

User Guide: Resetting Your Two-Factor Authentication (2FA)

Overview

This guide provides detailed instructions on how to reset your Two-Factor Authentication (2FA) with the help of our Customer Support team. Follow the outlined steps to complete the process smoothly.

Step 1: Initial Request

Contact Customer Support

- If you need to reset your 2FA, reach out to our Customer Support team.
 - Alternatively, you can contact your Customer Success Manager or Sales representative, and they will forward your request to Customer Support.
-

Step 2: Ticket Creation

Support Ticket

- Customer Support will create a FreshDesk or Jira ticket to manage your 2FA reset request.
 - An incident number/FreshDesk number/Jira number will be provided to you for reference.
-

Step 3: Verification Process

Verification

- **Phone Call:** A Customer Support representative will call you to confirm that you initiated the 2FA reset request.
 - **Email and Company Verification:**
 - Provide your email ID and company details.
 - Provide the official email address and phone number of your reporting manager.
 - Explain the reason for requesting the 2FA reset.
-

Step 4: Manager Approval

Manager Approval

- Customer Support will send an email to your reporting manager's company email address to request approval for the 2FA reset. Personal email addresses will not be accepted.
 - Once the reporting manager approves, Customer Support will attach the approval email to the FreshDesk or Jira ticket.
-

Step 5: Reset and Notification

User Notification

- Customer Support will inform you that your 2FA has been reset.
 - They will guide you through reinitiating the 2FA setup.
-

Please get in touch with Origin support, if you encounter any issues or need further assistance - originsupport@tradewindow.io