Resetting Multi-Factor Authentication

Last Modified on 08/07/2024 1:15 pm EDT

Overview

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.
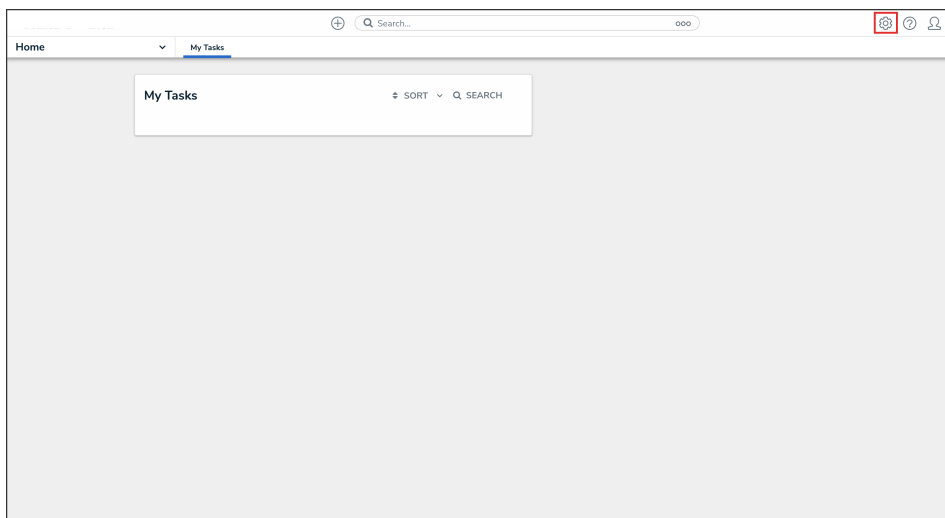
User Requirements

Only Administrators can enforce multi-factor authentication (MFA) on their Org.

Related Information/Setup

Please refer to the Multi-Factor Authentication Setup article for more information on setting up users with MFA.
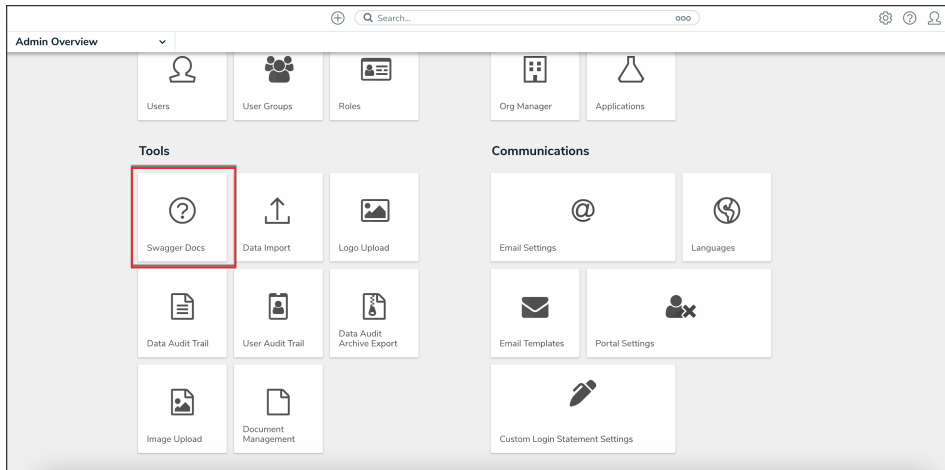
Navigation

