

How to perform MFA resets (Phone number and Authenticator App)

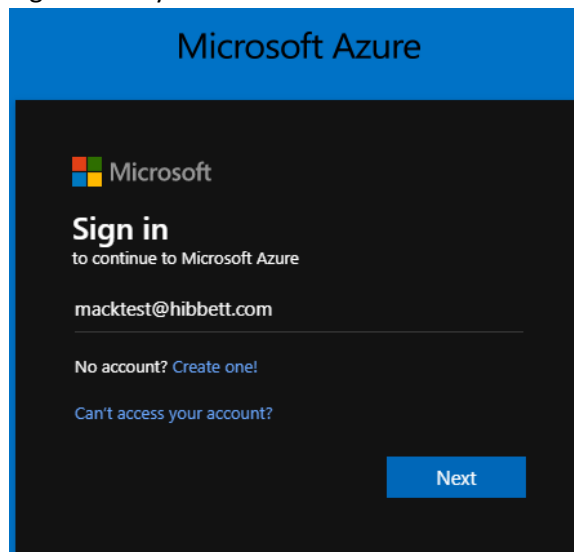
- Preface: As users change phone numbers or get their phones replaced, they run into issues whenever they are prompted for MFA because the challenge was tied to their old device. This document explains how to clear out a user's old phone data so that the next time they try to login, it will prompt them to go through the initial setup as if they were a brand new employee logging in for the first time.

1.) Login to Microsoft Azure AD

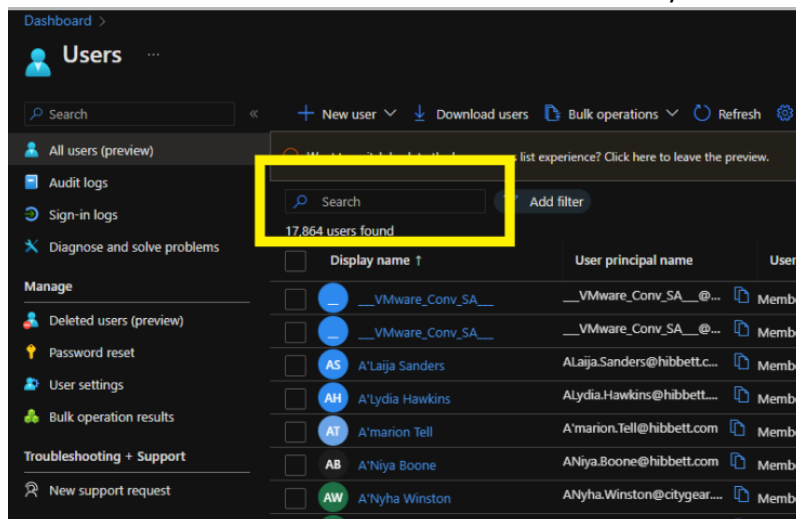
- a. Navigate to

https://aad.portal.azure.com/#view/Microsoft_AAD_UsersAndTenants/UserManagementMenuBlade/~/_/AllUsers

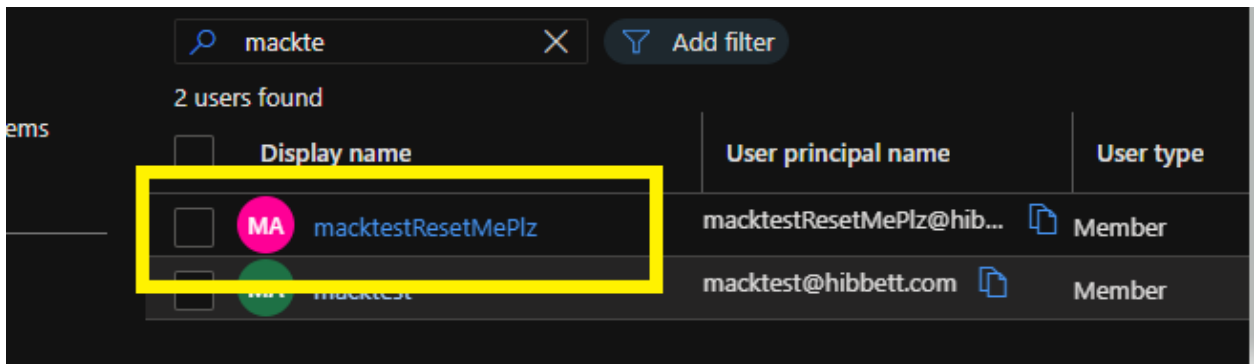
- b. Sign in with your usual Microsoft credentials



