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Multi-factor Authentication: Self-Service Reset

Need to permanently reset your MFA because you lost your device or deleted or updated your authentication app? This guide covers how to do a self-service MFA reset.

Note: *You do not need to contact your administrators or Entertainment Partners Support for an MFA reset with this self-service reset.*

How to Reset MFA

If you need an MFA passcode, sign in to your EP Products with your user name (email address) and password then follow the steps below.

If you just need a one-time temporary passcode (forgot your device at home, etc.) [click here](#) for directions.

STEP 1a

1a. Click **Settings**.
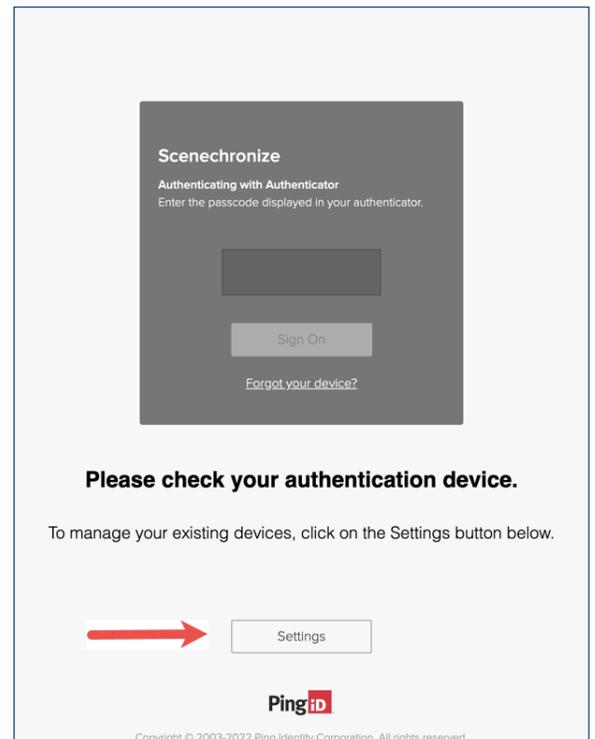
Please check your authentication device.

To manage your existing devices, click on the Settings button below.

Settings

Sample screen only. Your screen may vary.

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STEP 1b

1b. The My Devices screen displays.
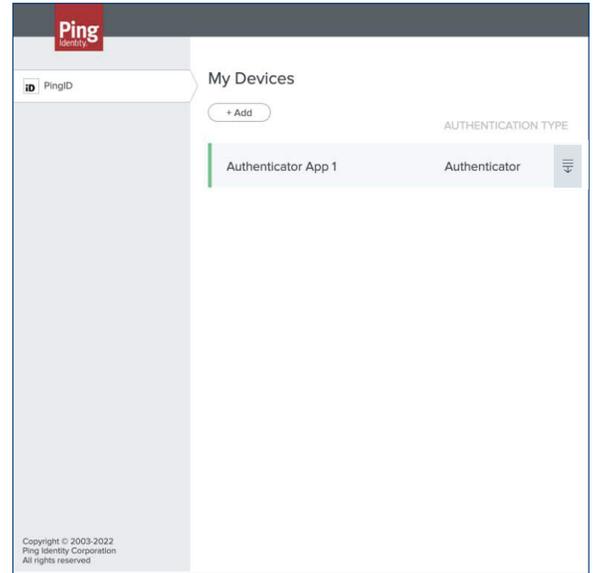
Sample screen only. Your screen may vary.

STEP 2

2. Click the down arrow icon next to your device you set up for MFA.

Sample screen only. Your screen may vary.

