

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

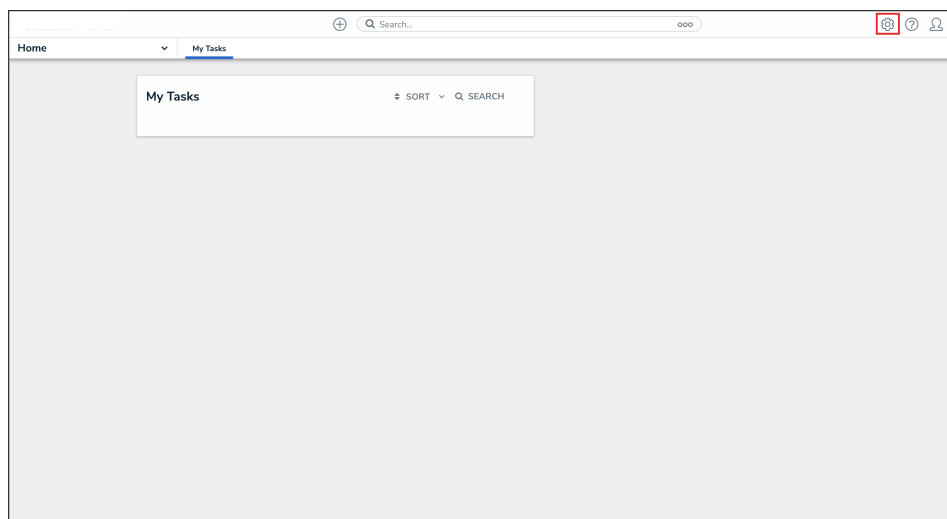
Only Administrators can opt users out of MFA on their Org.

Related Information/Setup

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

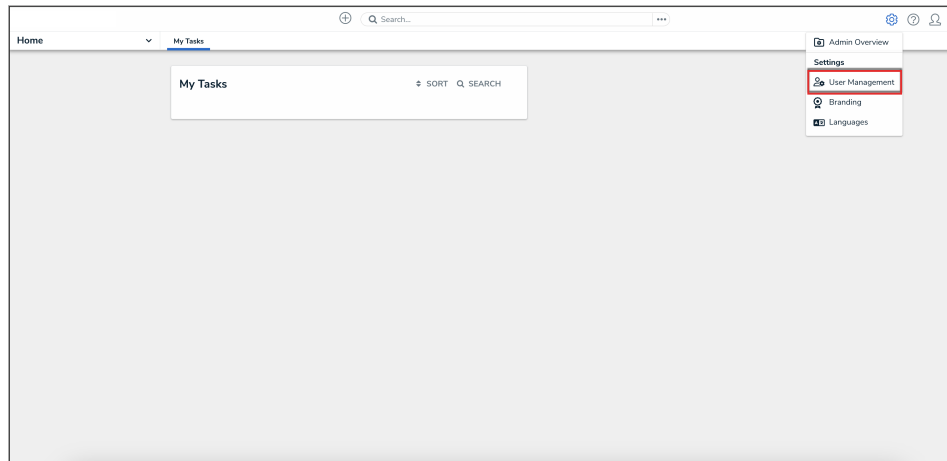
Opting Out of Multi-Factor Authentication for a User through User Management

