

Reset a user's MFA device after a phone replacement

Example 2 — Internal IT Support Knowledge Base: an internal article for a service desk agent, written to be followed under ticket pressure.

Audience: IT service desk, tier 1

Owner: IT Operations, Marcus L.

Last reviewed: 2026-07-22

Article details

AUDIENCE	IT service desk, tier 1
OWNER	IT Operations, Marcus L.
LAST REVIEWED	2026-07-22
SEVERITY/SLA	P3, resolve within 4 business hours

PREREQUISITES

Identity console admin role. Verify the caller against two HR fields before proceeding.

Steps

☐ 1. Verify identity: employee ID plus manager name.

☐ 2. Open the identity console and search the user.

☐ 3. Open Security, then Registered devices.

☐ 4. Revoke the old device.

☐ 5. Send the enrollment link.

☐ 6. Confirm the user completes enrollment while on the call.

☐ 7. Note the verification method used in the ticket.

DO NOT

Never read a code aloud to the caller. Never reset without the second verification field.

Escalate when

CONDITION	ESCALATE TO
The caller fails verification	Identity on-call
Enrollment fails twice	Identity on-call

Related articles

☐ Locked out after MFA reset

☐ Enrolling a hardware key