# Multi-Factor Authentication

The following describes the process for Multi-Factor Authentication (MFA) of users on the Xenial Cloud Portal. The MFA process consists of the initial setup of a user and the multi-factor authentication of the user.

## Existing Users

1.  From the Xenial Portal login screen, type the user's email address and password in the provided fields.
2.  Select **Login**.
    *   A "Confirm your email address" email is sent to the provided email address.
3.  Open the email to view a unique code. This code is used to verify the email address.
4.  Return to the Xenial Portal.
5.  In the **Verification Code** field, type the verification code.
6.  Select **Verify**.

> **NOTE**
> *   Below the **Verification Code** field, select "What is MFA?" to read more information about multi-factor authentication.
> *   If necessary, select the "Resend Code?" link to have a different verification code sent to the email address.

## New Users

1.  From the Xenial Portal login screen, type the user's email address and password in the provided fields.
2.  Select **Login**.
    *   A new user account is created with the provided email address.
    *   A "Confirm your email address" email is sent to the provided email address.
3.  Open the email to view a unique code. This code is used to verify the email address.
4.  Return to the Xenial Portal.
5.  In the **Verification Code** field, type the verification code.
6.  Select **Verify**.

> **NOTE**
> *   Below the **Verification Code** field, select "What is MFA?" to read more information about multi-factor authentication.
> *   If necessary, select the "Resend Code?" link to have a different verification code sent to the email address.

## Reset Locked Account

After five (5) failed login attempts, a Xenial Portal user will be locked from their account. The following describes how to reset Multi-Factor Authentication (MFA) for a user when their account is locked.

To reset a locked account:

1. Open the Xenial Portal.
2. From the dropdown in the upper-right, select **Admin**.
3. From the left navigation menu, select **All People**.
4. From the people list, locate the account to reset.
5. From the **Actions** column, select **Reset MFA**. When the account is reset, the following message is displayed: "MFA Reset was successful".