How to reset 2fa of an ezeelogin user?

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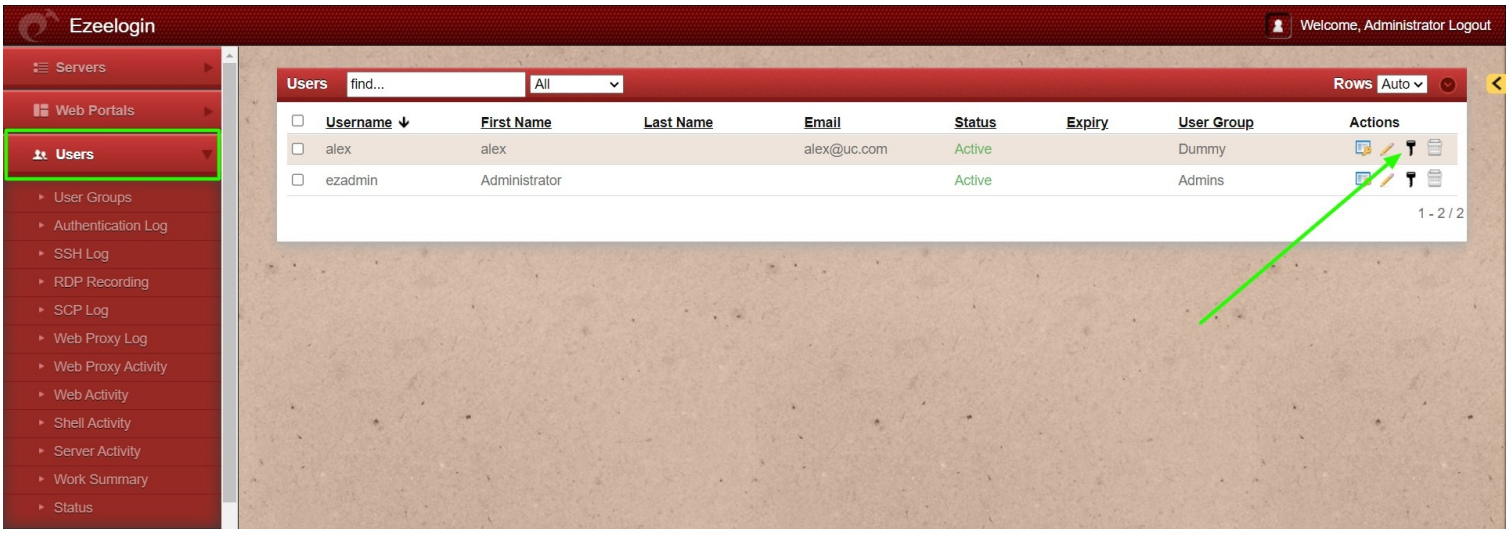
How to reset or clear the two-factor authentication for a gateway user?

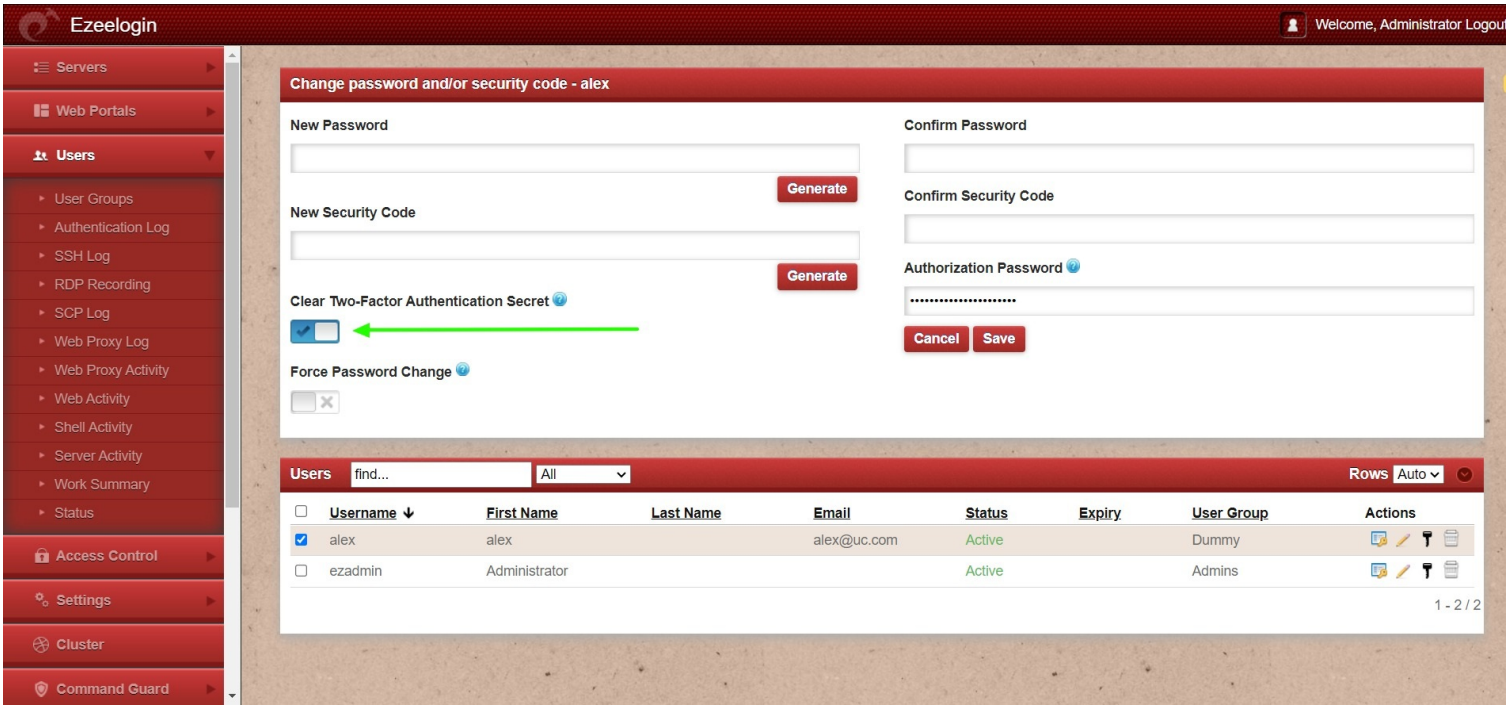
Overview: This article helps admin privileged user to reset or clear two-factor authentication (2FA) for a gateway user, including Google Authenticator(TOTP applications (e.g., Google Authenticator, Microsoft Authenticator, and others), YubiKey, and DUO, allowing the user to log in and reconfigure their 2FA settings.

This will clear/reset all the two-factor authentication mechanisms such as Google Authenticator(TOTP apps like Google Authenticator, Microsoft Authenticator, and others), 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.



Step 3: Re-login to the web GUI as the gateway user, and the user can set up their Authenticator Applications(e.g., Google Authenticator, Microsoft Authenticator, and others), DUO, Yubikey or access keyword again.

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