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STEP 3

3. Messaging displays letting you know authentication is needed. Click **Continue**.
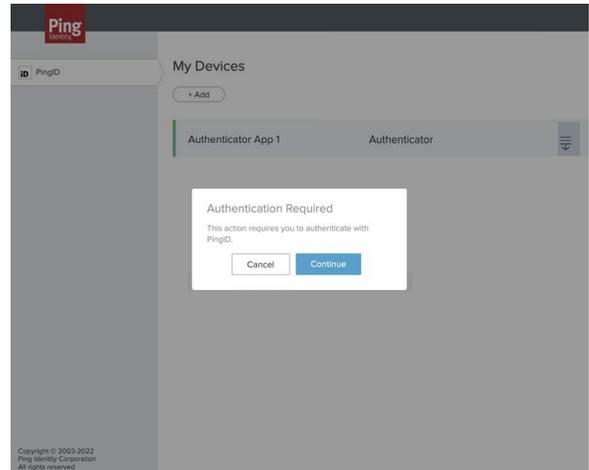
Sample screen only. Your screen may vary.

STEP 4

4. You are brought to an authentication screen. Click the Forgot your device? link.
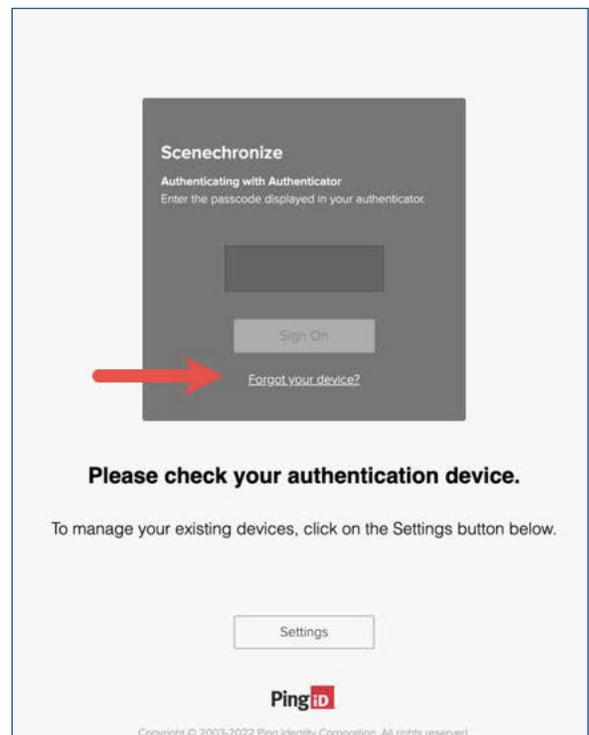
Sample screen only. Your screen may vary.

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STEP 5

5. The system confirms your email address. Click **Next**.
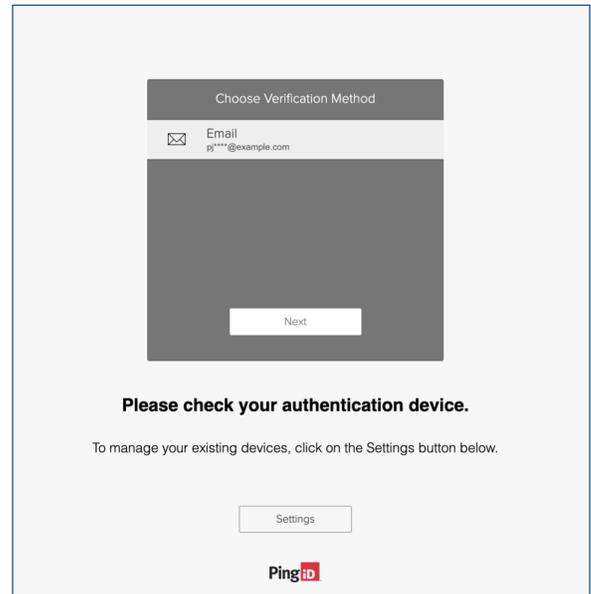
Sample screen only. Your screen may vary.