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



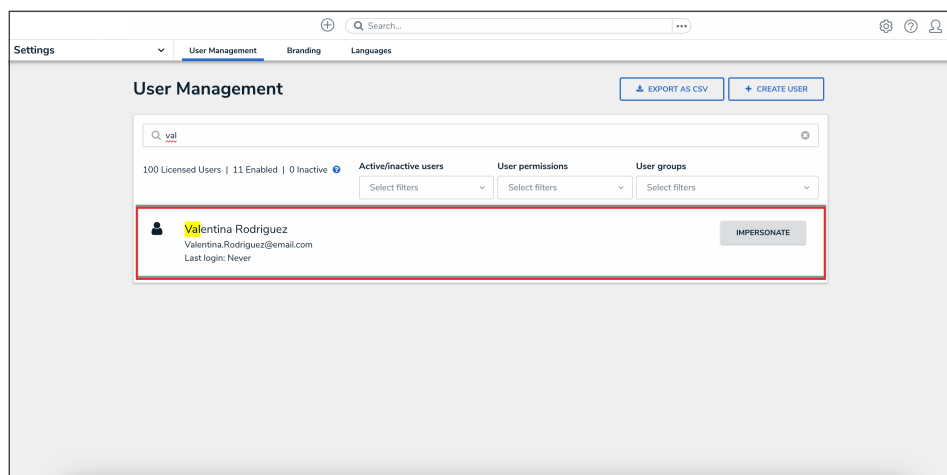
Administration Icon

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



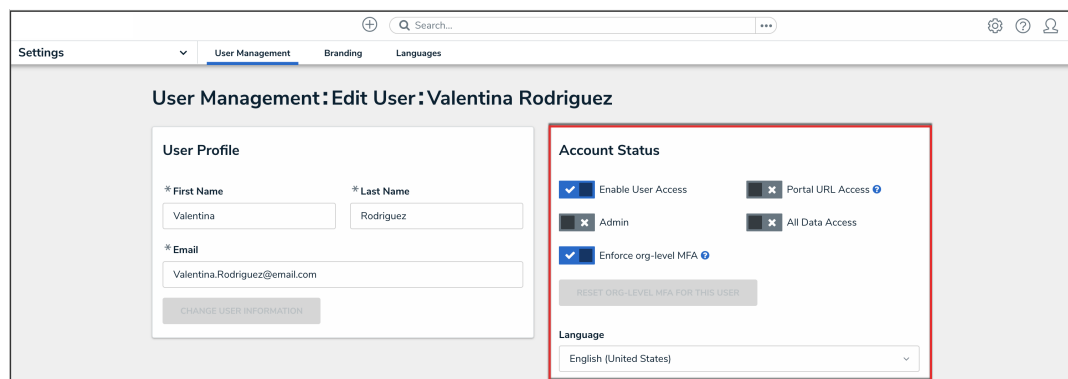
Administrator Settings Menu

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



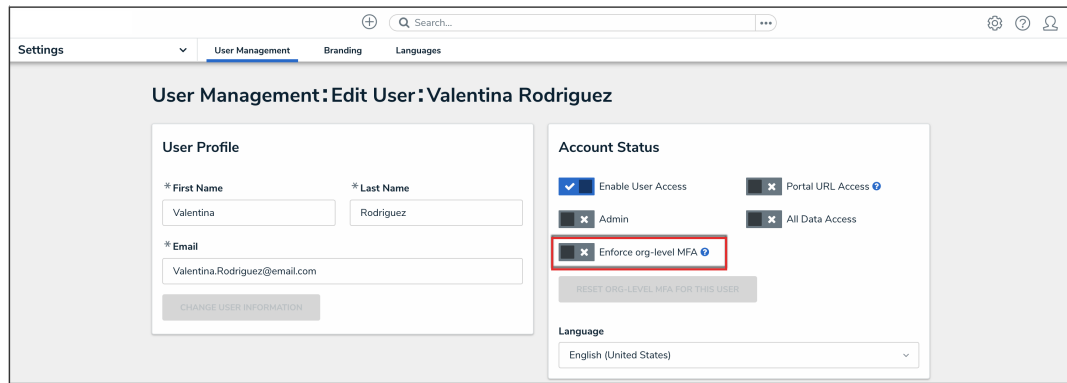
User Name

