

How to Reset Two-Factor Authentication (2FA) via Email

If you are unable to access your current two-factor authentication (2FA) code during login, you can use the **Reset 2FA** feature to regain access and configure a new authenticator.

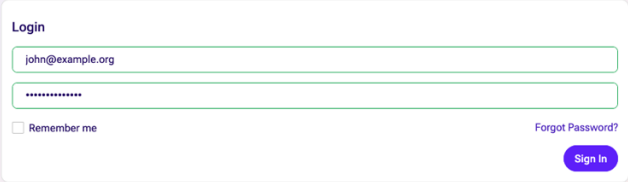
Prerequisites

- You know your username and password.
- You have access to the email address associated with your account.

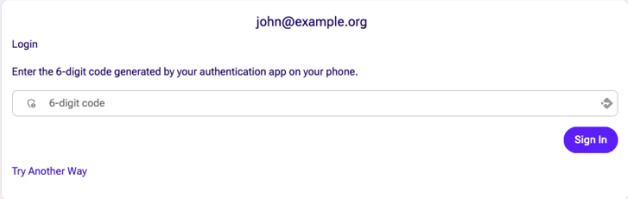
Step 1: Log In and Select "Reset 2FA"

1. Enter your **username** and **password** on the login page.
2. When prompted for your 2FA verification code, select **Try another way**.

This will open the available 2FA recovery options.



A screenshot of a login form titled "Login". It features two input fields: the first contains the email address "john@example.org" and the second contains a masked password "*****". Below the password field is a checkbox labeled "Remember me" and a link "Forgot Password?". A purple "Sign In" button is located at the bottom right of the form.



A screenshot of a two-factor authentication (2FA) verification page. At the top, it displays the email address "john@example.org" and the word "Login". Below this, it prompts the user to "Enter the 6-digit code generated by your authentication app on your phone." There is a single input field for the "6-digit code" with a small icon on the left and a clear button on the right. A purple "Sign In" button is at the bottom right. At the bottom left, there is a link that says "Try Another Way".

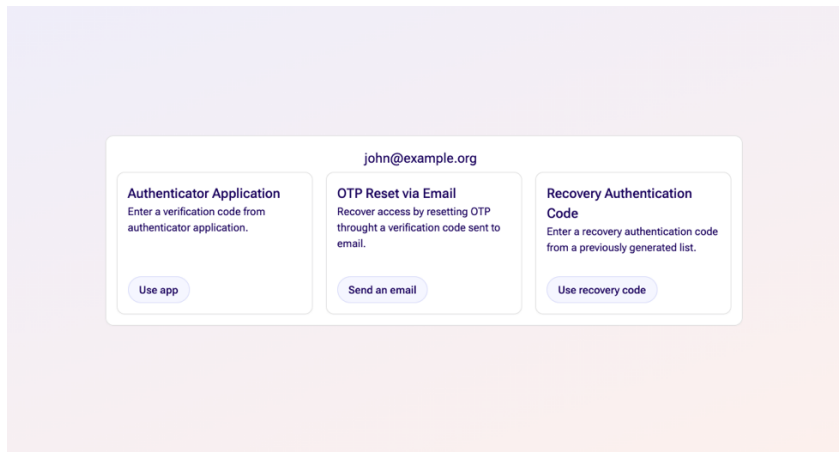
Step 2: Choose "OTP Reset via Email"

You will be presented with three recovery options:

- **Authenticator Application**
- **OTP Reset via Email**
- **Recovery Authentication Code**

For this process, select **OTP Reset via Email**.

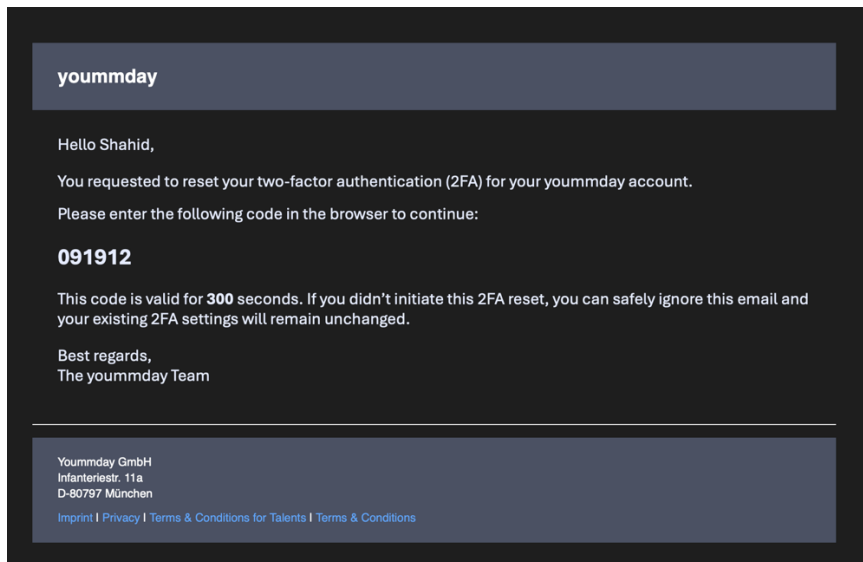
1. Click **Send an email**.
2. A one-time password (OTP) will be sent to the email address associated with your account.



