

# MFA Guest Authenticator Reset (Global/Offshore)

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Title

MFA Guest Authenticator Reset (Global/Offshore)

Purpose:

Follow this procedure when a user reports an issue with Microsoft Authenticator for Non-North American Tenant

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

This issue can not be resolved by North American IT staff. Please provide the below information to the end user. The ticket needs to be opened using the below.

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 updated and resolved.

After reset, the user will select "Text Message" option

Sample email:

Please email Ad Support at [ad.support@fresenius.com](mailto:ad.support@fresenius.com)

Subject: Guest Account MFA reset

Body: Please reset the Guest Account MFA for (Your Email)@freseniusmedicalcare.com or whatever domain you are on.

5.

Please attach any referenced knowledge articles to the Incident

Incident Classification Requirements

Category

Hardware

Subcategory

End User Mobile Phone – Apple or End User Mobile Phone – Android or iPhone

Service

Mobile Phones (iPhone / Android)

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Hardware

Resolution Subcategory

End User Mobile Phone – Apple or End User Mobile Phone – Android or iPhone

Resolution Service

Mobile Phones (iPhone / Android)

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

No escalation (This is handled by [ad.support@fresenius.com](mailto:ad.support@fresenius.com))

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