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

Administration Icon

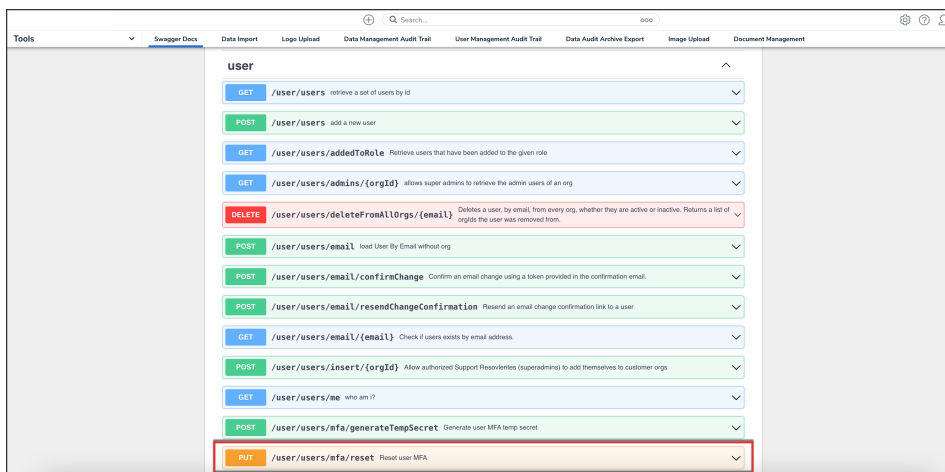2. From the **Admin Overview** screen, click the **Swagger Docs** tile under the **Tools** section.
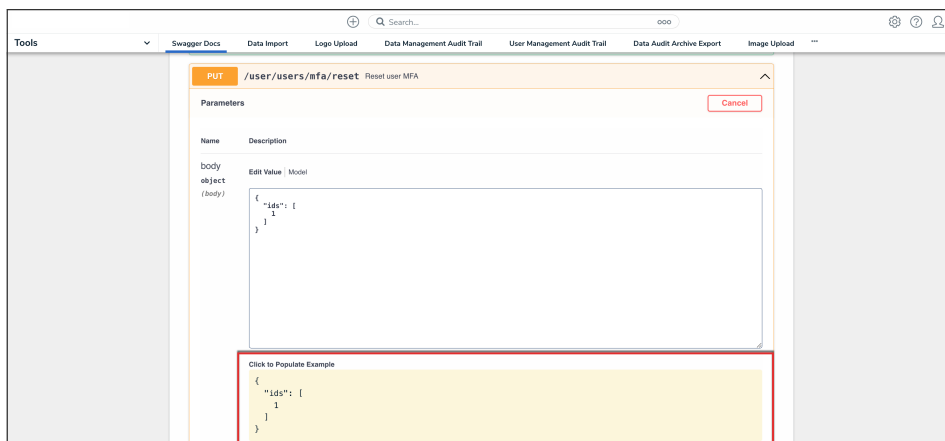
Swagger Docs Tile

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1. 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.
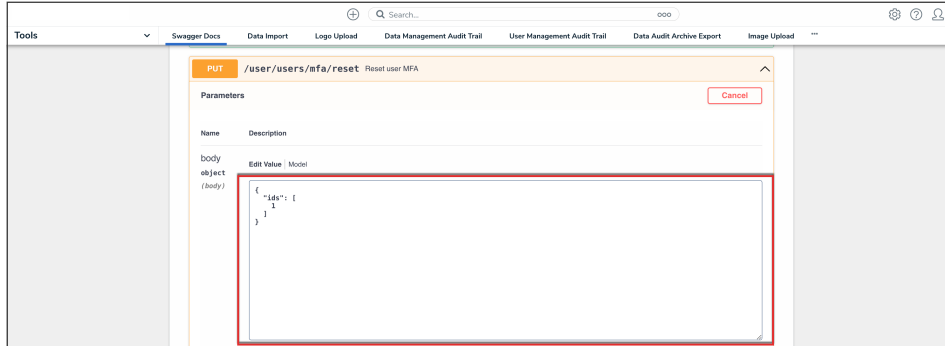

API Endpoint

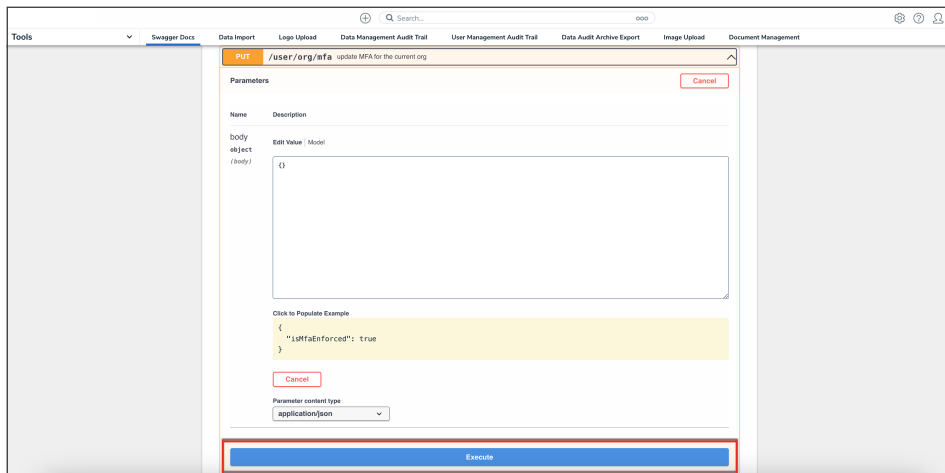2. Click the example value to load the call into the body.

Example Value

3. 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

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

Execute Button