

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

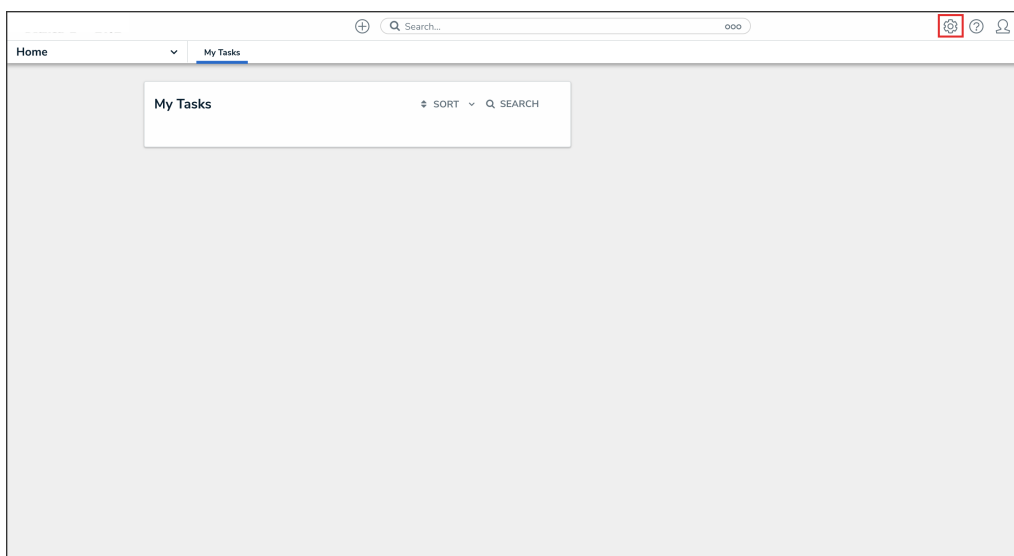
Only Administrators can reset MFA for users on their Org.

Related Information/Setup

Please refer to the [Multi-Factor Authentication Setup article](#) for more information on setting up users with MFA.

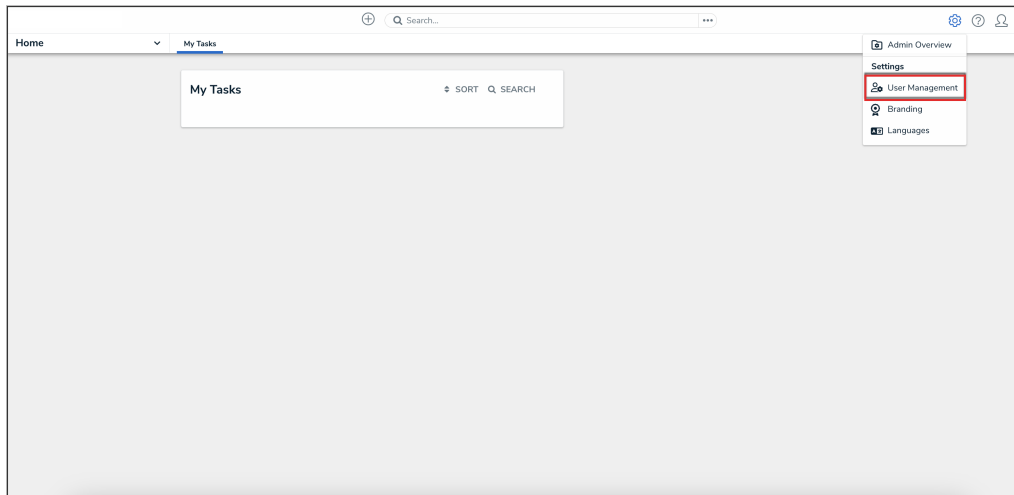
Resetting Multi-Factor Authentication through User Management