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



Account Status Section

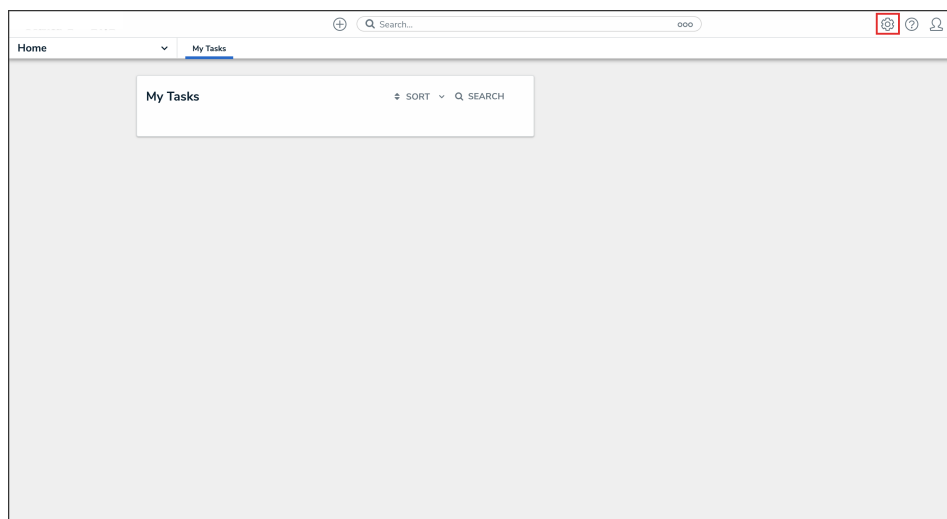
5. Click the **Enforce org-level MFA** toggle switch to turn it off to opt the user out of MFA for that Org.



Enforce Org-Level MFA Toggle Switch

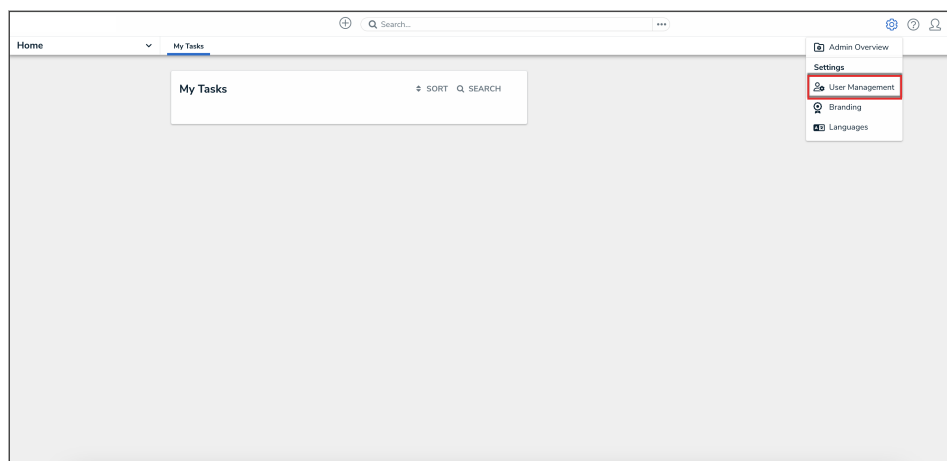
Opting Out of Multi-Factor Authentication for a User through Swagger

