

Wiki.CHOP 2FA Reset Instructions

Step 1: On-network staff have access to the tool. Off-network/external collaborators will need to ask their space owners to perform the reset

Step 2: Once on the login screen, sign in using your CHOP AD credentials.



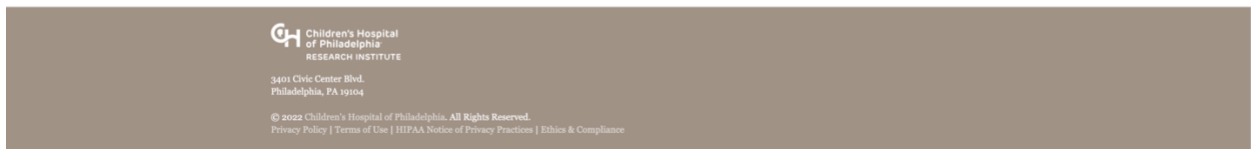
Wiki.CHOP 2FA Reset Tool

Please login

Username

Password

LOGIN



Step 3: Next you will see the following screen:



Wiki.CHOP 2FA Reset Tool

Hello Michael ▾

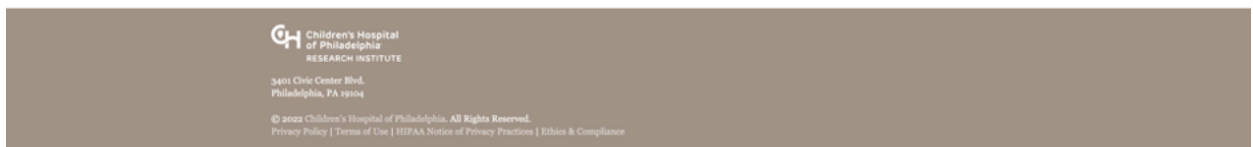
2FA Reset Form

Are you submitting this 2FA reset request for yourself?

☐ Yes

☐ No

SUBMIT CANCEL



Wiki.CHOP 2FA Reset Instructions

Step 4: If you are resetting your 2FA for yourself, please select “Yes” and proceed to Step 5. If you are resetting the 2FA for others, please select “No”, and proceed to step 6.



Wiki.CHOP 2FA Reset Tool

Hello Michael ▾

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WIKI.CHOP 2FA RESET CONFIRMATION

Two-Factor Authentication for Wiki.CHOP has been reset for the following users:

■ liberatom1

Upon your next login you will be presented with a QR code to scan into your authenticator app. Please refer to <https://www.research.chop.edu/announcements/two-factor-authentication-2fa-for-wikichop> for more information and instructions on how to configure your authenticator app.



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Philadelphia, PA 19104

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Step 5: Once you receive confirmation that your 2FA has been reset, the next time you log in you will be presented with the QR code to set up 2FA in Microsoft Authenticator. Please reference the [Wiki instructions](#) for additional support.

If you have received a “Not Permitted” message, please contact wikiadmin@chop.edu.

Step 6: If you are resetting 2FA for other users, please provide the username(s). You can search for by last name for users and can add as many users as needed.



Wiki.CHOP 2FA Reset Tool

Hello Michael ▾

2FA Reset Form

Are you submitting this 2FA reset request for yourself?

☐ Yes

☒ No

Please specify the user(s) you wish to reset:

Search By Last Name

LOOKUP

SUBMIT

CANCEL



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Wiki.CHOP 2FA Reset Instructions



Wiki.CHOP 2FA Reset Tool

Hello Michael ▾

2FA Reset Form

Are you submitting this 2FA reset request for yourself?

☐ Yes

☒ No

Please specify the user(s) you wish to reset:

Michael Liberatore (liberatorom1)

Padraig Foley (foleyp2)

Search By Last Name



Step 7: Hit submit to reset the 2FA



Wiki.CHOP 2FA Reset Tool

Hello Michael ▾

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WIKI.CHOP 2FA RESET CONFIRMATION

Two-Factor Authentication for Wiki.CHOP has been reset for the following users:

- liberatorom1
- foleyp2

Please notify the users above that their two-factor authentication has been reset and to refer to <https://www.research.chop.edu/announcements/two-factor-authentication-2fa-for-wikichop> for more information and instructions on how to configure their authenticator app.



Step 8: Once you receive a confirmation, please notify users that their 2FA has been reset. The next time they log in, they will be presented with the QR code to set up 2FA in Microsoft Authenticator. Please reference the [Wiki instructions](#) for additional support.

If you have received a “Not Permitted” message, please contact wikiadmin@chop.edu.