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



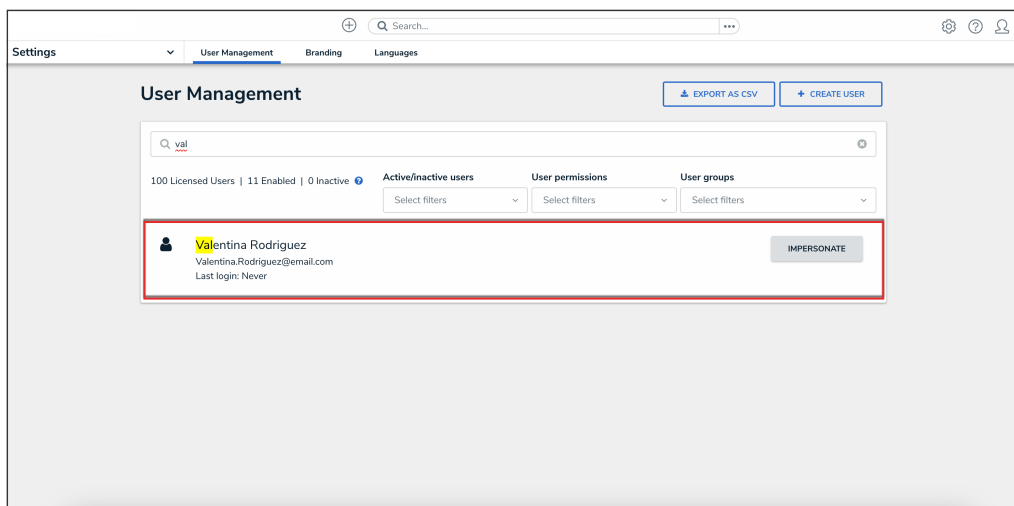
Administration Icon

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



Administrator Settings Menu

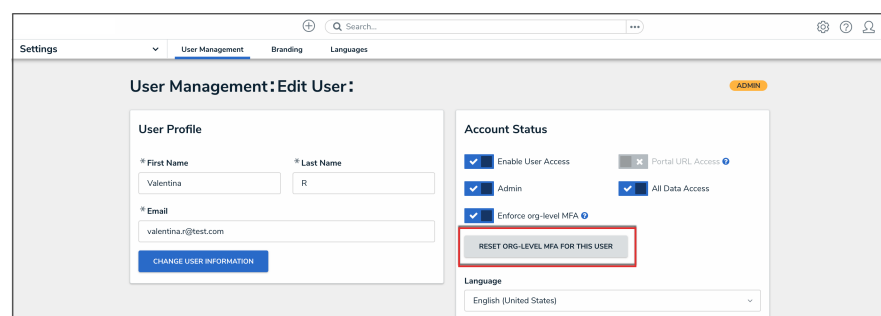
3. Search the name of the user you want to reset MFA for and click their name.



User Name

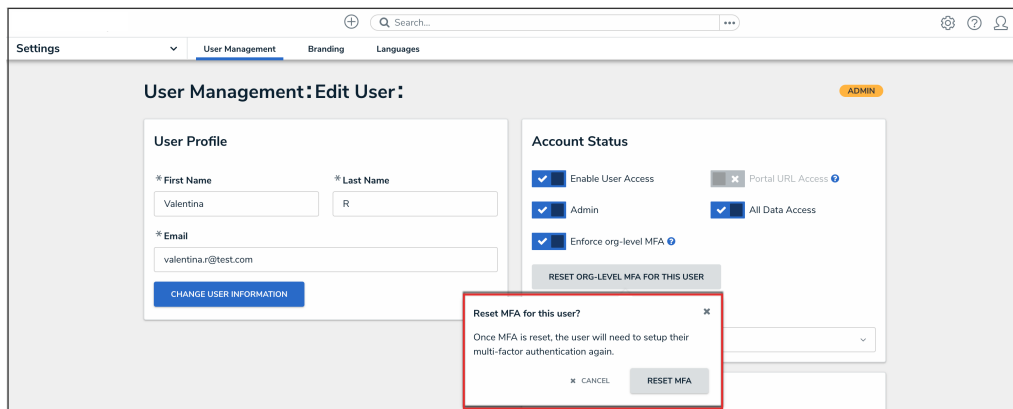
4. From the **Edit User** screen, under the **Account Status** section, click one of the following buttons:

