

# Enforcing Multi-Factor Authentication on an Org

Last Modified on 03/02/2023 4:25 pm EST

Multi-factor authentication (MFA) adds another layer of security when accessing Resolver using a password. MFA is managed in the Resolver API (Swagger) and Admins can complete the following:

- Enforce MFA for an Org. The next time users log in to the Org, the MFA set-up page will be displayed.
- Opt-out an individual user from an enforced MFA Org.
- Reset the MFA profile for a user.

Individual security-conscious users who authenticate with a username and password can also [opt-in to MFA](#).



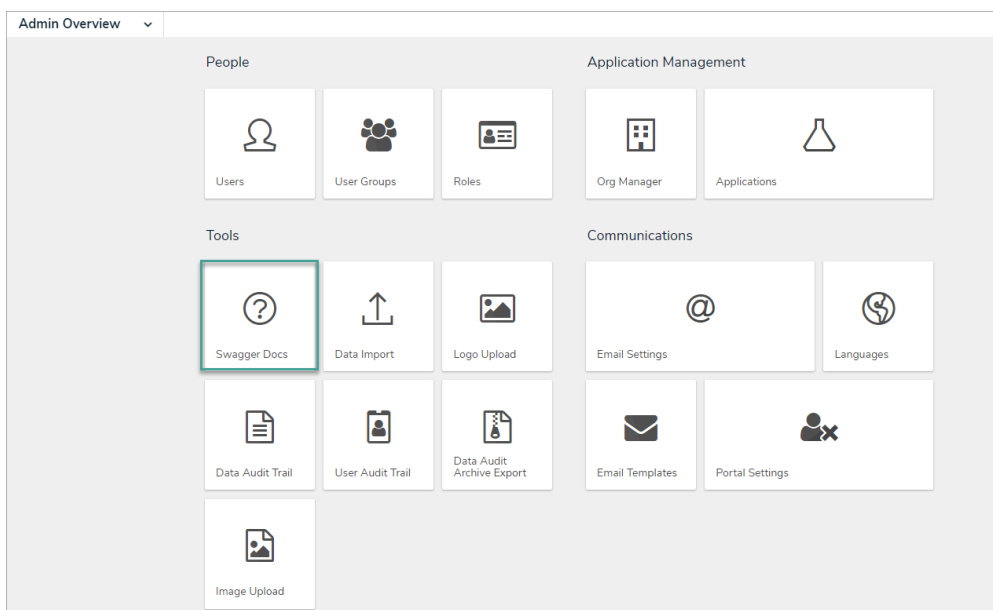
MFA should only be enforced in Production environments.

## Enforcing Multi-Factor Authentication on an Org

Admins can enforce multi-factor authentication (MFA) on their Org, which would prompt all active users to use MFA upon their next login. If there are multiple orgs in your Production environment, MFA will be enforced on all of them.

### To enforce multi-factor authentication:

1. Click the  icon in the top bar > **Swagger Docs** in the **Tools** section.



- Click on any of the topics to open the API in a new browser tab.
- Click **org** to expand the list and click **Put /user/org/mfa** to open the parameters.

org		Show/Hide	List Operations	Expand Operations
POST	/user/org			add an org
PUT	/user/org/mfa			update MFA for the current org
POST	/user/org/uploadLogo			Upload a new logo for the current org
DELETE	/user/org/{id}			delete an org
GET	/user/org/{id}			load an org
PUT	/user/org/{id}			update an org
POST	/user/org/{orgId}/email/user/{email}			add a user to an org by email address
POST	/user/org/{orgId}/enableBIConnector			enable or disable BI Connector for an org
DELETE	/user/org/{orgId}/user/{userId}			remove a user from an org
GET	/user/org/{orgId}/user/{userId}			load a user org membership
POST	/user/org/{orgId}/user/{userId}			add a user to an org

- Click on the Example Value to load the call into the body.

Parameters				
Parameter	Value	Description	Parameter Type	Data Type
body	<pre>{   "isMfaEnforced": true }</pre>		body	Model   Example Value
				<pre>{   "isMfaEnforced": true }</pre>
Parameter content type: <input type="text" value="application/json"/>				

- Click Try it out!

