

Reset multi-factor authentication for a specific user

• Parallels Secure Workspace

Symptom

Built-in multi-factor authentication is enabled and a user needs this to be reset (because of a new phone and they need to re-setup MFA, etc ..)

Resolution

- Open the **System Settings** and navigate to **Configure > User connector > Multi-factor Authentication.**
- There will be a button to manage the user tokens: Manage Users Token Count.

• Once you are in the 'Reset One-Time Password (OTP) Token Count', search the user for which a reset is needed and click the [Reset] button.

