

# Resetting Multi-Factor Authentication

Last Modified on 09/04/2024 11:05 am EDT

## Overview

If a user loses access to their authenticator app (e.g. mobile phone is lost) or over-writes their account credentials accidentally (i.e. adds account for Sandbox environment), an Administrator can reset multi-factor authentication (MFA) for the end user either through the **User Management** screen or API (Swagger).

## User Requirements

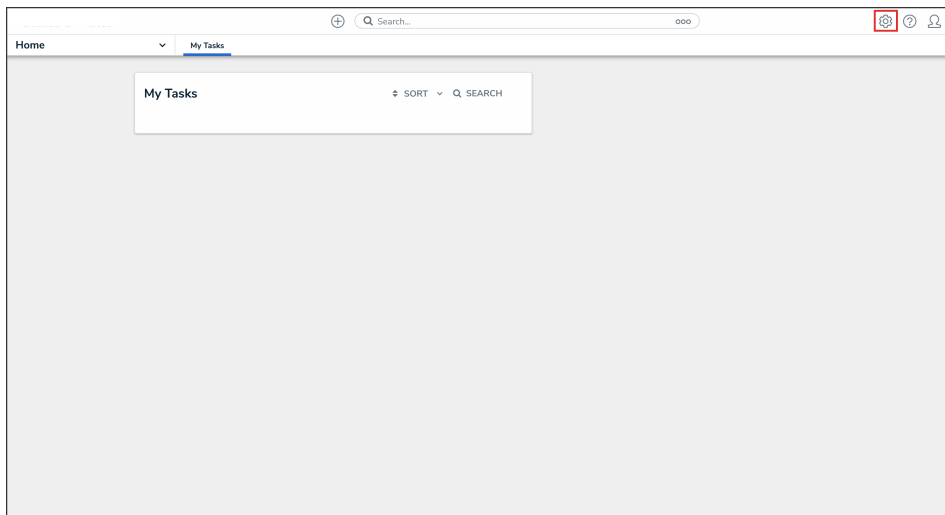
Only Administrators can reset MFA for users on their Org.

## Related Information/Setup

Please refer to the [Multi-Factor Authentication Setup](#) article for more information on setting up users with MFA.

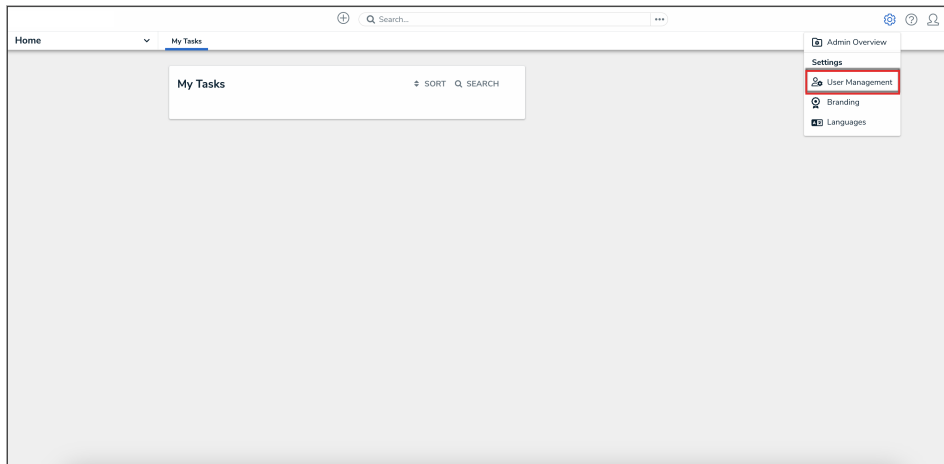
## Resetting Multi-Factor Authentication through User Management