PUT /user/org/mfa					update MFA for the current org
Parameters					
Parameter	Value	Description	Parameter Type	Data Type	
body	<pre>{   "isMfaEnforced": true }</pre>		body	Model   Example Value	
				<pre>{   "isMfaEnforced": true }</pre>	
Parameter content type: <input type="text" value="application/json"/>					
Response Messages					
HTTP Status Code	Reason	Response Model	Headers		
204	Update success				
<a href="#">Try it out!</a>					


- The 204 Response Code indicates the update was successful.

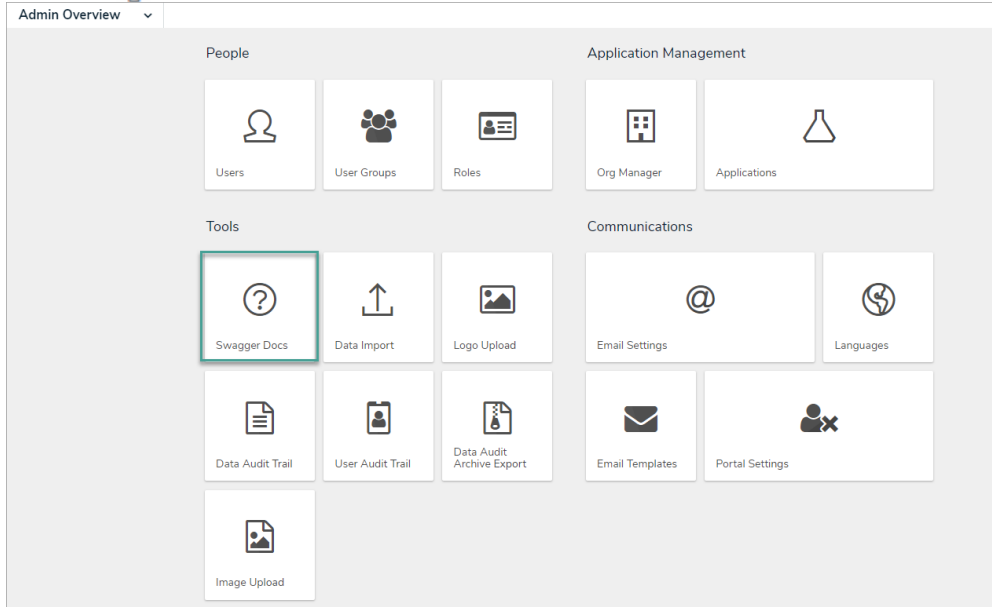
Response Code
204

# Reset Multi-Factor Authentication

If a user loses access to their authenticator app (e.g. mobile phone is lost) or over-writes the account credentials accidentally (i.e. adds account for sandbox environment), an admin can reset MFA for the end user.

## To reset MFA for a user:

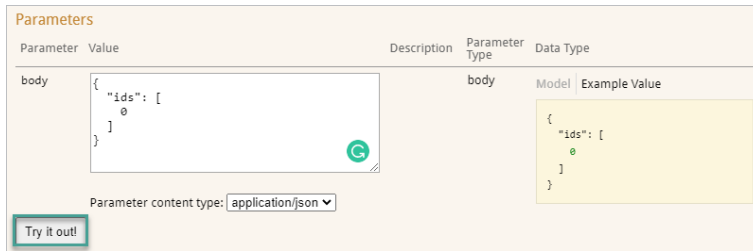
1. Click the  icon in the top bar > **Swagger Docs** in the **Tools** section.



