

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

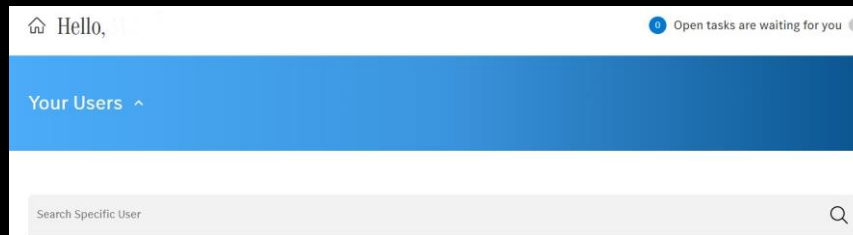
## 1. Go to ALICE

Open the following url:

<https://alice.mercedes-benz.com>

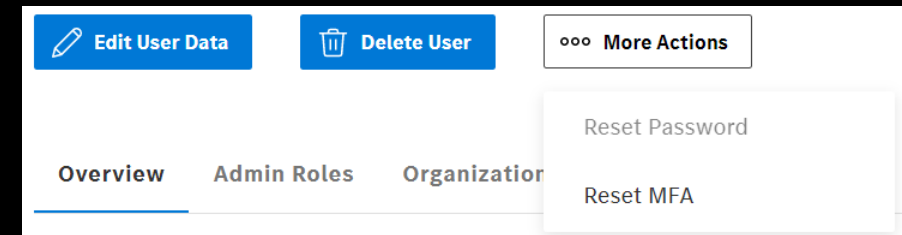
## 2. Search for user

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



## 3. Reset MFA

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



\*Exception ISP in germany:  
-Request the reset via the XCA  
[xentry.customer.support@mercedes-benz.com](mailto:xentry.customer.support@mercedes-benz.com)

GSP Service  
is noble