Opt-Out Multi-Factor Authentication for a Specific User

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

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).
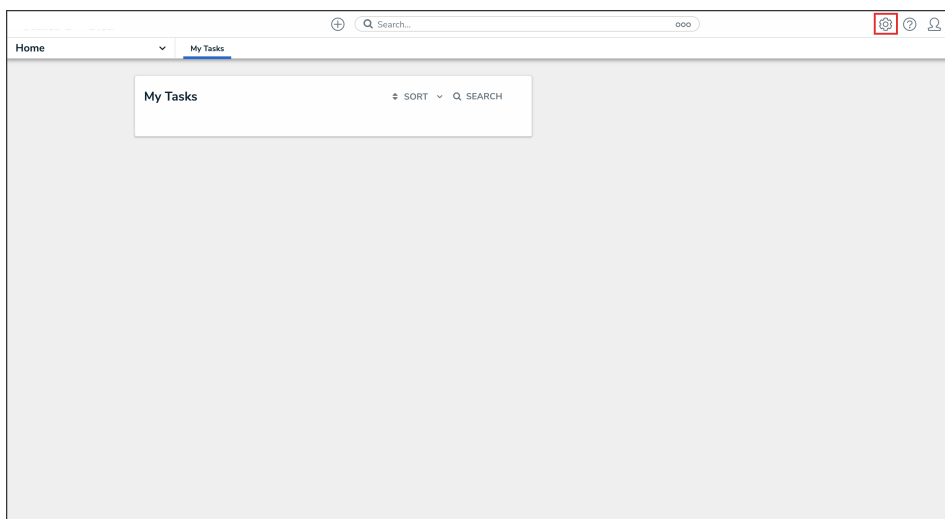
User Account Requirements

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.
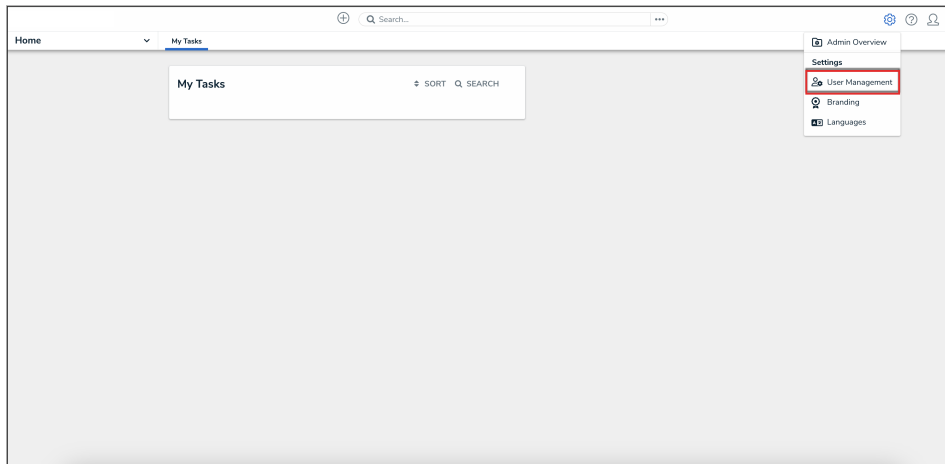
Opting Out of Multi-Factor Authentication for a User through User Management

