

Resetting Multi-Factor Authentication

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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.



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Administrator Settings Menu

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

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User Name

- 4. From the *Edit User* screen, under the **Account Status** section, click one of the following buttons:
 - Reset MFA For This User
 - Reset Org-Level MFA For This User

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Settings	V User Management Branding Languages		
	User Management : Edit User :	ADMIN	
	User Profile	Account Status	
	* First Name * Last Name	Enable User Access	
	* Email	Admin All Data Access	
	valentina.r@test.com	RESET ORG-LEVEL MFA FOR THIS USER	
	CHANGE USER INFORMATION	Language	
		English (United States) v	

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.

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	User Manageme	nt:Edit User:			ADMIN	
	User Profile			Account Status		
	* First Name	* Last Name		Enable User Access	Portal URL Access 🛛	
	Valentina	R		Admin	All Data Access	
	* Email valentina.r@test.com			Enforce org-level MFA 🥹		
				RESET ORG-LEVEL MFA FOR THIS U	JSER	
	CHANGE USER INFORMATION		Reset M	FA for this user?	×	
			Once MF multi-fac	A is reset, the user will need to setup thei tor authentication again.	r	
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Reset MFA For This User? Pop-up

Resetting Multi-Factor Authentication through Swagger

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

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Administration Icon

2. From the Administrator Settings menu, click Admin Overview.



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Administrator Settings Menu

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



Swagger Docs Tile

 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.



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Tools v Swagger Docs	Data Import Logo Upload Data Management Audit Trail User Management Audit Trail Data Audit Archive Export Image Upload Document Management	
	user ^	
	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	
	CET /user/users/admins/{orgId} allows super admins to retrieve the admin users of an org	
	Delete /user/users/deleteFromAllOrgs/{email} Deletes a use; by email, from every org, whether they are active or inactive. Returns a list of orgite the user was removed from.	
	POST /user/users/email Kond 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 charge 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 Resolventies (superadmins) to add themselves to customer orga	
	GET /user/users/me who am i?	
	POST /user/users/mfa/generateTempSecret Generate user MFA temp secret	
	Put /user/users/mfa/reset Reset Werk V	

API Endpoint

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

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Tools ~	Swagger Docs	Data Import	Logo Upload	Data Management Audit Trail	User Management Audit Trail	Data Audit Archive Export	Image Upload	
	PUT	/user/users	s/mfa/reset F	leset user MFA			^	
	Paramete	rs				Can	cel	
	Name	Description						
	body object	Edit Value Mod	el					
	(body)	{ "ids": [1 }						
		Click to Populat	e Example					
		{ "ids":] }						

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.

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Tools ~	Swa	gger Docs	Data Import	Logo Upload	Data Management Audit Trail	User Management Audit Trail	Data Audit Archive Export	Image Upload		
		PUT	/user/user	;/mfa/reset ⊨	ieset user MFA		Car			
		Name body object	Description Edit Value Mod	el						
		(body)	{ "ids": [1] }							
								â		

User ID Value

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



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Tools ~	Swagger D	locs	Data Import	Logo Upload	Data Management Audit Trail	User Management Audit Trail	Data Audit Archive Export	Image Upload	Document Management	
			PUT	/user/org/mfa	update MFA for the current org					
			Parameter	5				Cancel		
			Name	Description						
			body object	Edit Value Model						
			(body)	0						
				Click to Populate Ex	ample					
				{ "isMfaEnfo }	rced": true					
				Cancel						
				Parameter content t application/jsor	уре 1 ~					
						Execute				

Execute Button