1. From the **Home** screen, click the **Administration** icon.



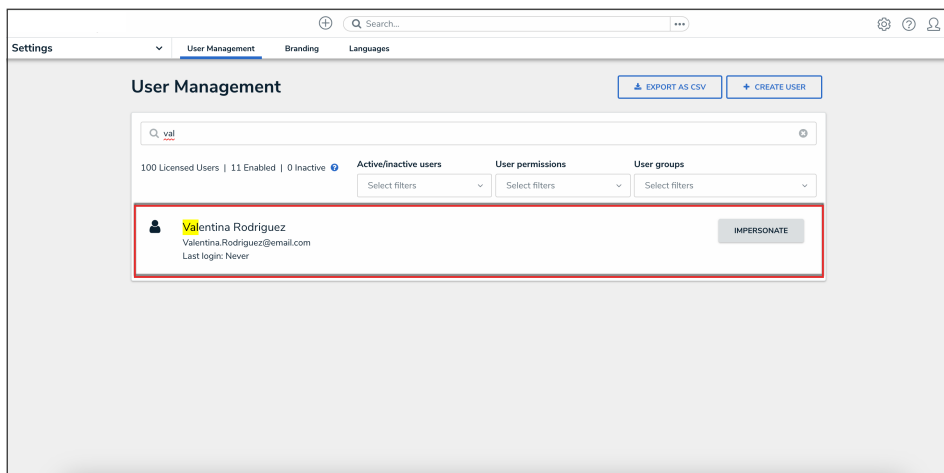
*Administration Icon*

2. From the Administrator settings menu, click **User Management**.



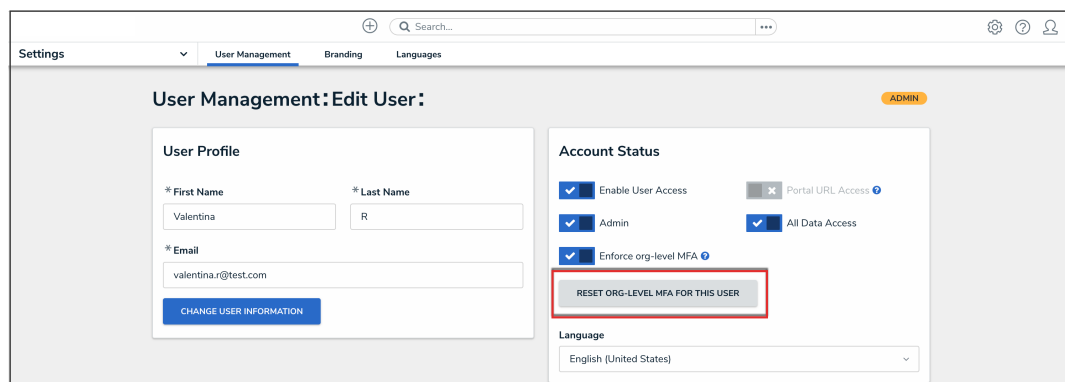
*Administrator Settings Menu*

3. Search the name of the user you want to reset MFA for and click their name.



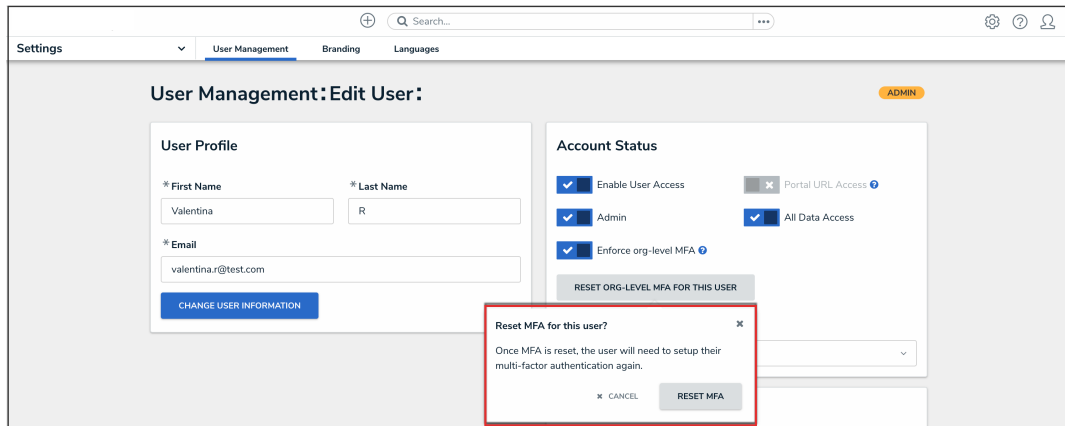
*User Name*