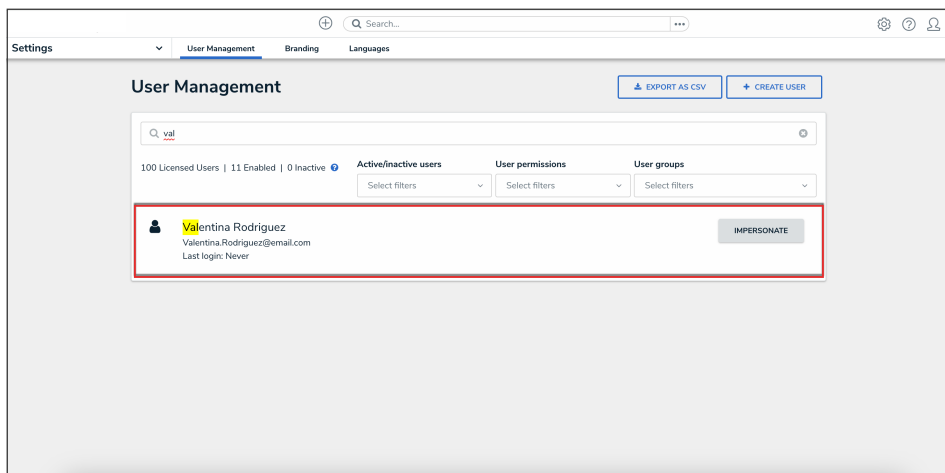1. From the ***Home*** screen, click the **Administration** icon.

Administration Icon

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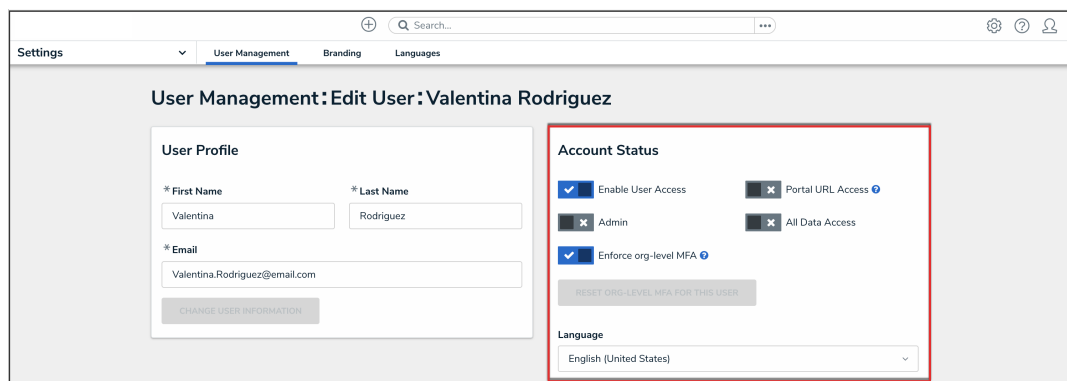
Administrator Settings Menu

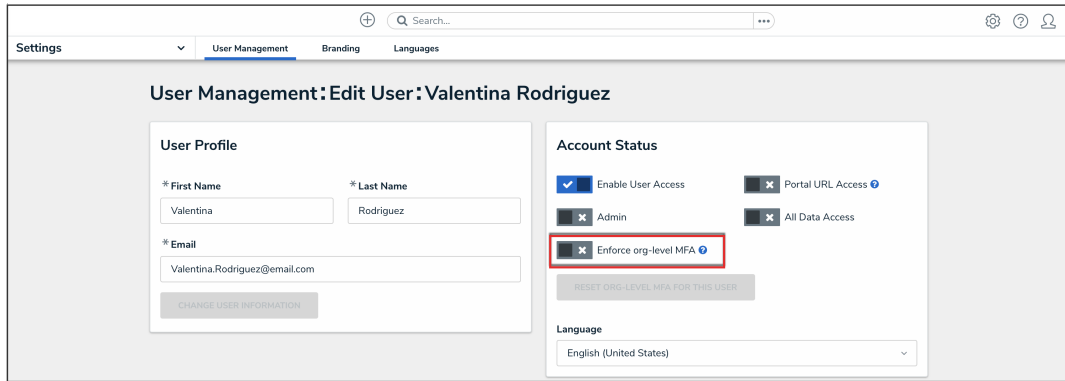3. Search the name of the user you want to opt out of MFA and click their name.

