How can I reset my MFA?

Deployteq - Suzanne Martens - 2025-11-11 - Comments (0) - Accounts and logging in

Two-step verification (MFA) allows you to secure your Deployteq user account with an extra code. This code is generated by an app on your phone and is different each time. Therefore, to log in, you always need your username, password, and this code. This makes your account more secure. MFA has been mandatory since April 2023.

Over time, it may happen that the device you use to generate the code breaks, gets stolen, or is replaced.

Many MFA systems give you the option to generate and store backup codes when you first set up MFA. These codes can be used to log in if you do not have your primary MFA device. Look for these codes and use them to gain access.

If you have a new phone and still have access to your old phone, you can try to restore or set up the MFA app on the new phone. Some services offer an option to migrate MFA devices.

If you do not have backup codes or access to the primary device, you can request an MFA reset via our Support Desk. We will then remove MFA from your account, and you can then re-enable MFA on your new device by following the steps in this guide.

Note

Please note!

The request for the MFA reset must be sent by one of your colleagues, not by yourself, and must be sent from your organization’s email domain, not from a Gmail address, for example.

If you do not have a colleague who can send the email, please contact your account manager. They can then request the MFA reset for you from the Support Desk.

Read more about why we have MFA here.