Resetting Multi-Factor Authentication

Last Modified on 02/21/2025 9:55 am EST

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).
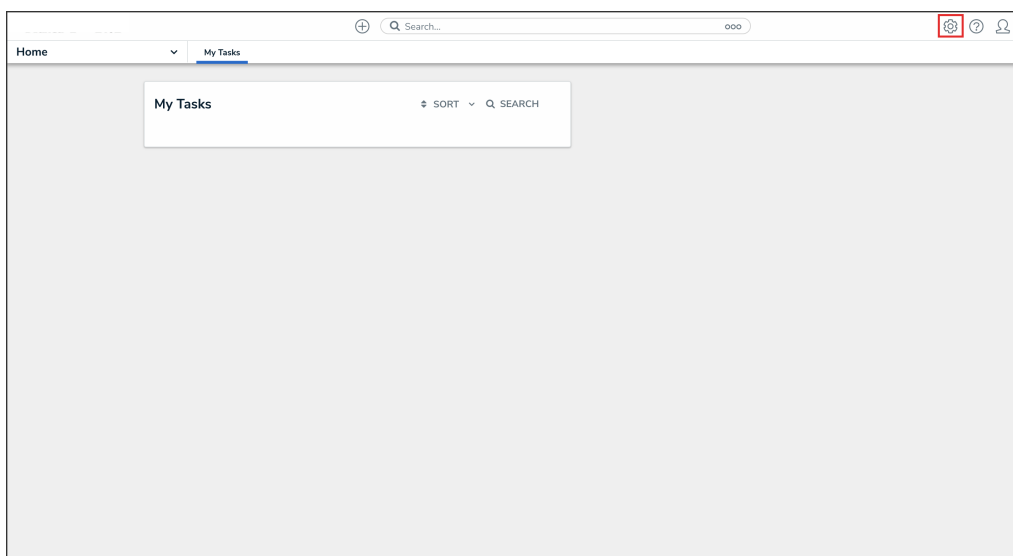
User Requirements

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.
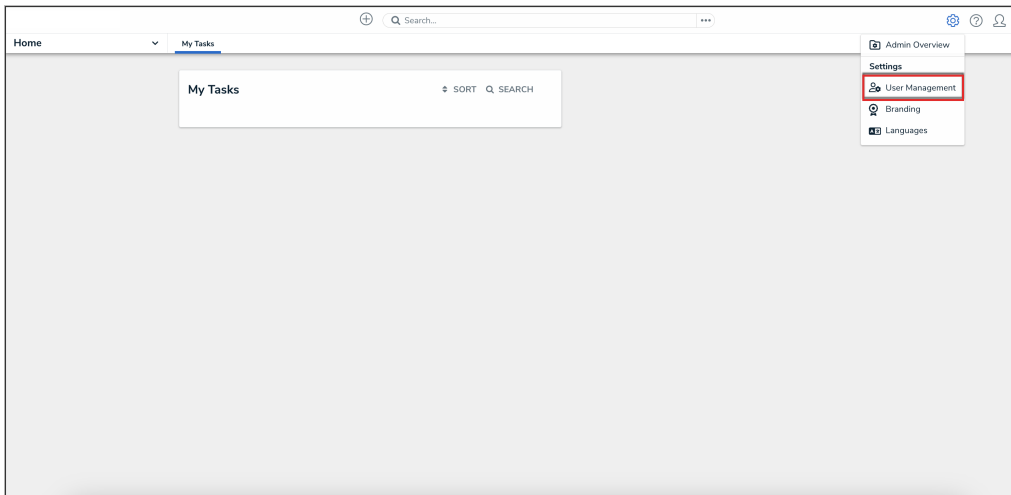
Resetting Multi-Factor Authentication through User Management

