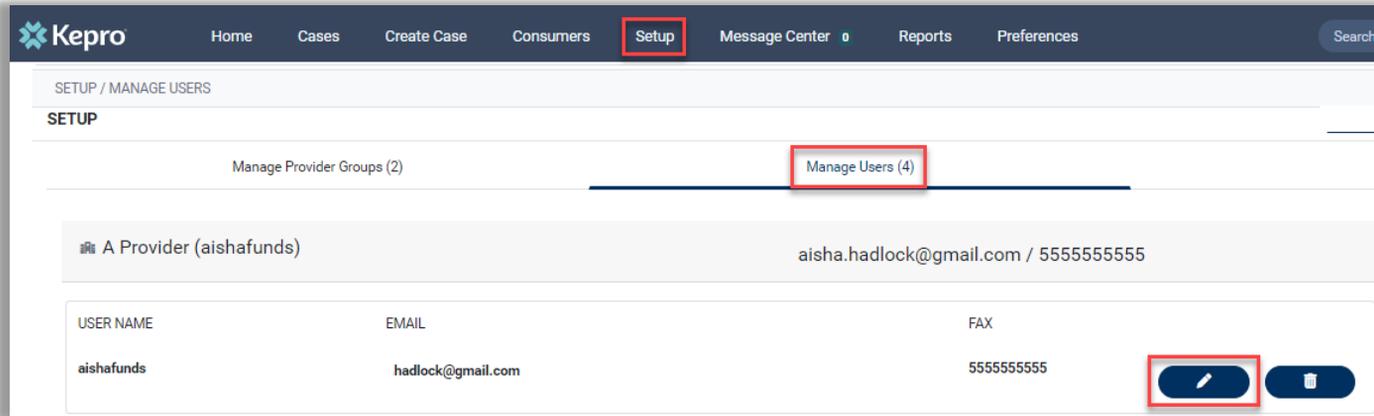


Summary

Only Provider Admins will have access to perform this function. If users change their email or phone number, or if they fail to complete the registration process within the allotted two days, the provider admin can reset the MFA to have a new email sent to the user.

1 Find User in Setup/Manage Users

Click **Setup** from the top navigational pane and click on **Manage Users**. Expand the correct user and click the pencil icon to edit.



Kepro Home Cases Create Case Consumers **Setup** Message Center Reports Preferences Search

SETUP / MANAGE USERS

SETUP

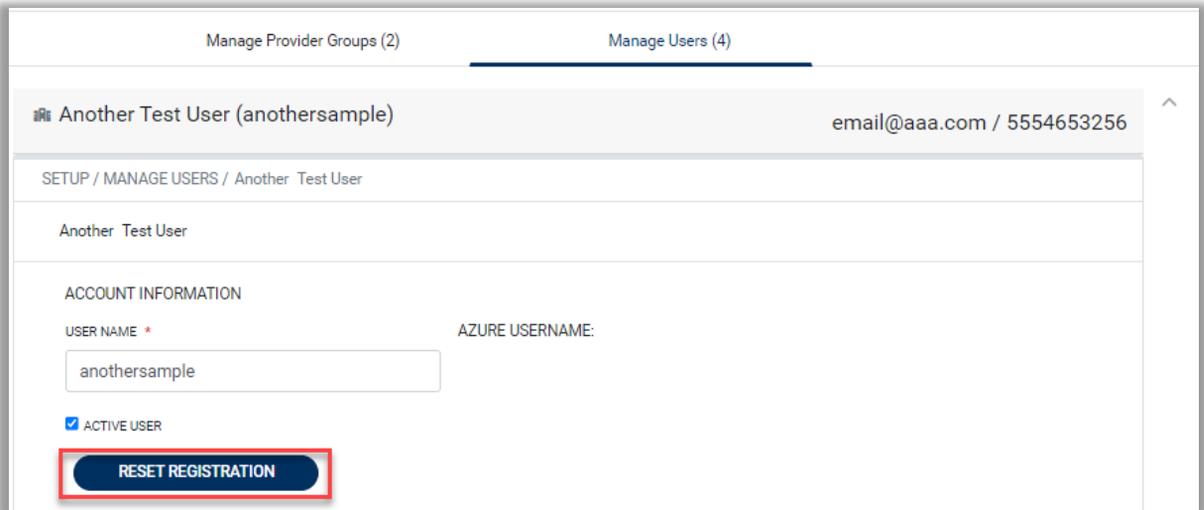
Manage Provider Groups (2) **Manage Users (4)**

A Provider (aishafunds) aisha.hadlock@gmail.com / 5555555555

USER NAME	EMAIL	FAX	
aishafunds	hadlock@gmail.com	5555555555	 

2 Reset Registration

Click the **Reset Registration** button under the User Name.



Manage Provider Groups (2) **Manage Users (4)**

Another Test User (anotherstest) email@aaa.com / 5554653256

SETUP / MANAGE USERS / Another Test User

Another Test User

ACCOUNT INFORMATION

USER NAME * AZURE USERNAME:

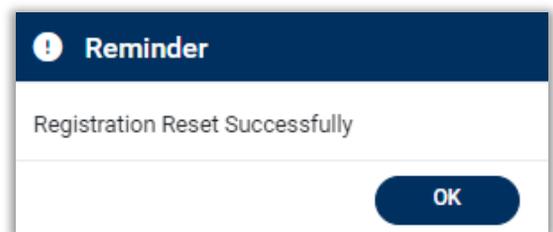
anotherstest

ACTIVE USER

RESET REGISTRATION

3 Click Ok on Confirmation Message

A pop-up window will confirm that the reset was successful, and the user will receive email notification that they have 2 days to complete their MFA registration.



Reminder

Registration Reset Successfully

OK