help".