- **Reset MFA For This User**
- **Reset Org-Level MFA For This User**



Reset Org-Level MFA For This User Button

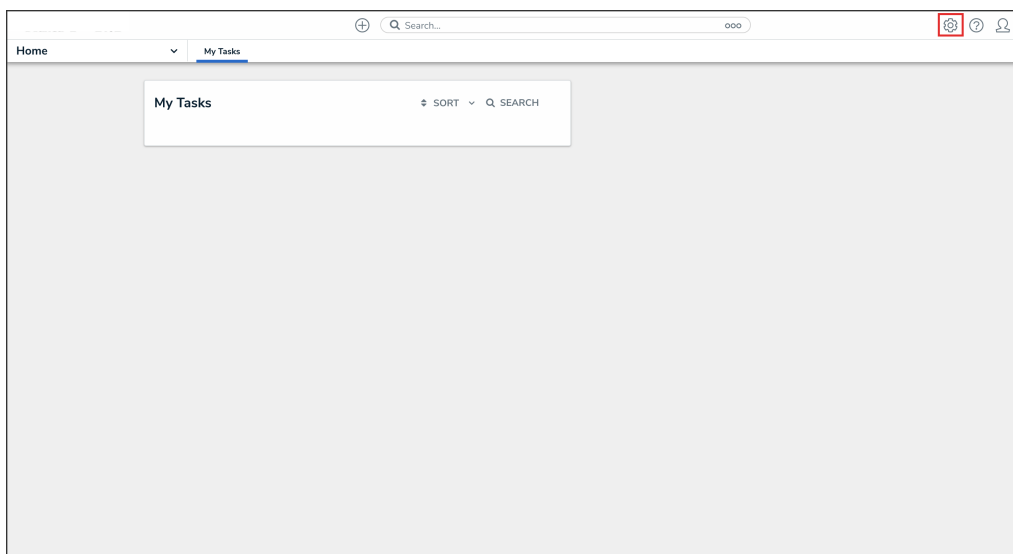
- From the **Reset MFA for this user?** pop-up, click the **Reset MFA** button to confirm.



Reset MFA For This User? Pop-up

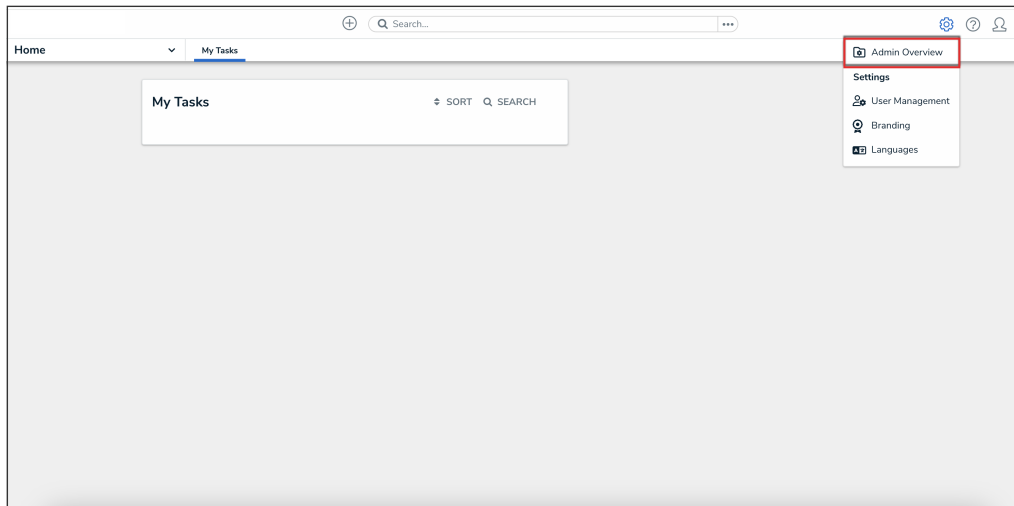
Resetting Multi-Factor Authentication through Swagger

