|| Parallels[®]

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.

Multi-factor Authentication

Mode	Counter based OTP (builtin)	
LDAP Username Attribute	sAMAccountName	
	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.

User Connector

Reset One-Time Password (OTP) Token Count

Users whose token count is reset will have to setup their secure device again.

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• After reset, the next time the user signs in, will be asked to set up multi-factor authentication again the next time they log in.

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