



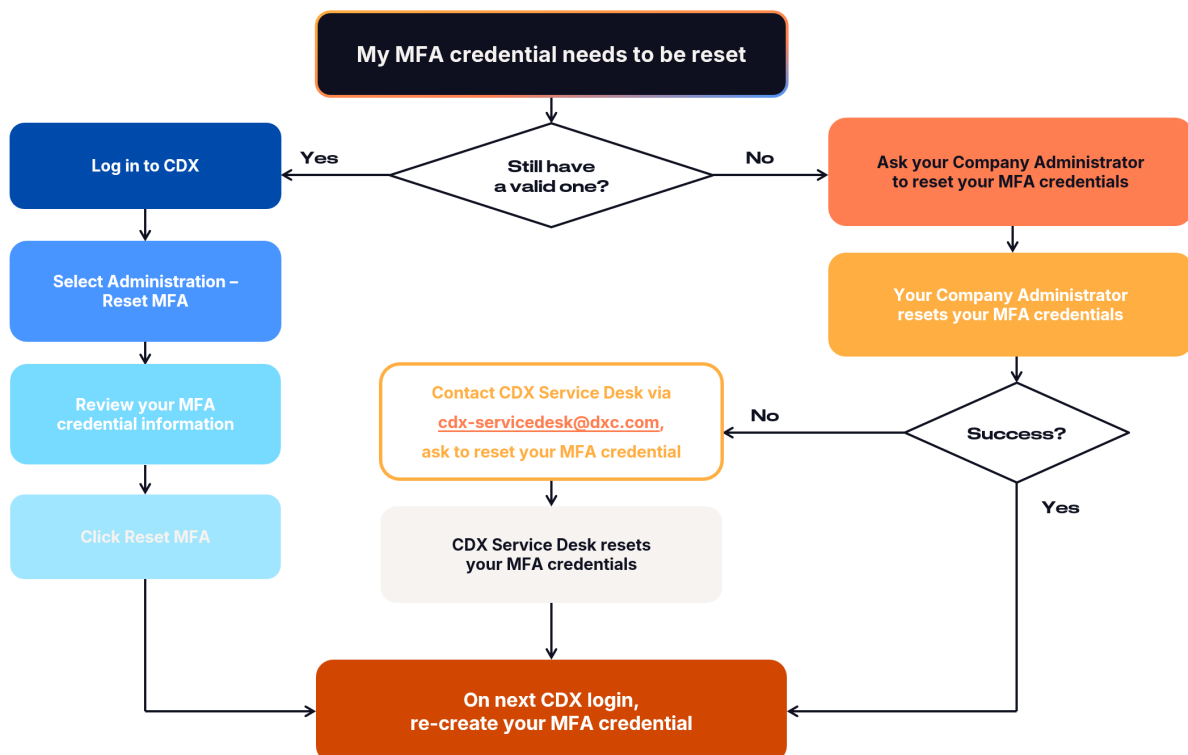
Flowchart for Multi-Factor Authentication (MFA) Reset

If you need to have your MFA credential (aka Authenticator Code) reset, please follow this process to determine what needs to be done.

- The process to reset your own MFA credential is described [here](#)
- The process, how a Company Administrator can reset MFA credentials for other users is described [here](#)

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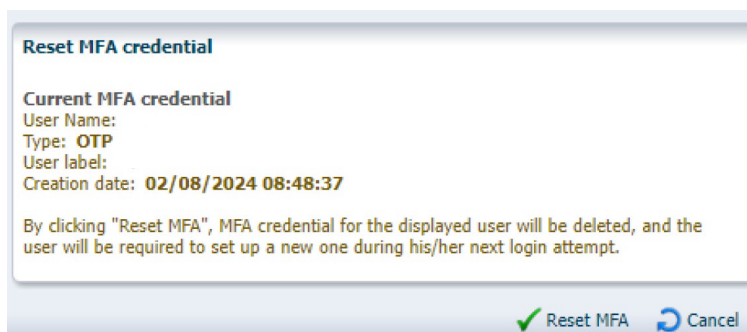




STEPS TO RESET YOUR OWN MFA CREDENTIALS

This describes the steps to perform, if you want to reset your own MFA credentials and still have access to your existing one. This is useful, if you need to change or reset your mobile device or your authenticator app. It applies to any profile and always affects the current user. If you are a Company Administrator and want to affect another user, this is not the right process.

1. **Login** to CDX
2. From the menu, select **Administration → Reset MFA**
3. Review your **current MFA credential** (for reference). You will find
 - a) Your user name (userID)
 - b) The MFA Type (always "OTP")
 - c) The user label you set during creation of your current MFA credential
 - d) The creation date/time of your current MFA credential



4. Click **Reset MFA** to delete your current MFA credentials or **Cancel** to keep it like it is.

If you decide to actually delete your current MFA credentials, you will be asked to setup a new one during your next login attempt.



Steps for Company Admin resetting other users' MFA credentials

This describes the steps for the Company Administrator to reset MFA credentials for another user within his/her company. Usually this is done by request from the affected user, in case he/she lost his/her mobile device or the access to his/her authenticator app.

1. **Login** to CDX with a user who has the Company Administrator profile
2. From the menu, select **Administration → User**
3. **Search for a user** in you company by providing a User ID and **click Search**

User ID	Last name	First name	Organisation unit	Authorization profile
gzlgz003	Zitzmann II	[redacted]		Standard User

4. **Double click the user entry** to open the user details tab

Reset MFA Reset password Deactivate

5. **Click Reset MFA button**
6. **Review** the user's current MFA credential (for reference).

Reset MFA Cancel



7. **Click Reset MFA** to delete the user's current MFA credentials or Cancel to keep it like it is.

If you decide to actually delete the user's current MFA credentials, he/she will be asked to setup a new one during his/her next login attempt.