**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)

on: Home > A	Administration > Use	er Administration >	Manage Users			
age Use	:r					
of 2: Selec	t a User					
ct a User fo	raction		ch	10-110 Barriela		
	ore		Showing 1	- 10 of 10 Records		
Select	Endpoint	ALC+2	User ID 🗘	User Name 💲	Active	Locker
0	CAS BofA	14160006R9	atestf02	Auto Testfive	~	
0	CAS BofA	14160006R9	atesto01	Auto TestOne	~	
۲	CAS BofA	14160006R9	otcnetDebug01529	Evkod Qjowsn	~	
0	CAS BofA	14160006R9	otcnetDebug01530	Yxfip Cxgquykr		
0	CAS BofA	14160006R9	otcnetDebug01636	Lxfrlgy Vvgnbrssw	~	
0	CAS BofA	14160006R9	otcnetDebug01696	Jaus Ghzpoh	~	
0	CAS BofA	14160006R9	otcnetDebug01720	Akimplg Midobvyxjmv	~	
0	SruLLE6	1601200401	otcqef49	otcnet tcngeChkAdmin	~	
0	SruLLE6	1601200401	otcqef51	otcnet tcnqeChkLeadOp	~	
0	ABC test1	1600008011	otqef176	otcnet tcqeeChkSupervisorFA_Bureau of the Public Debt	~	

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.



- 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.