


How to reset 2fa of an ezeelogin user?

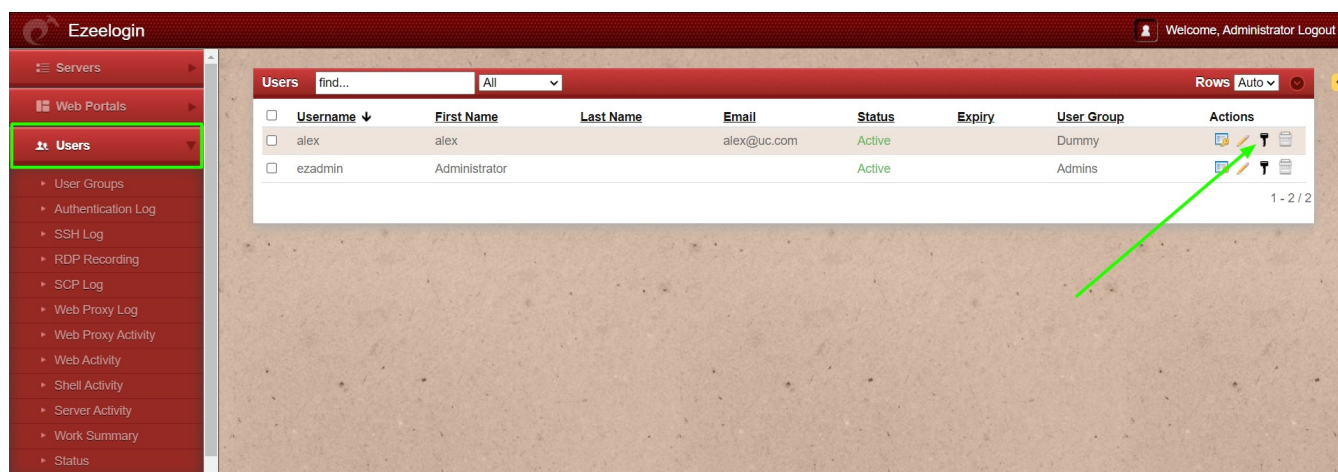
609 Manu Chacko May 14, 2025 [Tweaks & Configuration](#) 2088

How to reset or clear the two-factor authentication for a gateway user?

Overview: This article helps admin privileged user to reset or clear [two-factor authentication \(2FA\)](#) for a gateway user, including [Google Authenticator](#), [YubiKey](#), and [DUO](#), allowing the user to log in and reconfigure their 2FA settings.

This will clear/reset all the two-factor authentication mechanisms such as GOOGLE Authenticator, YUBIKEY, and DUO Authenticator of the user.

Step 1: Login as admin privileged user to web GUI and click on the reset password icon  of the gateway user.



Step 2: Enable **Clear Two-Factor Authentication Secret** and save it. Now the user will be able to login to the web GUI and set a new 2FA.

Ezeelogin Welcome, Administrator Logout

Change password and/or security code - alex

New Password Generate

Confirm Password

New Security Code Generate

Confirm Security Code

Clear Two-Factor Authentication Secret ☒ Force Password Change ☐

Authorization Password

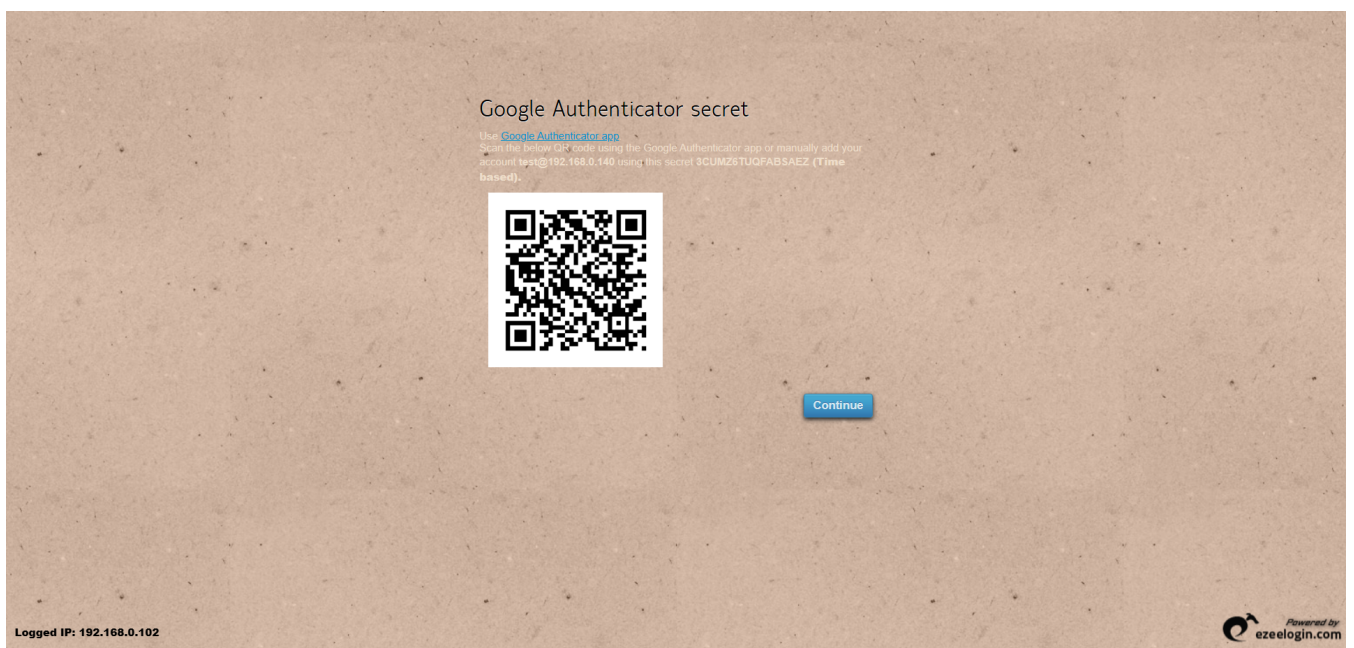
Cancel Save

Users find... All Rows Auto

<input type="checkbox"/>	Username ↓	First Name	Last Name	Email	Status	Expiry	User Group	Actions
<input checked="" type="checkbox"/>	alex	alex		alex@uc.com	Active		Dummy	
<input type="checkbox"/>	ezadmin	Administrator			Active		Admins	

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Step 3: Re-login to the web GUI as the gateway user, and the user can set up their [Google Authenticator](#), [DUO](#), [Yubikey](#) or [access keyword](#) again.



Related Articles:

[Disable two-factor authentication from the backend database](#)

[Disable 2fa from Ezeelogin-gui for all users](#)

[Enforce 2fa on user login](#)

[How to Enable/Disable Two Factor Authentication \(2FA\) on Ezeelogin Jump Server?](#)

Online URL: <https://www.ezeelogin.com/kb/article/how-to-reset-2fa-of-an-ezeelogin-user-609.html>