4. From the **User Management: Edit User** screen, under the **Account Status** section, click the **Reset Org-Level MFA For This User** button.



*Reset Org-Level MFA For This User Button*

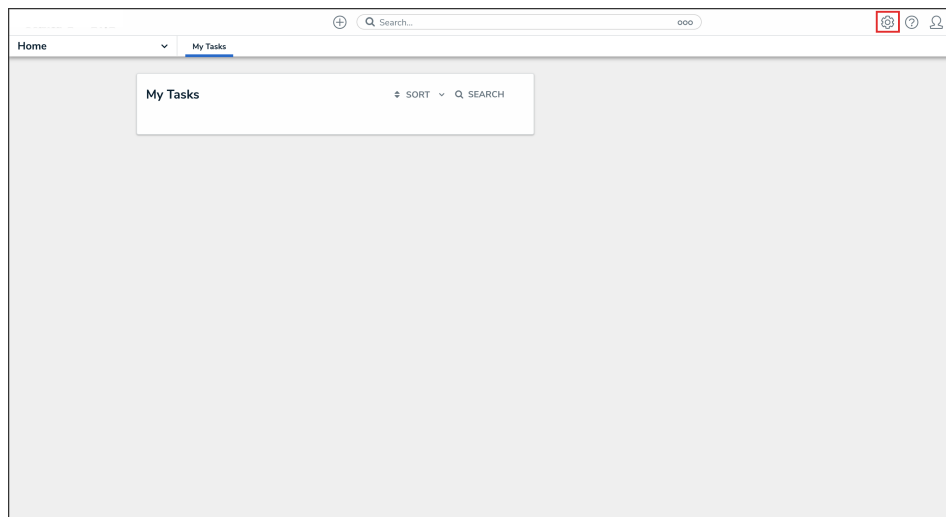
5. From the **Reset MFA for this user?** pop-up, click the **Reset MFA** button to confirm.



*Reset MFA For This User? Pop-up*

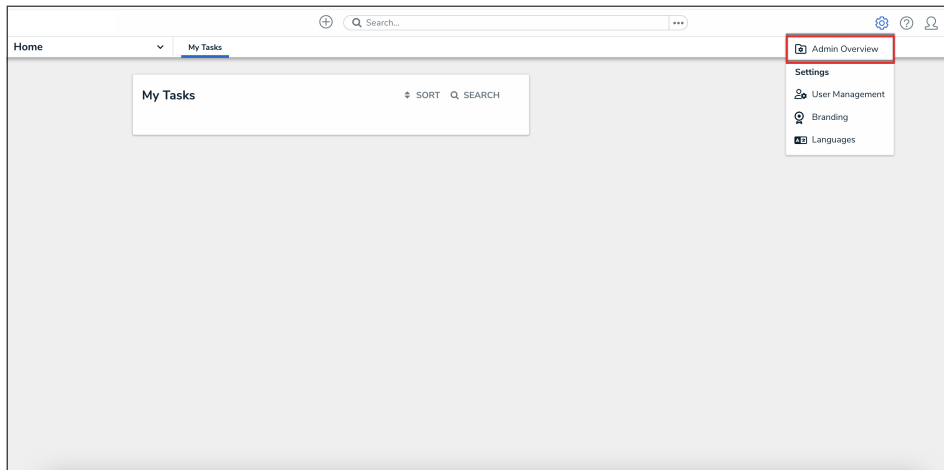
## Resetting Multi-Factor Authentication through Swagger