User Name

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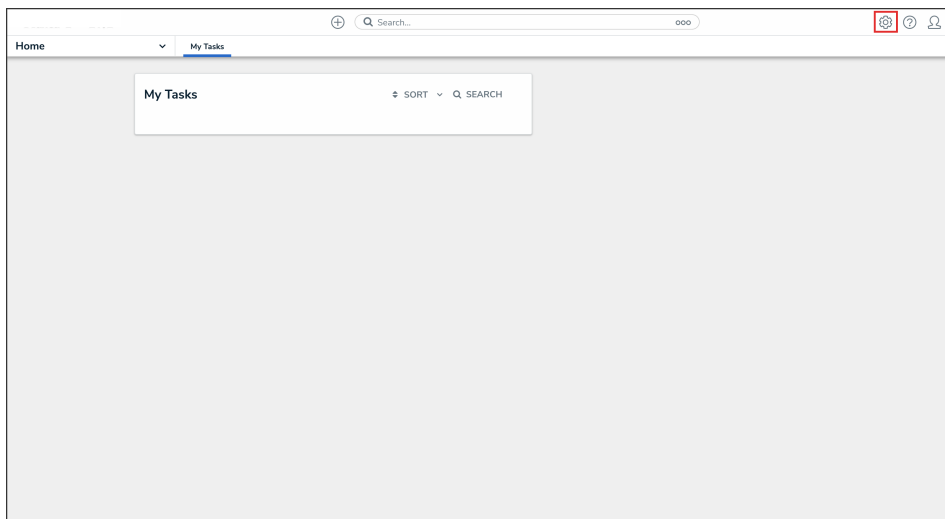

Account Status Section

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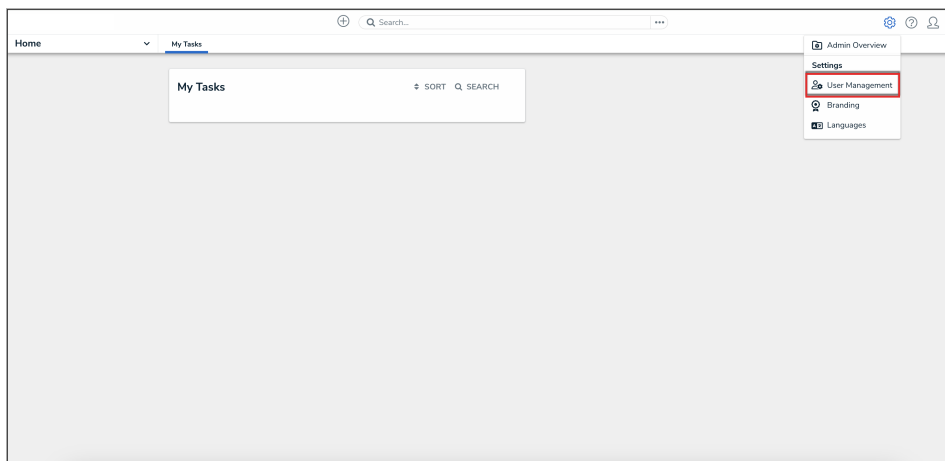
Enforce Org-Level MFA Toggle Switch

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

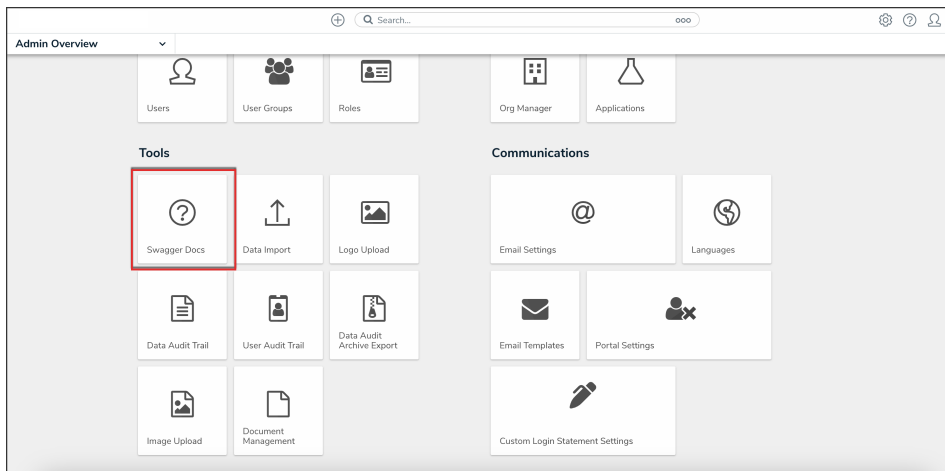1. From the **Home** screen, click the **Administration** icon.

