MFA Guest Authenticator Reset (Global/Offshore)

Article ID: KB0031037
Created: 2025-03-03 14:09:52
Updated: 2025-03-03 17:08:19
Author: {'link':
'https://fmcnadev.service-now.com/api/now/table/sys_user/094923826fb9860070404a950d3ee4d9',
'value': '094923826fb9860070404a950d3ee4d9'}
Category: {'link':
'https://fmcnadev.service-now.com/api/now/table/kb_category/5b6bc4091ba10290525442e1b24bcbf8',
'value': '5b6bc4091ba10290525442e1b24bcbf8'}

Please email Ad Support requesting a Guest MFA Reset. This will open a ticket for the reset of their guest account. The end user will receive an email when the ticket is update and resolved.

After reset have the user select "Text Message" option

Sample email:

Please email Ad Support

ad.support@fresenius.com

Subject: Guest Account MFA reset

Body: Folks, please reset the Guest Account MFA for (Your email)@freseniusmedicalcare.com