1. From the **Home** screen, click the **Administration** icon.



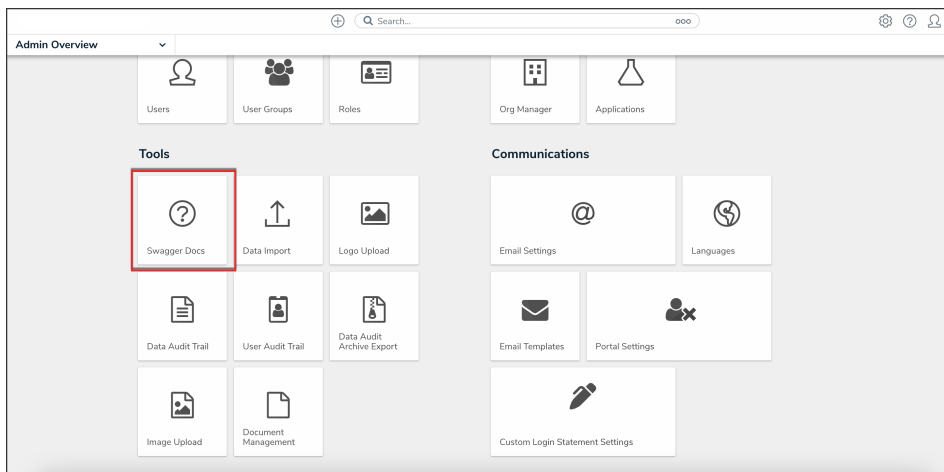
*Administration Icon*

2. From the Administrator settings menu, click **Admin Overview**.



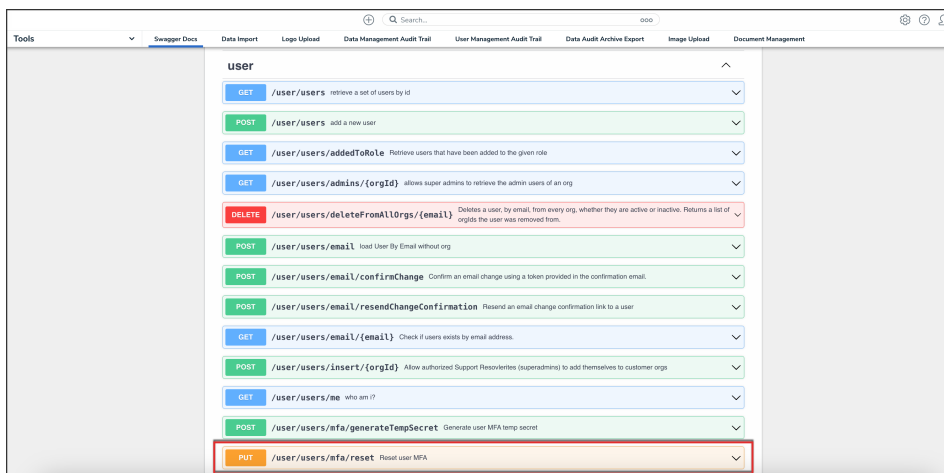
*Administrator Settings Menu*

3. From the **Admin Overview** screen, click the **Swagger Docs** tile under the **Tools** section.



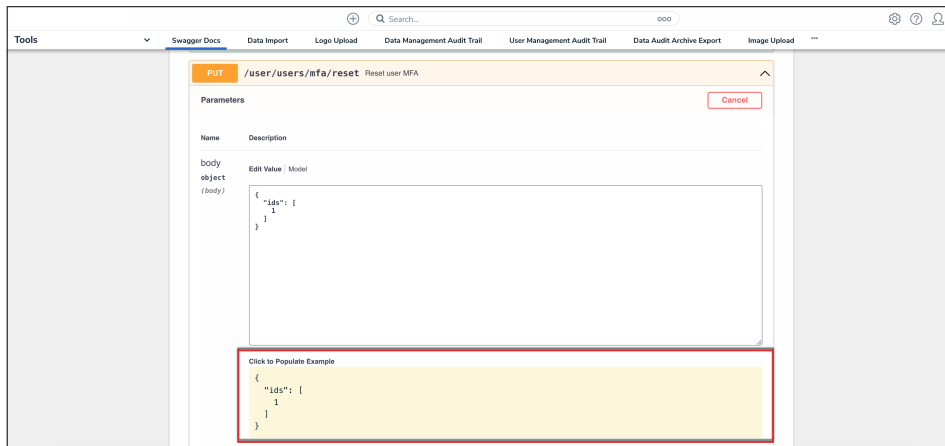
*Swagger Docs Tile*