2.) Find the users that needs to be reset. You can search by name or email address

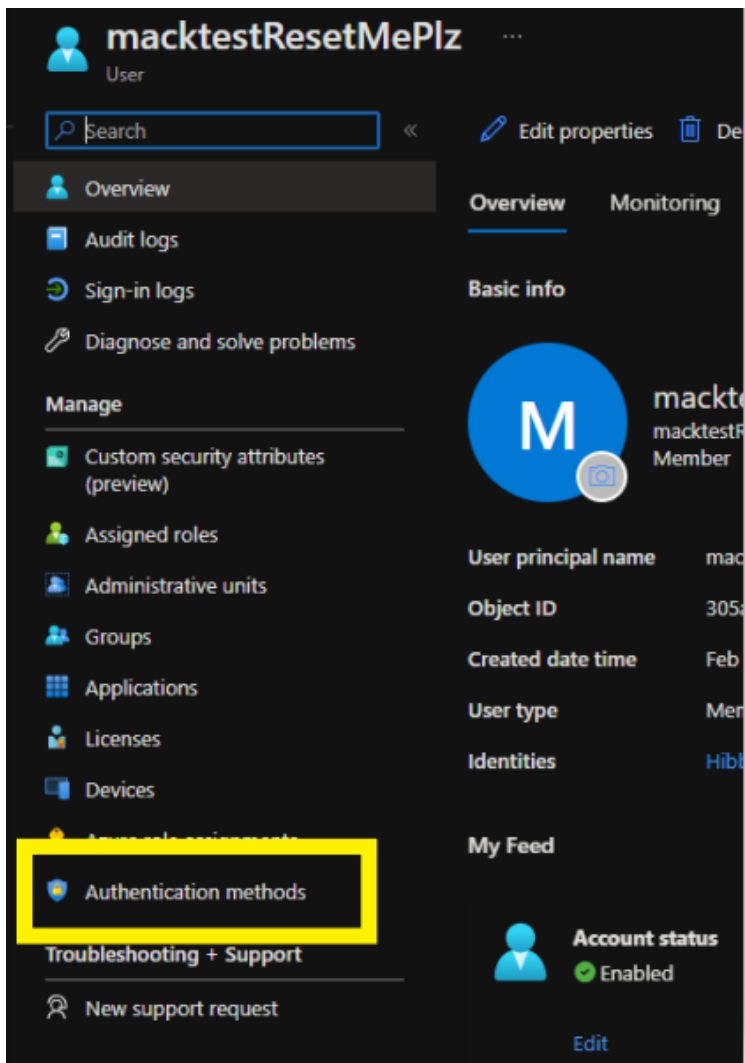


- Click on the user that needs to be reset



	Display name	User principal name	User type
<input type="checkbox"/>	MA macktestResetMePlz	macktestResetMePlz@hib...	Member
<input type="checkbox"/>	MA macktest	macktest@hibbett.com	Member

- Click on “Authentication Methods” on the left-hand side



Search

Overview Monitoring

Basic info

macktestResetMePlz
macktestResetMePlz
Member

User principal name macktestResetMePlz@hibbett.com

Object ID 305b1c1e-1b1e-4b1e-1b1e-1b1e1b1e1b1e

Created date time Feb 1, 2020

User type Member

Identities Hibblett.com

My Feed

Account status
Enabled

Edit

- Click on “Require re-register multifactor authentication” and then wait 2-3 minutes.
 - o This will clear out ALL existing MFA methods and prompt the user to register for MFA on the next login