Step 3: Retrieve the One-Time Password (OTP)

1. Open your email inbox.
2. Locate the email containing your OTP.
3. Note the 6-digit verification code provided in the email.

Note: If you do not receive the email immediately, check your spam or junk folder. You can also use the **Resend code** option on the verification screen.

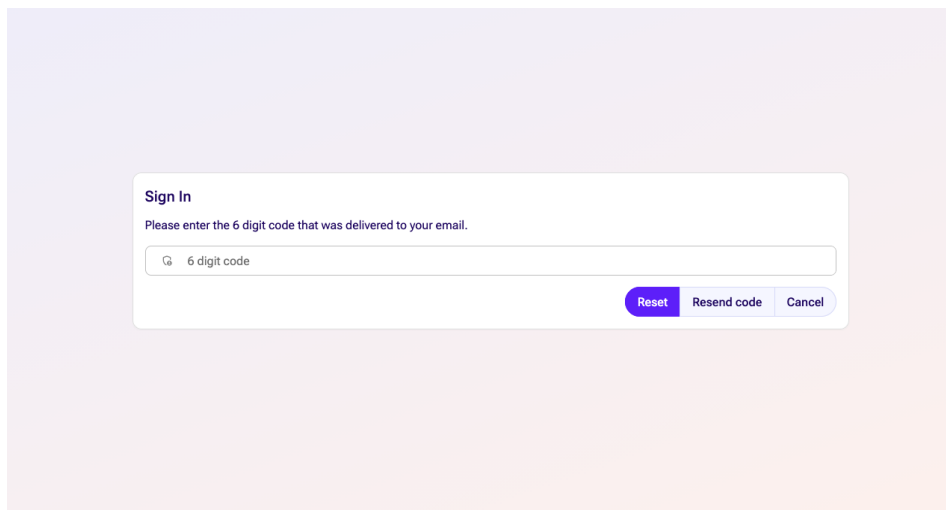


Step 4: Enter the OTP

1. Return to the login screen.
2. Enter the 6-digit code into the field labeled:

"Please enter the 6 digit code that was delivered to your email."

3. Click **Reset**.



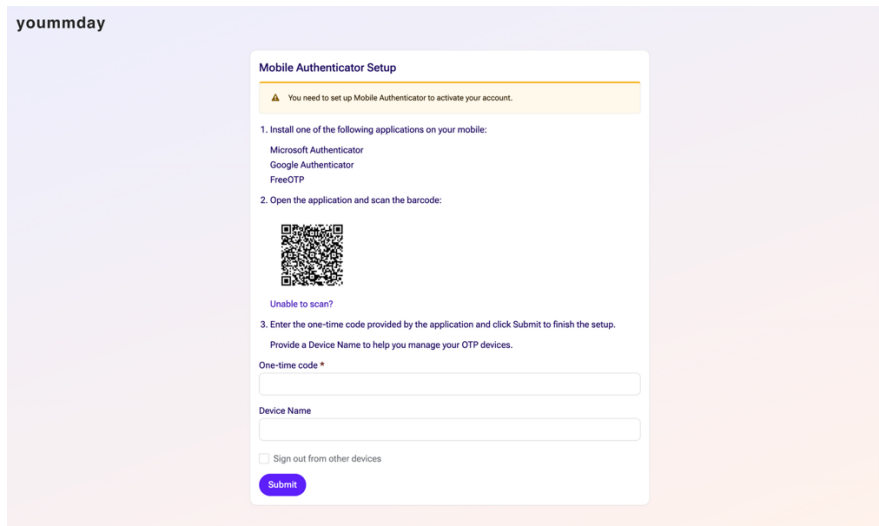
Step 5: Set Up a New 2FA Method

If the OTP is validated successfully:

1. You will be taken to the **Reset 2FA** setup screen.

2. Follow the on-screen instructions to configure a new authenticator application.
3. Complete the setup process and save any recovery codes provided.

Once the setup is complete, your new 2FA configuration will be active and can be used for future logins.



The screenshot shows a web browser window with the URL 'yoummday' in the address bar. The main content area displays a 'Mobile Authenticator Setup' form. At the top, a yellow warning banner states: 'You need to set up Mobile Authenticator to activate your account.' Below this, the instructions are as follows:

1. Install one of the following applications on your mobile:
 - Microsoft Authenticator
 - Google Authenticator
 - FreeOTP
2. Open the application and scan the barcode:

A QR code is displayed for scanning. Below the QR code, a link reads 'Unable to scan?'. The next instruction is:

3. Enter the one-time code provided by the application and click Submit to finish the setup.

Below this, a prompt says 'Provide a Device Name to help you manage your OTP devices.' There are two input fields: 'One-time code *' and 'Device Name'. At the bottom, there is a checkbox labeled 'Sign out from other devices' and a purple 'Submit' button.

Troubleshooting

I didn't receive the email

- Verify that you have access to the correct email account.
- Check your spam or junk folder.
- Click **Resend code** to request a new OTP.

The OTP is not accepted

- Ensure you entered all six digits correctly.
- Check whether the OTP has expired and request a new code if necessary.
- Verify that you are using the most recently received OTP.

I no longer have access to my email address

- Contact your system administrator or support team for assistance.
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