

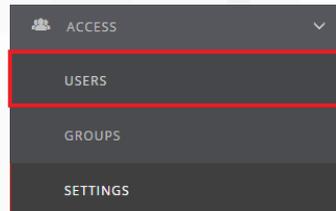


MFA reset—user recovery

1 Select **ACCESS** from the left-hand navigation panel



2 Select **USERS** from the drop-down menu



3 Select the required User from the drop-down menu, or search for their name from the top right

3 Select **RESET**



3 Select **CONFIRM**

Reset MFA

You are about to reset this users MFA token configuration. When they next login they will be asked to setup a Mobile Authenticator App.

X CANCEL

✓ CONFIRM

The following automatically generated message should now appear, indicating the user's MFA has been reset.



Success
The user's MFA has been reset.