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



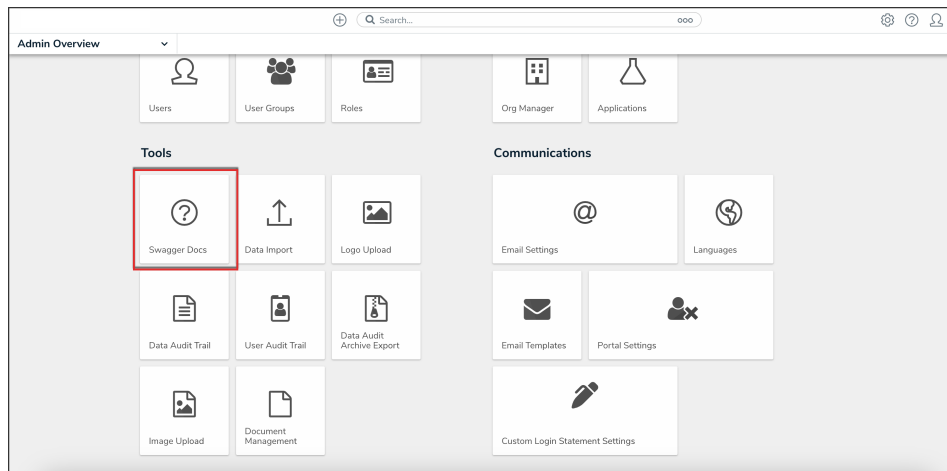
Administration Icon

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



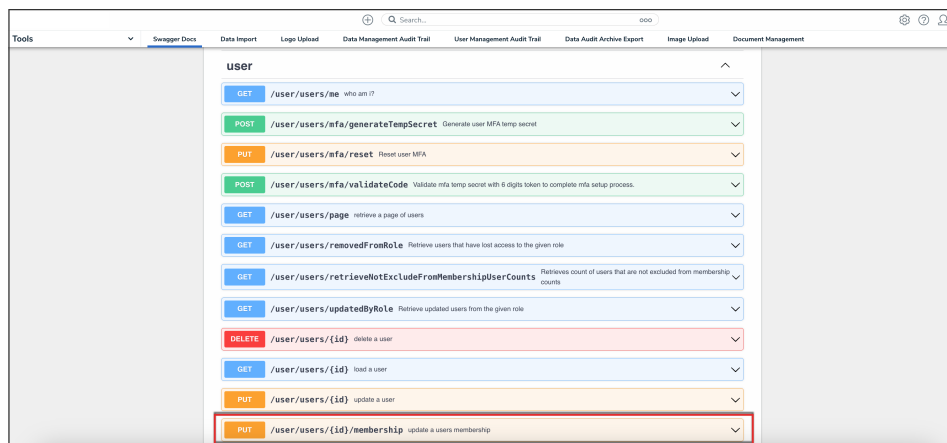
Administrator Settings Menu

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



API Endpoint

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

PUT /user/users/{id}/membership update a users membership

Parameters

Name	Description
id * required	id
string	(path)
byRef	false
boolean	(query)

body

object

object

body

Click to Populate Example

```
{
  "isActive": true,
  "isAdmin": true,
  "allAccess": true,
  "mfaOptOut": true,
  "excludeFromMembershipCount": true,
  "hasAdvancedPermissions": true
}
```

Example Value

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

PUT /user/users/{id}/membership update a users membership

Parameters

Name	Description
id * required	id
string	(path)
byRef	false
boolean	(query)

body

object

object

body

```
{
  "isActive": true,
  "isAdmin": true,
  "allAccess": true,
  "mfaOptOut": true,
  "hasAdvancedPermissions": true
}
```

Edit Body

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

PUT /user/users/{id}/membership update a users membership

Parameters

Name	Description
id * required	id
string	(path)
byRef	false
boolean	(query)

body

object

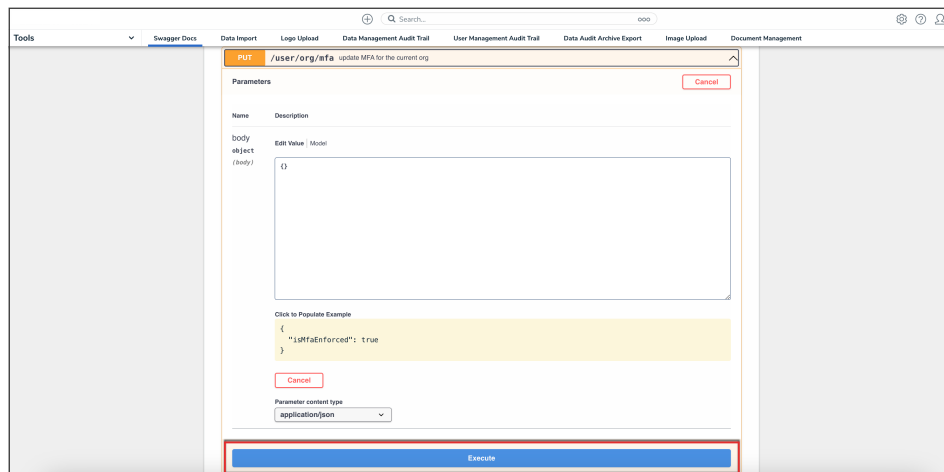
object

body

```
{
  "isActive": true,
  "isAdmin": true,
  "allAccess": true,
  "mfaOptOut": true,
  "hasAdvancedPermissions": true
}
```

ID Field

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



Execute Button