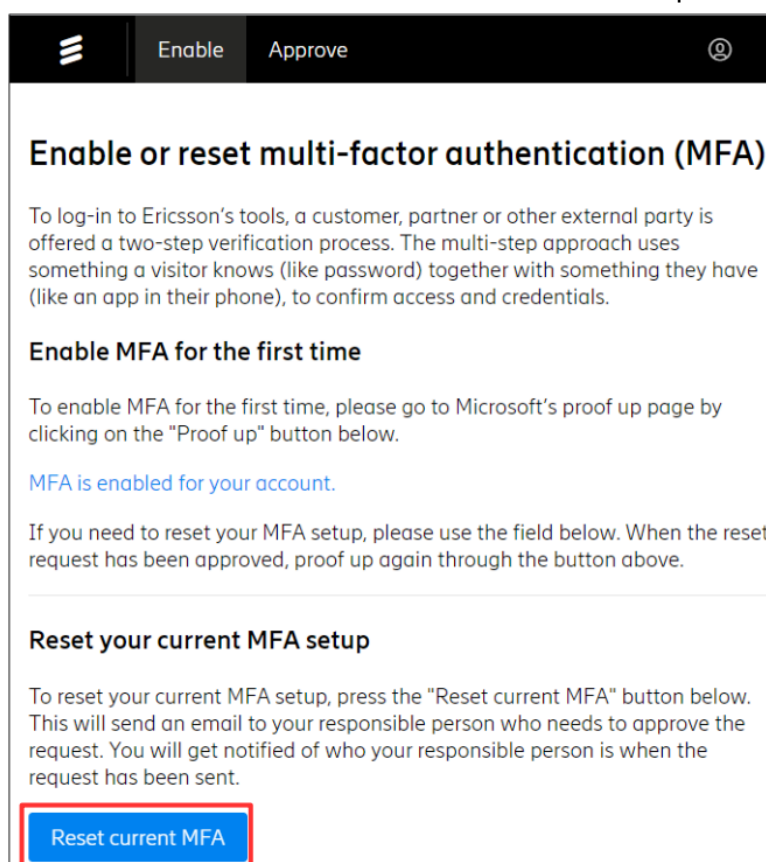


Resetting Multi-Factor Authentication (MFA)

This section will describe how to reset your MFA if you, by some reason, do not have access to the device anymore.

Steps to request for Reset MFA:

1. Login with your email and password using following link <https://enable-mfa.myaccount.ericsson.net/>
2. Press on “Reset current MFA” to initiate the reset process



3. An email will be triggered to the Ericsson responsible person to approve “Reset current MFA” request.



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4. Once it is approved, you will receive email notification. You can also check status on <https://enable-mfa.myaccount.ericsson.net>

enable-mfa.myaccount.ericsson.net

MFA self-service Enable Approve

Enable or reset multi-factor authentication (MFA)

To log-in to Ericsson's tools, a customer, partner or other external party is offered a two-step verification process. The multi-step approach uses something a visitor knows (like password) together with something they have (like an app in their phone), to confirm access and credentials.

Enable MFA for the first time

To enable MFA for the first time, please go to Microsoft's proof up page by clicking on the "Proof up" button below.

[Proof up](#)

If you need to reset your MFA setup, please use the field below. When the reset request has been approved, proof up again through the button above.

Reset your current MFA setup

To reset your current MFA setup, press the "Reset current MFA" button below. This will send an email to your responsible person who needs to approve the request. You will get notified of who your responsible person is when the request has been sent.

[MFA is not enabled yet for your account.](#)

5. Once request for resetting MFA is approved, you need to perform all steps described in MFA enrollment via Self-Service Portal section. Please use guide "Instructions on Azure Multifactor Authentication enrollment"