# Via the ALICE system, the org admin has the possibility to reset the second authentication factor of users

### 1. <u>Go to ALICE</u>

Open the following url:

benz.com

https://alice.mercedes-

## 2. Search for user

Select "Alice Identity" at the top left and look for the user ID whose second factor you want to reset

# Image: A constraint of the second second

#### 3. <u>Reset MFA</u>

Click on the user's profile, on "More actions" and then on "Reset second factor"

🖉 Edit User	Data 🔟 D	elete User	••• More Actions
			Reset Password
Overview	Admin Roles	Organizatio	r Reset MFA

\*Exception ISP in germany: -Request the reset via the XCA xentry.customer.support@mercedes-benz.com GSP Service is noble