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



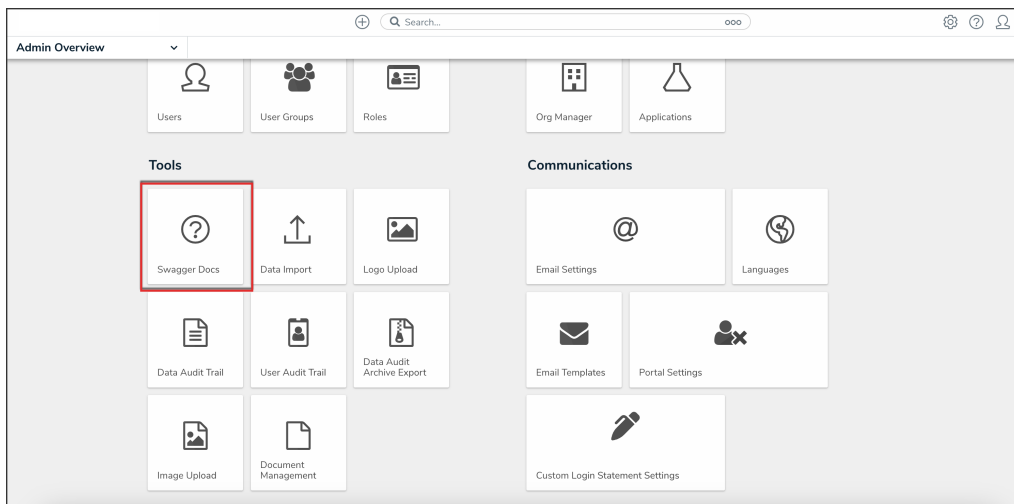
Administration Icon

- From the **Administrator Settings** menu, click **Admin Overview**.