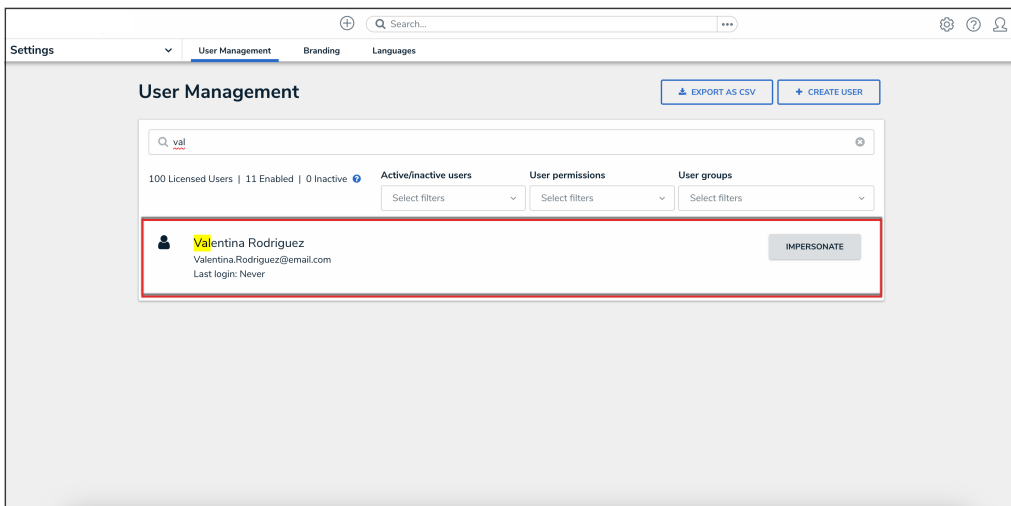1. From the *Home* screen, click the **Administration** icon.

Administration Icon

2. From the **Administrator Settings** menu, click **User Management**.
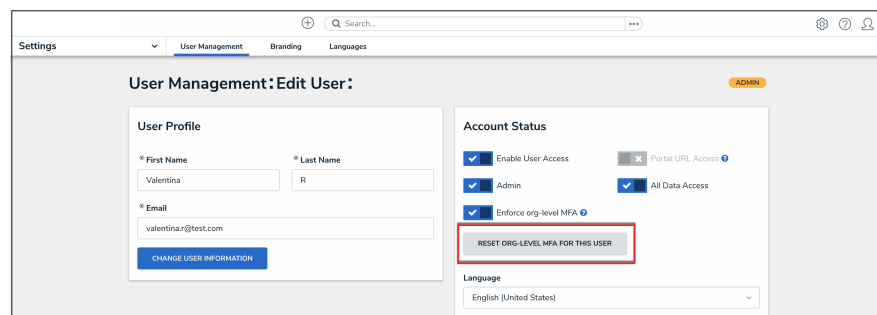
Administrator Settings Menu

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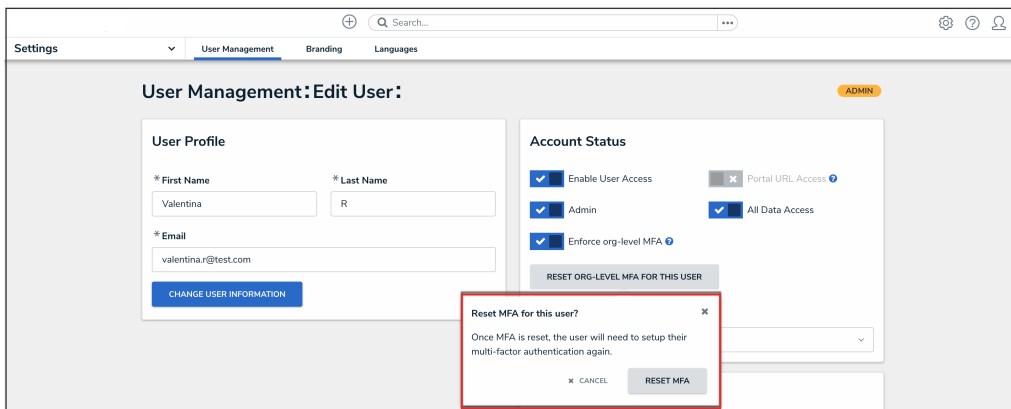