STEP 6

6. A confirmation message displays to let you know you were sent an email. This email has your passcode.
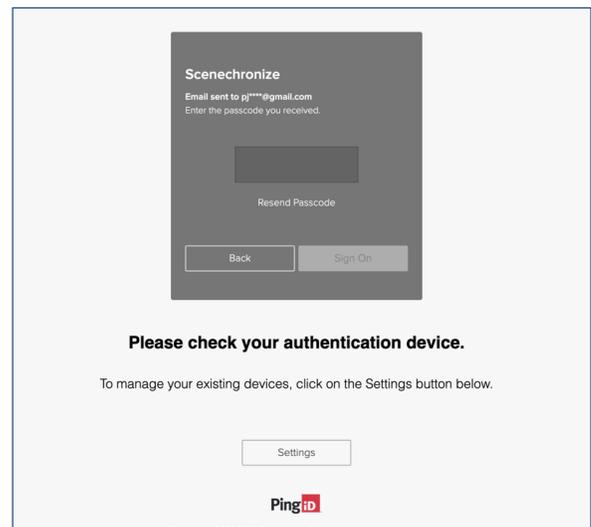
Sample screen only. Your screen may vary.

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7. Look for the email with your passcode in your inbox.

> **Note:** Don't see the email with your passcode? Check your spam or other folders. After a few minutes, click **Resend Passcod**e.

New Authentication Request to Access an Application

noreply@pingidentity.com
to pj****@example.com

New Authentication Request from Scenechronize

Enter this one-time passcode (OTP) to authenticate with PingID.

123456

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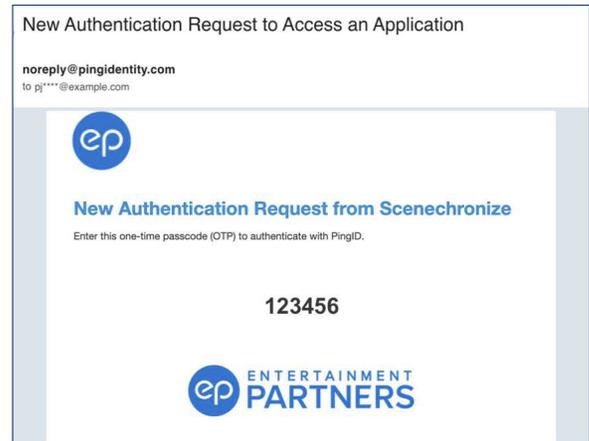
Sample screen only. Your screen may vary.

8. Enter the passcode from the email and click **Sign On**. <u>Emailed codes are only valid for a few minutes</u>. Enter them as quickly as possible.
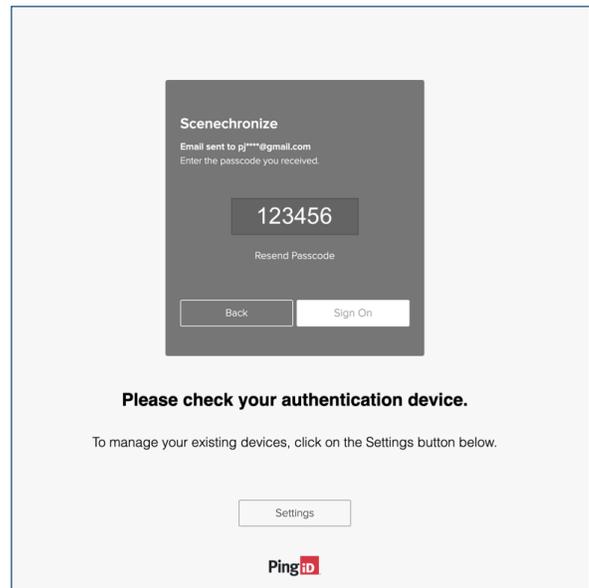
Scenechronize
Email sent to pj****@gmail.com
Enter the passcode you received.

123456

Resend Passcode

Back   Sign On

Please check your authentication device.

To manage your existing devices, click on the Settings button below.

Settings

Ping iD

Sample screen only. Your screen may vary.

