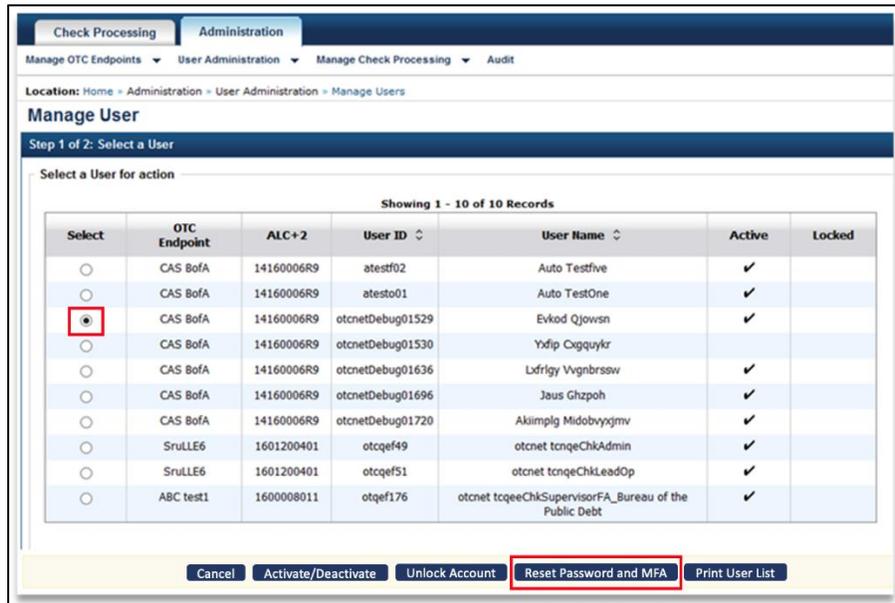


## Reset a User Password and Multi-Factor Authentication (MFA)

To reset a user password, complete the following steps:

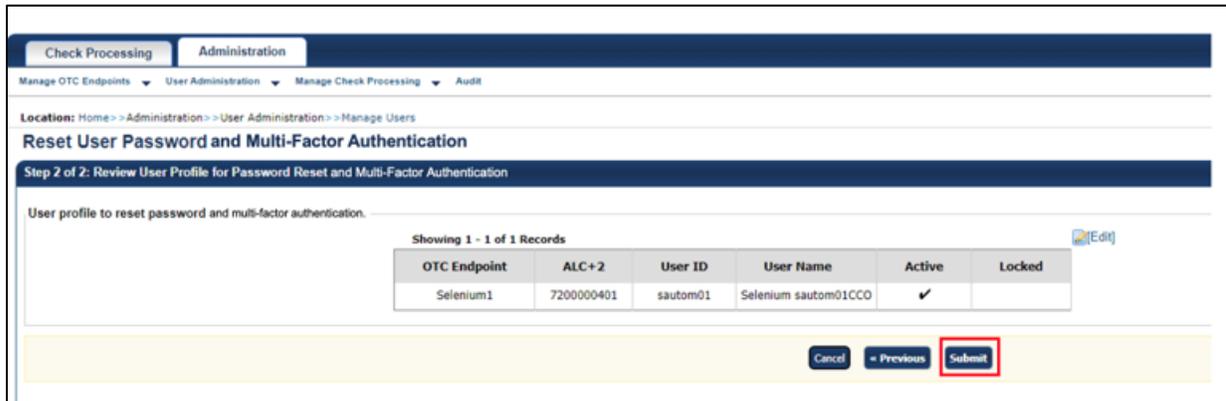
1. From the **Administration** tab, select **User Administration>Manage Users**. The *Step 1 of 2 Select a User* page appears.
2. Select the **user profile radio button** for the password you want to reset.
3. Select the **Reset Password and MFA** button as shown in Figure 1.

**Figure 1. Step 1 of 2: Select a User (Resetting a User Password and MFA)**



4. The *Step 2 of 2 Review User Profile for Password Reset and Multi-Factor Authentication* page appears. Verify the following user's profile password and MFA should be reset and select **Submit** as shown in Figure 2.

**Figure 2: Step 2 of 2: Review User Profile for Password Reset and MFA**



5. The system resets user **MFA** status as part of this step. User will need to set up the **MFA** again upon next login.
6. The system displays the user's **temporary password** to you, the **Check Capture Administrator**, on the screen.



### Application Tips

The user must have already:

- Entered their **password** incorrectly three times
  - Input their **one-time code** incorrectly 10 times
  - Contacted their administrator to **reset** their status
- 

7. Copy and paste the **temporary password** and provide it to the user whose account has been unlocked.
8. User receives temporary password from you, the **Check Capture Administrator**, and logs into offline using the **temporary password** and **email address**.
9. The system prompts the user to change offline **password**.
10. User changes offline **password**.
11. The system updates the offline **password** for user and initialization file and prompts the user to set up their **MFA** again.



### Application Tips

- You can only reset one user password at a time.
  - Communicate the User ID and temporary password and provide it to the appropriate user. The User ID is the same as the one used to access OTC Online.
- 



### Additional Buttons

- Select **Return to View User Profile List** to return to the View User Profile List for that terminal.
  - Select **Return Home** to return to the OTCnet Home Page.
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