User Name

4. From the ***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**

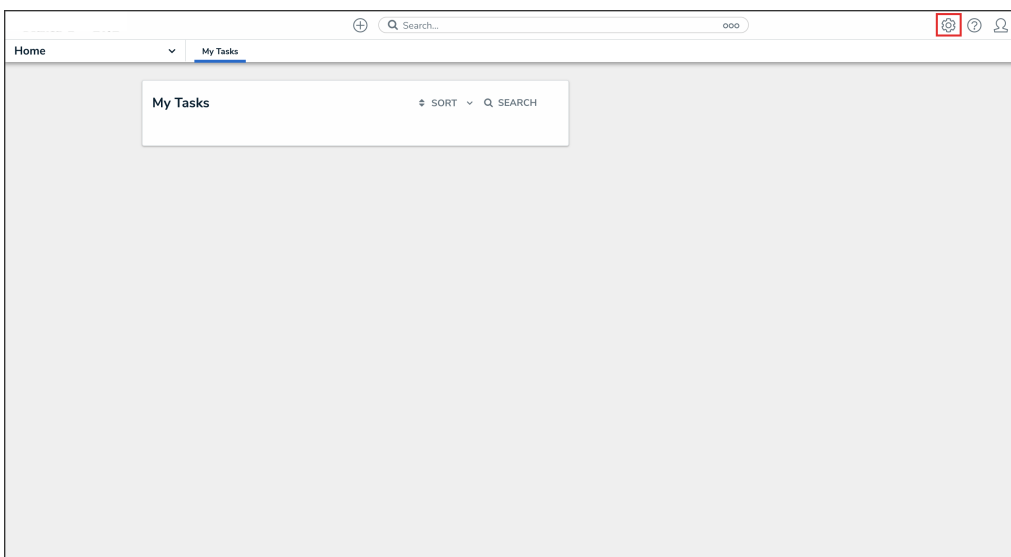*Reset Org-Level MFA For This User Button*

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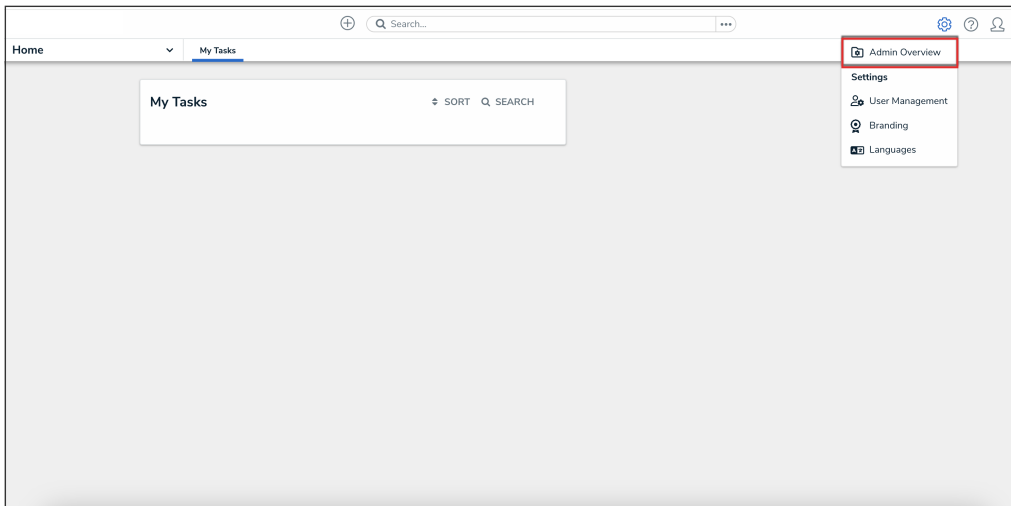