Administration Icon

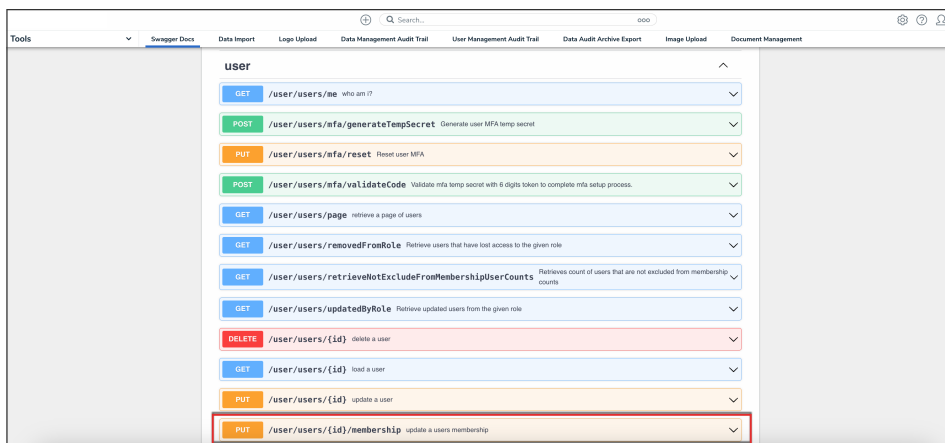2. From the Administrator settings menu, click **User Management**.

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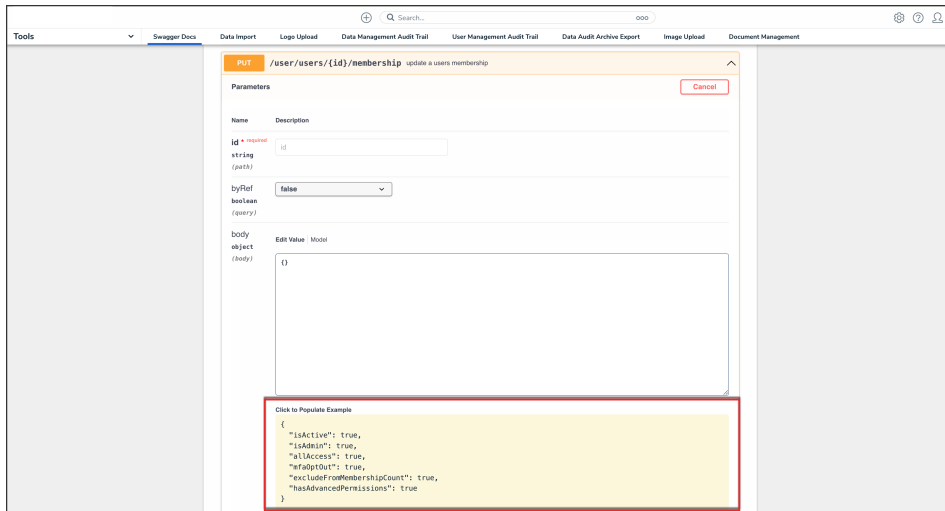

