Kepro

Provider Portal Quick Reference Guide

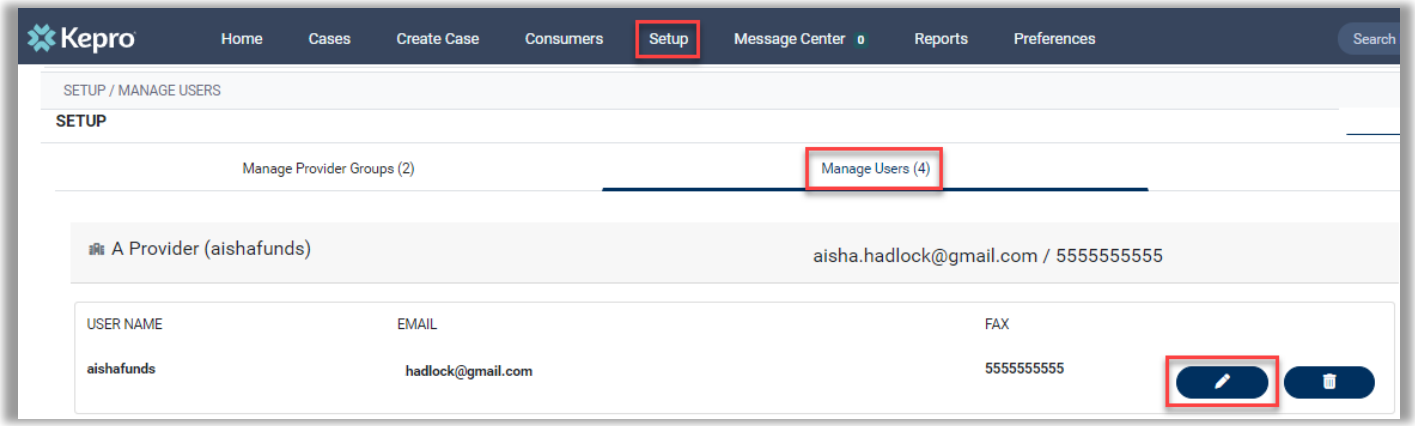
How to Reset a Users MFA – Provider Admin

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.

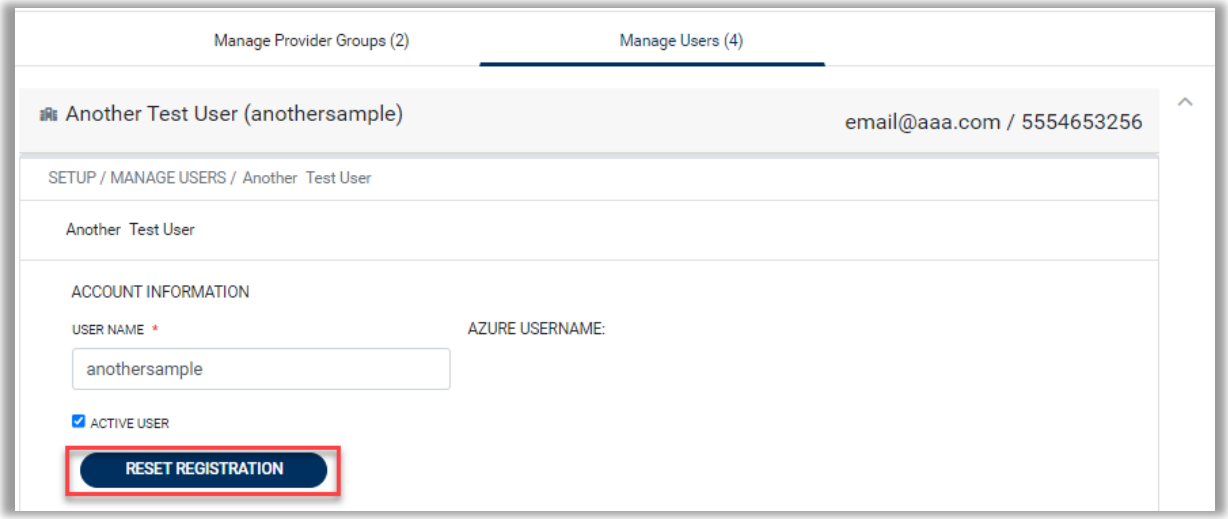
1 Find User in Setup/Manage Users

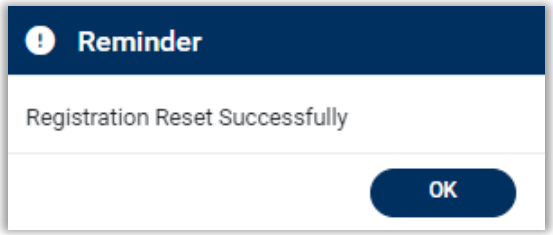
Click **Setup** from the top navigational pane and click on **Manage Users**. Expand the correct user and click the pencil icon to edit.



2 Reset Registration

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



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.