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STEP 9

9. Sign out of your EP product. Then, back in your authentication app, click the **trash icon** next to your old device.
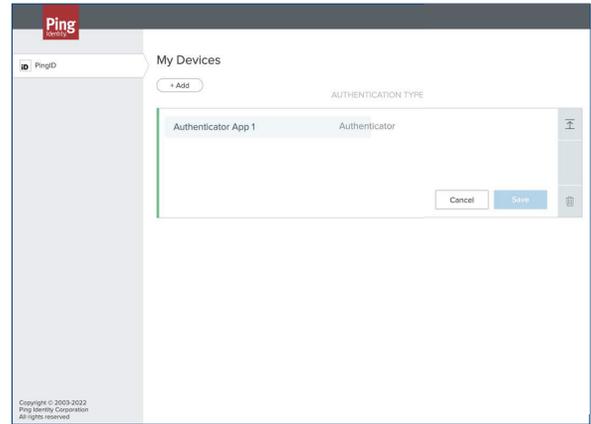
Sample screen only. Your screen may vary.

STEP 9

9. Sign out of your EP product. Then, back in your authentication app, click the **trash icon** next to your old device.

Sample screen only. Your screen may vary.

STEP 10

10. Confirm that you want to remove the device and click **Remove**.
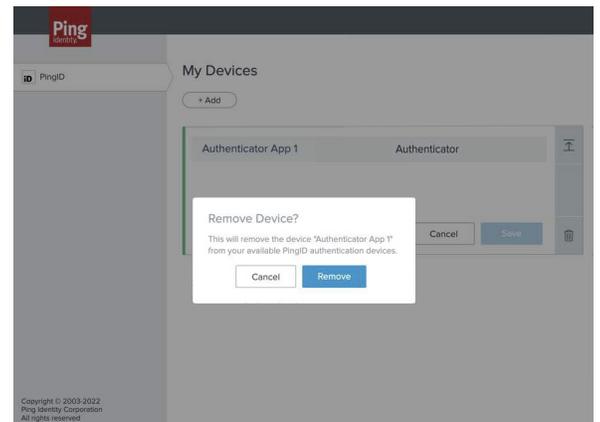
Sample screen only. Your screen may vary.

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STEP 11

11. Your authentication app displays the My Devices screen again, now with no devices. <u>Do not</u> click the **Add** button.
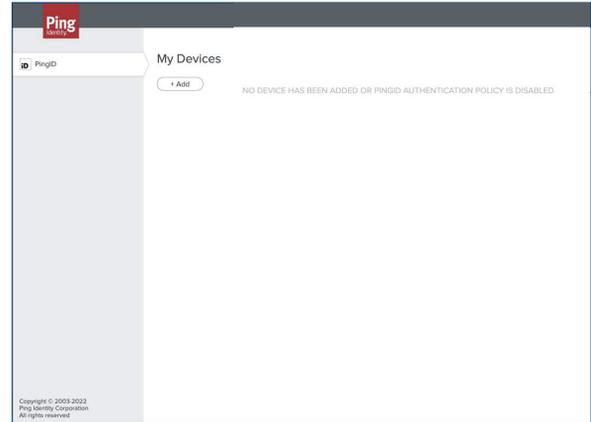
Sample screen only. Your screen may vary.

STEP 12

12. Close your browser window. Open a new browser window and go back to your EP product.
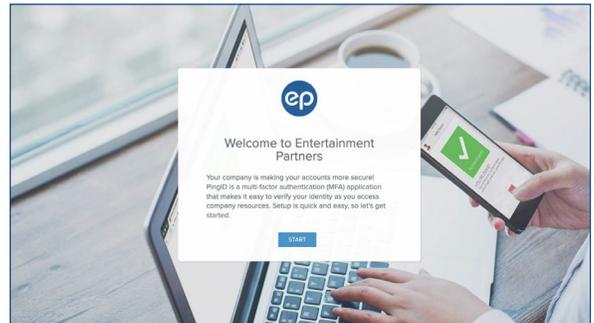
Sample screen only. Your screen may vary.

STEP 13

13. After you enter your email address and password, you'll be prompted with the Welcome multi-factor authentication screen. Click **START** to set up.

STEP 14

14. Follow the on-screen prompts to set up your new MFA.

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