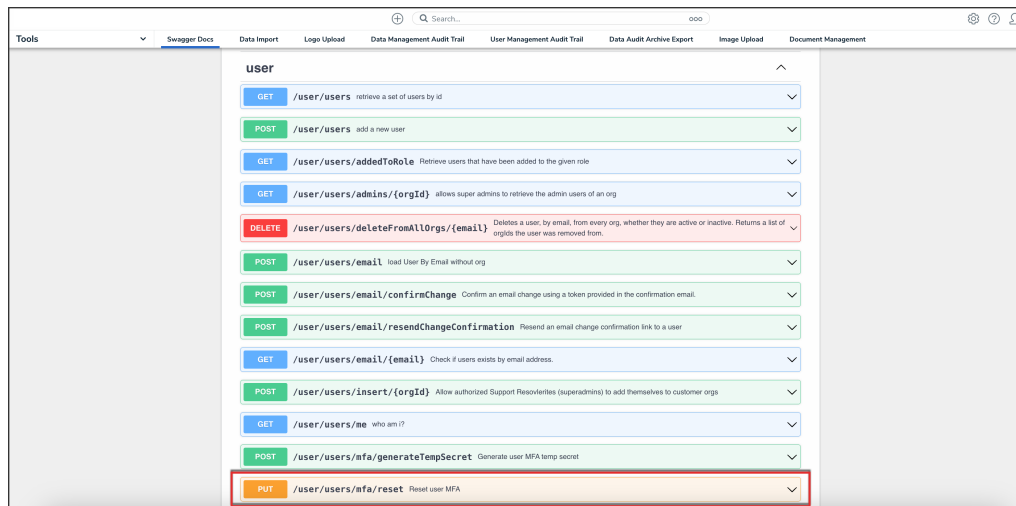
Administrator Settings Menu

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



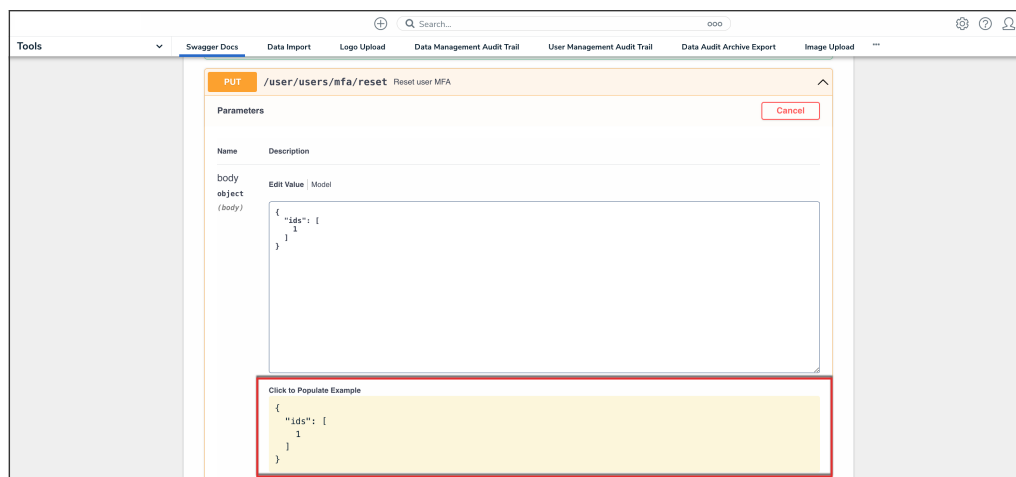
Swagger Docs Tile

- 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.



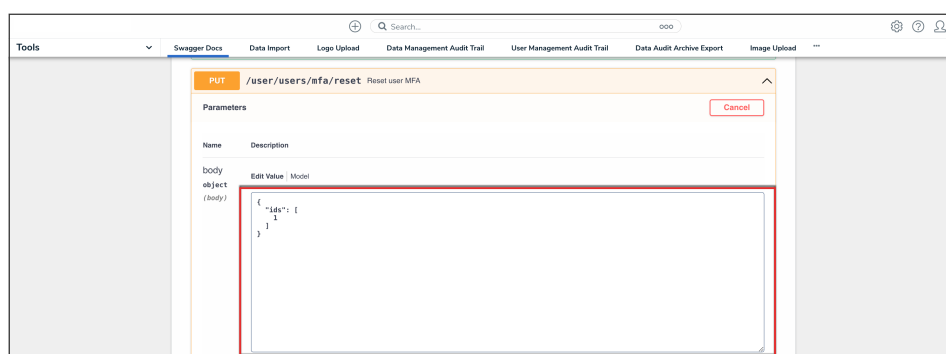
API Endpoint

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



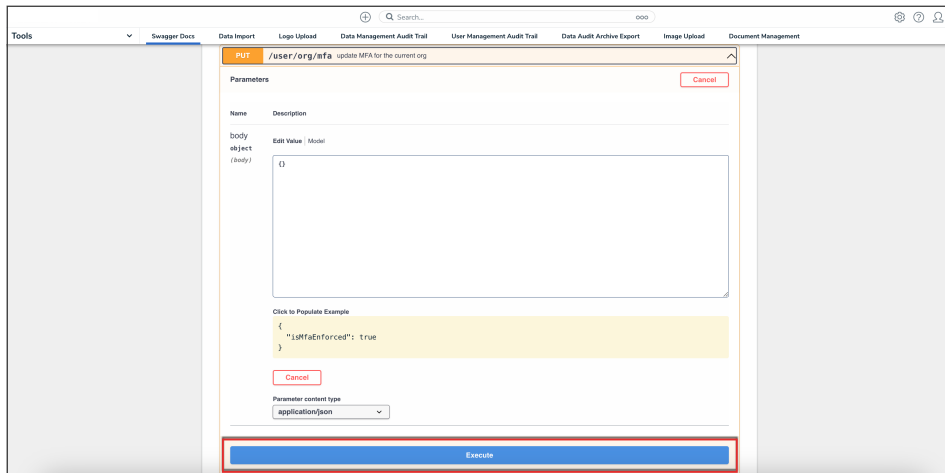
Example Value

- 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

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



Execute Button