4. From the **Admin: Help** screen, click the **user** topic to expand the list of endpoints and click **Put /user/users/mfa/reset** to open the parameters.



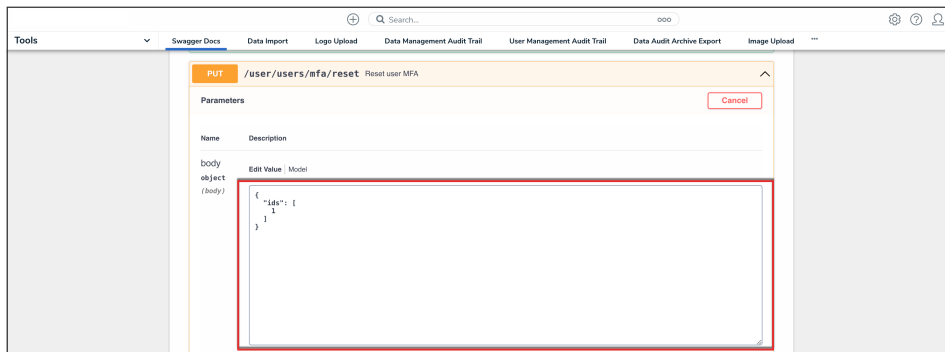
*API Endpoint*

5. Click the example value to load the call into the body.



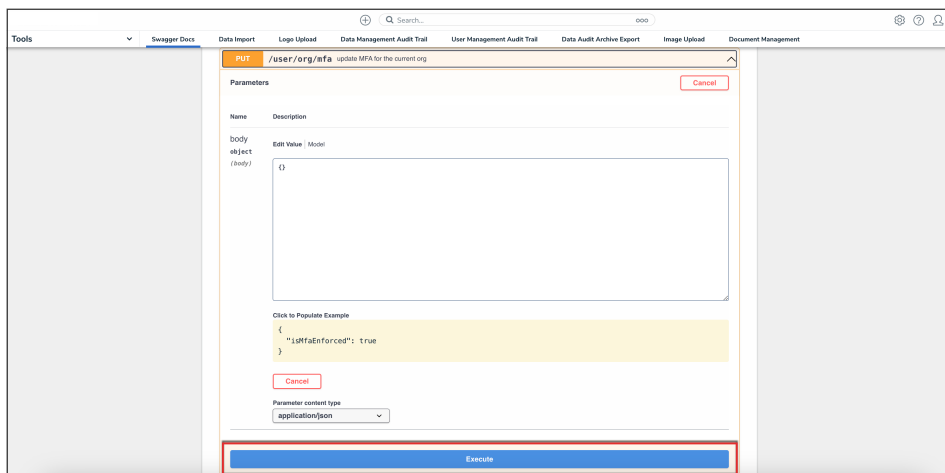
*Example Value*

6. In the body section, replace the **value 1** with the user ID. For information on how to retrieve a user ID, [click here](#).



*User ID Value*

7. Click the **Execute** button to execute the API call.



*Execute Button*