Swagger Docs Tile

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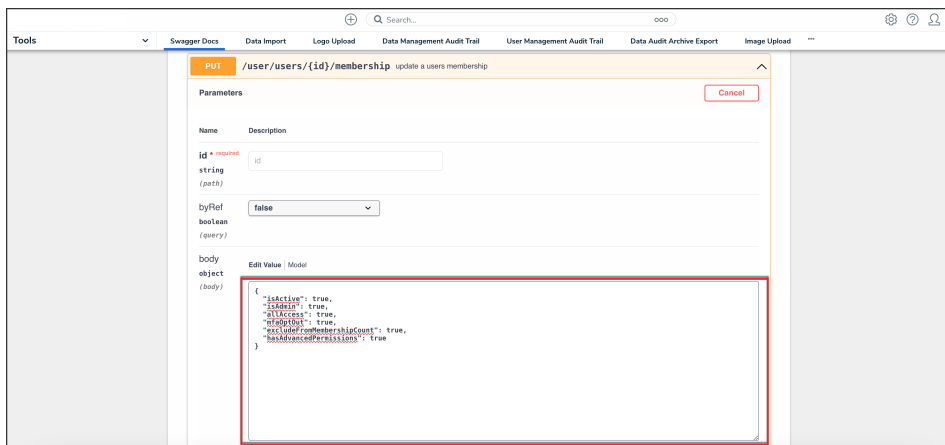

API Endpoint

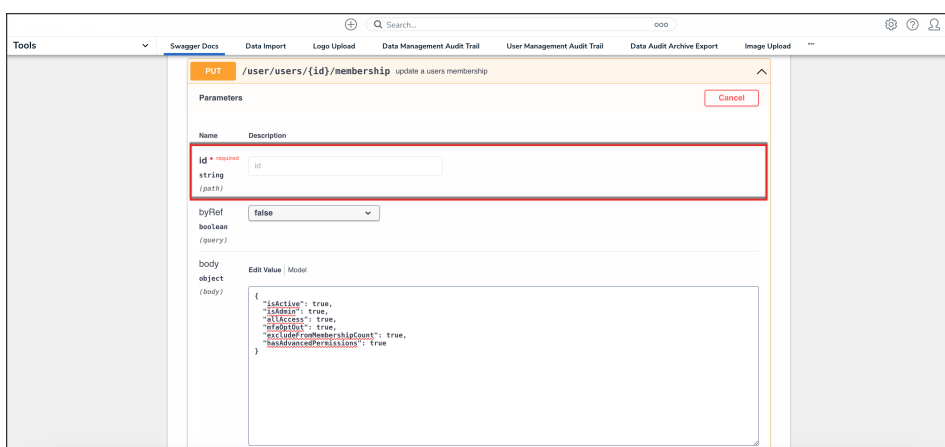5. Click the example value to load the call into the body.

Example Value

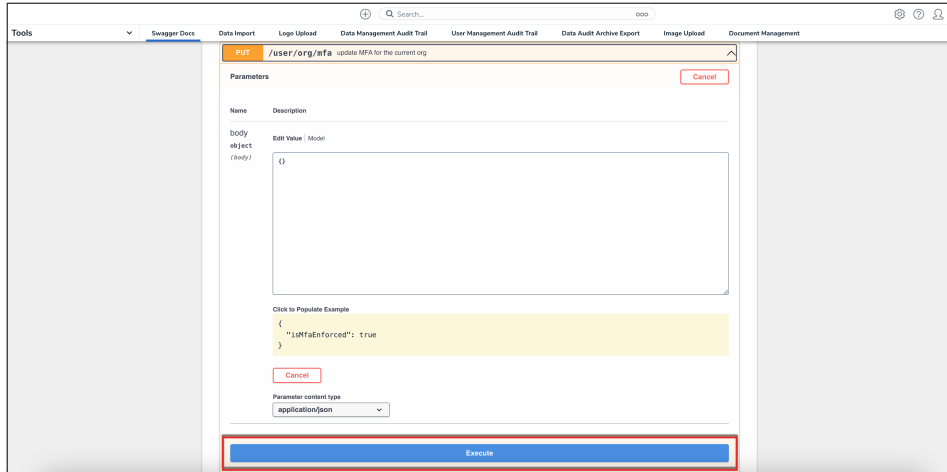6. Delete all additional calls and commas, excluding **"mfaOptOut": true**.

Edit Body

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

ID Field

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

Execute Button