Reset MFA For This User? Pop-up

Resetting Multi-Factor Authentication through Swagger

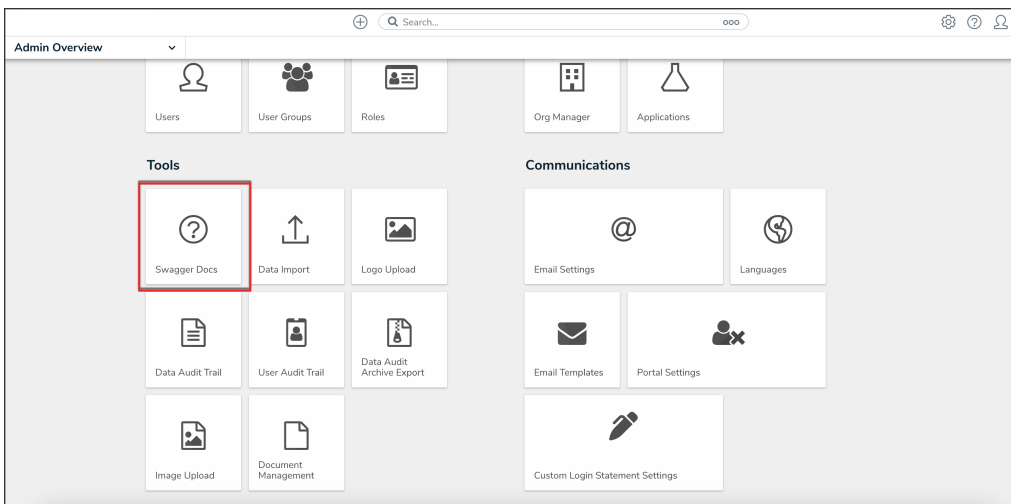1. From the ***Home*** screen, click the **Administration** icon.

Administration Icon

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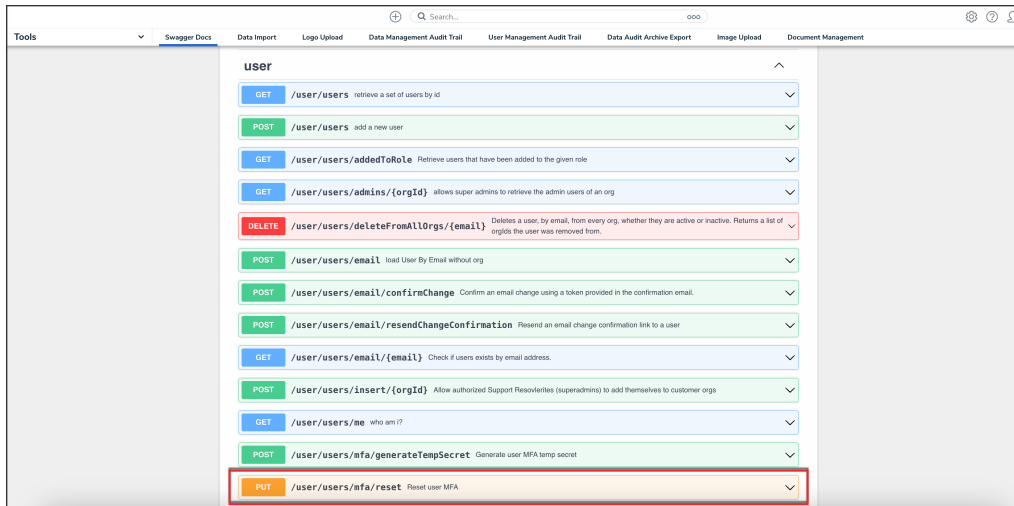
Administrator Settings Menu

