

Reset Two-Factor Authentication when 2FA Code Does Not Work

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Problem](#)

[Solution](#)

Introduction

This document describes how to reset two-factor authentication if your code no longer works.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Umbrella.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem

You can enable two-factor authentication (2FA), labeled as "two-step verification," within the Umbrella Dashboard, but it does not work and needs to be reset.

Solution

If your two-step verification code (2FA) does not work, you must [contact Cisco Umbrella Support](#) to request a reset. Cisco Umbrella Support can reset your two-step verification after verifying your identity.

Support can ask you to provide additional details for identity verification, such as:

- Your last login date
- Your last payment date
- Names of users with access to your dashboard
- Type of Umbrella subscription for your organization

- Total number of seats or licenses your organization has
- Components deployed, such as number of Roaming Clients, Virtual Appliances, and AD Connectors