

MFA Lockout Incident Ticket

The following document is of a log that records the details of an MFA lockout incident, including the issue, recovery actions, and preventive recommendations that one can take.

Incident Details

Ticket ID	INC-MFA-YYYY-XX
Date/Time	6 th November 6, 2025 12:39pm
Reported by	Jim Kuria
User Email	jimkuria@gmail.com
Issue Description	User unable to access account due to lost MFA device
Impact	Temporary account lockout; no data loss or compromise detected
Root Cause	Lost or reset MFA device
Resolution	User identity verified, MFA re-registered successfully

Resolution Summary

The incident was resolved by verifying the user's identity and re-enabling MFA using a new authentication method. The total recovery time was approximately [enter duration]. No unauthorized access was detected.

Preventive Actions

- Encourage users to maintain backup authentication methods.
- Conduct regular user MFA training sessions.
- Configure automated alerts for repeated MFA failures.

Screenshot Placeholders

Insert screenshots here showing:

- Failed MFA attempt (lockout screen)
- Admin or user recovery action
- Successful reconfiguration