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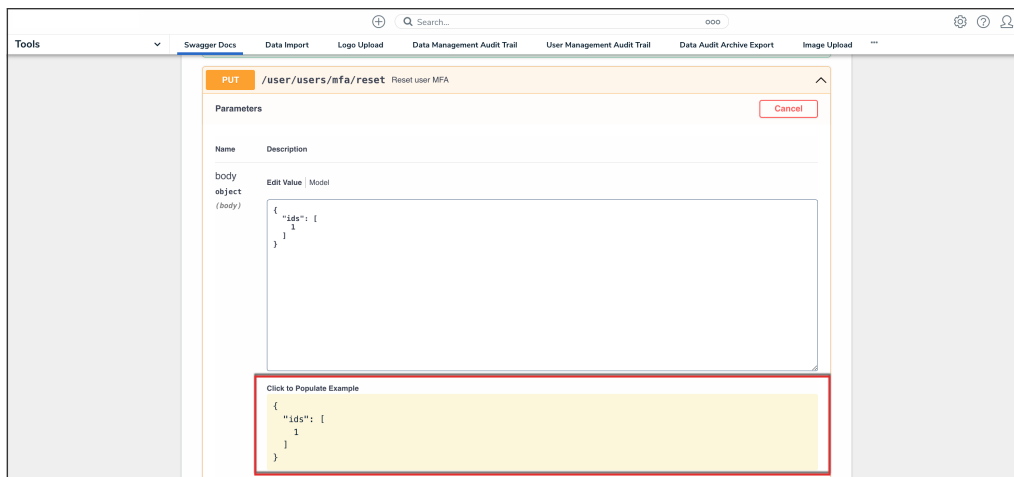

Swagger Docs Tile

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.
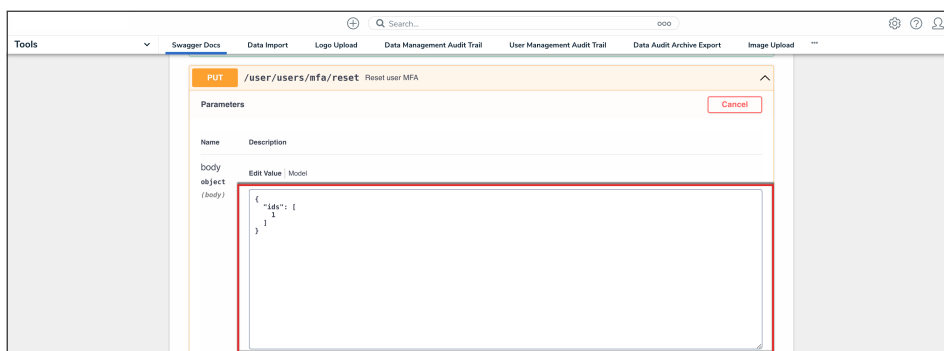
API Endpoint

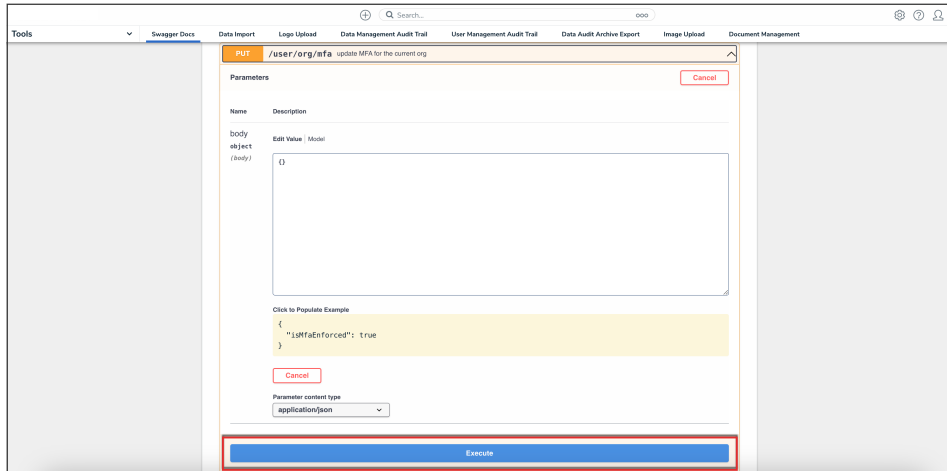5. Click the example value to load the call into the body.

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