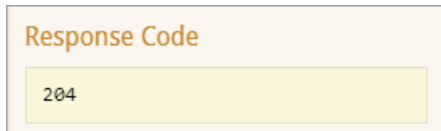
2. Click on any of the topics to open the API in a new browser tab.
3. Click **user** to expand the list and click **Put /user/users/mfa/reset** to open the parameters.

user		Show/Hide	List Operations	Expand Operations
GET	/user/users			retrieve a set of users by id
POST	/user/users			add a new user
GET	/user/users/addedToRole			Retrieve users that have been added to the given role
GET	/user/users/admins/{orgId}			allows super admins to retrieve the admin users of an org
DELETE	/user/users/deleteFromAllOrgs/{email}			Deletes a user, by email, from every org, whether they are active or inactive. Returns a list of orgIds the user was removed from.
POST	/user/users/email			load User By Email without org
POST	/user/users/email/confirmChange			Confirm an email change using a token provided in the confirmation email.
POST	/user/users/email/resendChangeConfirmation			Resend an email change confirmation link to a user
GET	/user/users/email/{email}			Check if users exists by email address.
POST	/user/users/insert/{orgId}			Allow authorized Support Resloverites (superadmins) to add themselves to customer orgs
GET	/user/users/me			who am i?
POST	/user/users/mfa/generateTempSecret			Generate user MFA temp secret
PUT	/user/users/mfa/reset			Reset user MFA
POST	/user/users/mfa/validateCode			Validate mfa temp secret with 6 digits token to complete mfa setup process.

4. Click on the Example Value to load the call into the body.
5. In the body section, replace the **value 0** with the user id. [How to retrieve a user id click here.](#)




6. Click Try it out!
7. The 204 Response Code indicates the update was successful.

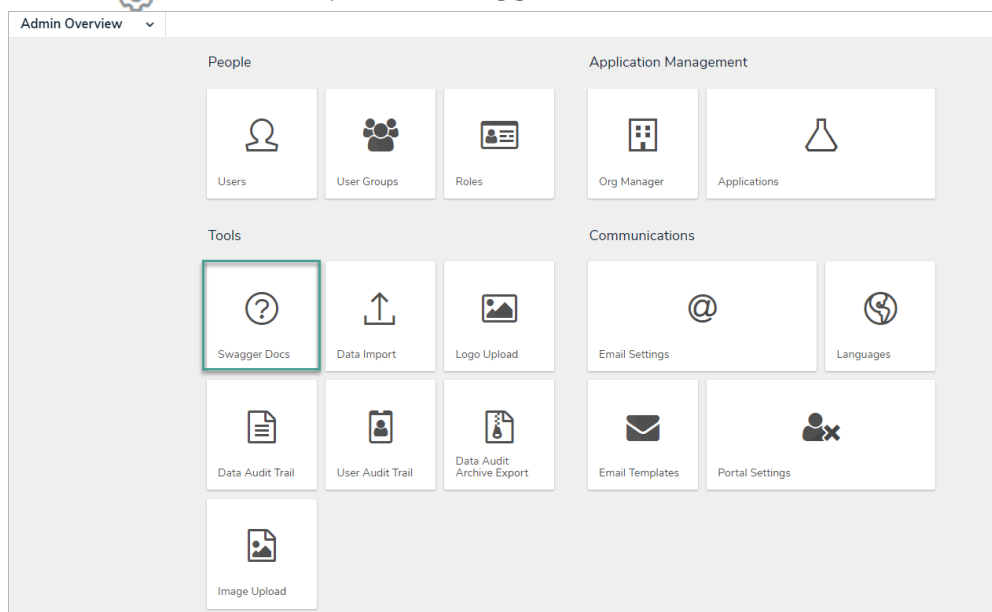


## Opt-Out Multi-Factor Authentication for a Specific User

If a user has MFA set up but needs to access a specific org without MFA, an admin can disable MFA.

### To opt-out an end user from MFA:

1. Click the  icon in the top bar > **Swagger Docs** in the **Tools** section.



2. Click on any of the topics to open the API in a new browser tab.
3. Click **user** to expand the list and click **Put /user/users/{id}/membership** to open the

user		Show/Hide	List Operations	Expand Operations
GET	/user/users			retrieve a set of users by id
POST	/user/users			add a new user
GET	/user/users/addedToRole			Retrieve users that have been added to the given role
GET	/user/users/admins/{orgId}			allows super admins to retrieve the admin users of an org
DELETE	/user/users/deleteFromAllOrgs/{email}			Deletes a user, by email, from every org, whether they are active or inactive. Returns a list of orgIds the user was removed from.
DELETE	/user/users/{id}			delete a user
GET	/user/users/{id}			load a user
PUT	/user/users/{id}			update a user
PUT	/user/users/{id}/membership			update a users membership
PUT	/user/users/{id}/termsOfService			update terms of service acceptance

parameters.

