

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

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# Overview

If a user has multi-factor authentication (MFA) set up but needs to access a specific Org without MFA, an Administrator can disable MFA for that Org either through the **User Management** screen or API (Swagger).

## **User Account Requirements**

Only Administrators can opt users out of MFA on their Org.

## **Related Information/Setup**

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

### **Opting Out of Multi-Factor Authentication for a User 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 opt out of MFA and click their name.

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	4	<mark>Val</mark> entina Rodrig Valentina.Rodriguez@ Last login: Never	uez Nemail.com				IMPERSONATE	

User Name

4. From the User Management: Edit User screen, navigate to the Account Status section.

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Settings	✓ User Management Br	randing Languages		
	User Management:	Edit User : Valentina Ro	odriguez	
	User Profile		Account Status	
	* First Name	* Last Name	Enable User Access Portal URL Access 0	
	Valentina	Rodriguez	X Admin X All Data Access	
	* Email		Enforce org-level MFA 😧	
	Valentina.Rodriguez@email.com			
	CHANGE USER INFORMATION		RESEL ORG-LEVEL MPA FOR THIS USER	
			Language	
			English (United States) ~	

Account Status Section

5. Click the **Enforce org-level MFA** toggle switch to turn it off to opt the user out of MFA for that Org.



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Settings	User Management Branding Languages		
	User Management:Edit User:Val	entina Rodriguez	
	User Profile	Account Status	
	* First Name * Last Name	Enable User Access Portal URL Access 🕑	
	Valentina Rodriguez	Admin All Data Access	
	* Email	Enforce org-level MFA 2	
	Valentina.Rodriguez@email.com	RESET ORG-LEVEL MFA FOR THIS USER	
	CHANGE USER INFORMATION		
		Language	
		English (United States)	

Enforce Org-Level MFA Toggle Switch

### **Opting Out of Multi-Factor Authentication for a User through Swagger**

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. 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/{id}/membership to open the parameters.

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Tools	×	Swagger Docs	Data Import Logo Uplos	ad Data Management Audit Trail	User Management Audit Trail	Data Audit Archive Export	Image Upload	Document Management	~ 0
			user				/	<b>`</b>	
			GET /user/use	rs/me who am i?				~	
			POST /user/use	rs/mfa/generateTempSecret	Generate user MFA temp secret			~	
			PUT /user/use	rs/mfa/reset Reset user MFA				~	
			POST /user/use	rs/mfa/validateCode Validate	mfa temp secret with 6 digits token to	complete mfa setup process.		~	
			GET /user/use	rs/page retrieve a page of users				~	
			GET /user/use	rs/removedFronRole Retrieve	users that have lost access to the given	role		~	
			GET /user/use	rs/retrieveNotExcludeFrom	MembershipUserCounts	rieves count of users that are not eints	xcluded from membershi	<sup>0</sup> ~	
			GET /user/use	rs/updatedByRole Retrieve up:	lated users from the given role			~	
			DELETE /user/use	rs/{id} delete a user				✓	
			GET /user/use	rs/{id} load a user				~	
			PUT /user/use	rs/{id} update a user				~	
			PUT /user/use	rs/{id}/membership update a	users membership				

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	Document Management	
			Put	/user/users/	<b>{id}∕membership</b> updatesu	sers membership		Cancel		
			Name	Description						
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				Click to Populate E { "isActive" "isAdmin" "allAccess "mfaOptOu" "excludeF "hasAdvand }	cample ': true, :": true, :": true, :": true, cedPermissions": true					

Example Value

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

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Edit Body

7. Enter the user ID in the **id** field. For information on how to retrieve a user ID, click here.

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		-masAdvar }	ronMembershipCou coedPermissions":	nt": true, true				

ID Field

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



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Execute Button