

How to reset your multi-factor authentication

Overview

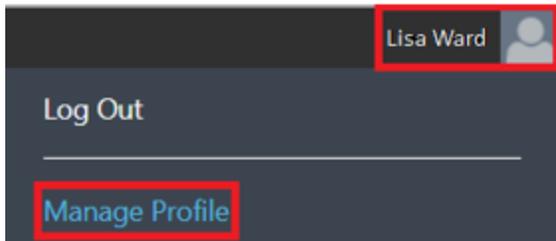
ClickSuper provides the option of resetting your multi-factor authentication (MFA) types, once you have logged into ClickSuper.

- You can reset your authenticator app if you don't have access to your current mobile device, or have moved to a new mobile device.
- You can reset your security question if you have forgotten the answer.

How to reset your authenticator app MFA

Note: To reset your authenticator app, you will need to provide the answer to your security question.

1. Log into ClickSuper.
2. Click your **account name** or the **user icon**, then click **Manage Profile**.



3. Under multi-factor authentication (MFA), click on the **Reset** button available for the Authenticator App.



4. Provide the answer to your security question, then click **Submit**. If you click **Cancel**, the pop up will close and your authenticator app MFA will not be reset.

Confirm your request using the alternative MFA

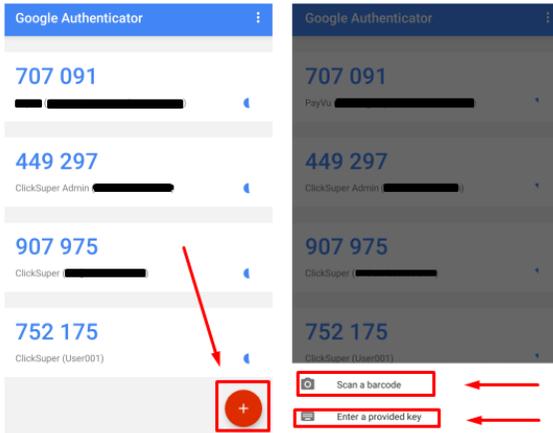
Enter the answer to your security question.

Question What is your pet's name?

Answer Flido

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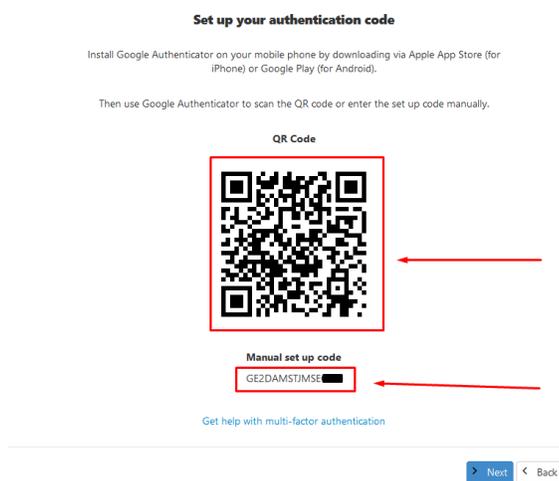
5. Reset MFA using the Google Authenticator app.
 - a. If you already have the Google Authenticator app on your mobile device, open the app.
 - b. If you don't have it installed, download it from the Apple App Store (for iPhone) or Google Play Store (for Android).
6. Click the **plus icon**.



7. You can set up the Google Authenticator App for ClickSuper in 2 ways as shown in the above screenshot.

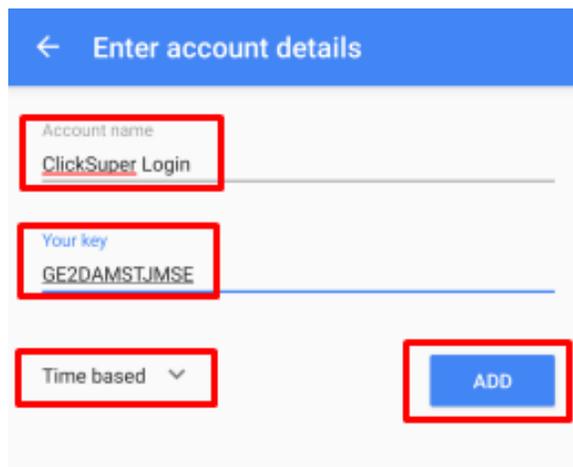
-Scan the QR code displayed on the ClickSuper screen OR

-Enter the set-up key manually and turn on the time-based option. The code required is shown in ClickSuper under 'Manual set up code' as shown below:



If setting up your authentication code using a manual set up code, please see the following:

- The Account is the application name. Enter ClickSuper or a name of your choice.
- The Key is the manual set up key displayed on the ClickSuper screen.



8. Click **Next** after you have completed the set up.

9. Enter the authentication code provided by the Google Authenticator app into ClickSuper, then click **Submit**.

10. Your authenticator app reset is now complete.

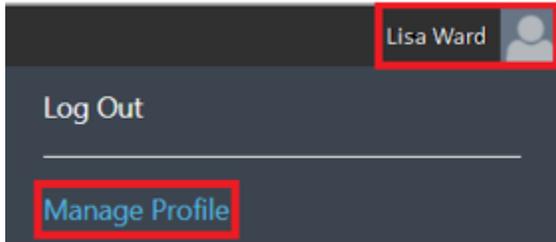
You will be required to enter your authentication code when you next log into ClickSuper.

If you don't want to enter the authentication code each time you log in, set up ClickSuper to remind you again within 30 days.

How to reset your security question

Note: To reset your security question, you will need to provide the authentication code generated by the Google Authenticator app.

1. Log into ClickSuper.
2. Click your **account name** or the **user icon**, then click **Manage Profile**.



3. Under multi-factor authentication (MFA), click on the **Reset** button available for the Authenticator App.

Multi-factor authentication (MFA)

Type	
Authenticator App	<input type="button" value="Reset"/>
Security Question	<input type="button" value="Reset"/>

A red arrow points from the 'Reset' button for the Security Question to the text below.

4. Provide the authentication code generated by Google Authenticator app for ClickSuper, then click **Submit**. If you click **Cancel**, the pop up will close and your security question will not be reset.

Confirm your request using the alternative MFA

Enter the authentication code generated by the Google Authenticator app.

Authentication Code

A red arrow points from the right side of the input field to the text '562464'.

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5. Select a security question and answer, then click **Submit**.

Add a security question

As an alternative to the Google Authenticator app, we can verify your identity using security question.

Select your security question and answer here.

Question

Answer

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Question

Answer

-
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Add a security question

As an alternative to the Google Authenticator app, we can verify your identity using security question.

Select your security question and answer here.

Question

Answer

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6. Your security question reset is now complete.