4. Click on the **Example Value** to load the call into the body

**Parameters**

Parameter	Value	Description	Parameter Type	Data Type				
id	<input type="text" value="(required)"/>		path	string				
byRef	<input type="checkbox" value="false (default)"/>		query	boolean				
body	<pre>{   "isActive": true,   "isAdmin": true,   "allAccess": true,   "mfaOptOut": true,   "excludeFromMembershipCount": true }</pre>		body	<table border="1"> <thead> <tr> <th>Model</th> <th>Example Value</th> </tr> </thead> <tbody> <tr> <td></td> <td> <pre>{   "isActive": true,   "isAdmin": true,   "allAccess": true,   "mfaOptOut": true,   "excludeFromMembershipCount": true }</pre> </td> </tr> </tbody> </table>	Model	Example Value		<pre>{   "isActive": true,   "isAdmin": true,   "allAccess": true,   "mfaOptOut": true,   "excludeFromMembershipCount": true }</pre>
Model	Example Value							
	<pre>{   "isActive": true,   "isAdmin": true,   "allAccess": true,   "mfaOptOut": true,   "excludeFromMembershipCount": true }</pre>							

Parameter content type:

5. Delete **all** additional calls and commas, excluding **"mfaOptOut": true**

**Parameters**

Parameter	Value	Description	Parameter Type	Data Type				
id	<input type="text" value="(required)"/>		path	string				
byRef	<input type="checkbox" value="false (default)"/>		query	boolean				
body	<pre>{   "mfaOptOut": true }</pre>		body	<table border="1"> <thead> <tr> <th>Model</th> <th>Example Value</th> </tr> </thead> <tbody> <tr> <td></td> <td> <pre>{   "isActive": true,   "isAdmin": true,   "allAccess": true,   "mfaOptOut": true,   "excludeFromMembershipCount": true }</pre> </td> </tr> </tbody> </table>	Model	Example Value		<pre>{   "isActive": true,   "isAdmin": true,   "allAccess": true,   "mfaOptOut": true,   "excludeFromMembershipCount": true }</pre>
Model	Example Value							
	<pre>{   "isActive": true,   "isAdmin": true,   "allAccess": true,   "mfaOptOut": true,   "excludeFromMembershipCount": true }</pre>							

Parameter content type:

6. Enter the user id in the **id** field. [How to retrieve a user id click here.](#)

**Parameters**

Parameter	Value	Description	Parameter Type	Data Type				
id	<input type="text" value="123"/>		path	string				
byRef	<input type="checkbox" value="false (default)"/>		query	boolean				
body	<pre>{   "mfaOptOut": true }</pre>		body	<table border="1"> <thead> <tr> <th>Model</th> <th>Example Value</th> </tr> </thead> <tbody> <tr> <td></td> <td> <pre>{   "isActive": true,   "isAdmin": true,   "allAccess": true,   "mfaOptOut": true,   "excludeFromMembershipCount": true }</pre> </td> </tr> </tbody> </table>	Model	Example Value		<pre>{   "isActive": true,   "isAdmin": true,   "allAccess": true,   "mfaOptOut": true,   "excludeFromMembershipCount": true }</pre>
Model	Example Value							
	<pre>{   "isActive": true,   "isAdmin": true,   "allAccess": true,   "mfaOptOut": true,   "excludeFromMembershipCount": true }</pre>							

Parameter content type:

**Response Messages**

HTTP Status Code	Reason	Response Model	Headers
204	Update success		



- If you want to turn MFA **On** for a specific user input the **mfaOptOut** value as **False**
- If you want to turn MFA **Off** for a specific user input the **mfaOptOut** value as **True**

7. Click Try it out!

8. The 204 Response Code indicates the update was successful.

Response Code

204