



RDN powered by OPENLANE

CONFIDENTIAL



# Two Factor Authentication Reset – Office User

Click Reset TFA settings if a User is having an issue setting up their Two Factor Authentication. The Reset will allow the User to setup the Two Factor Authentication account again. The User will be prompted at next login to select the method they prefer to receive their Two Factor Authentication Code.

**Edit Existing User:**

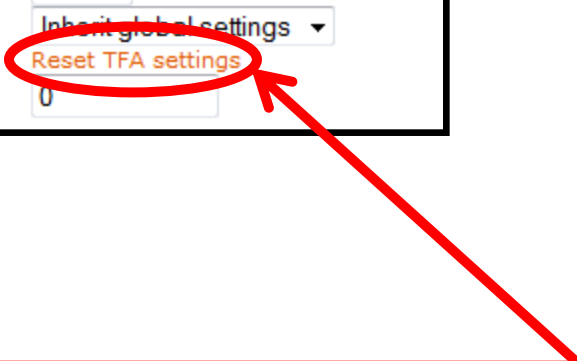
Company:	90DEMO
Personal ID:	90022388
Security Code:	9022222
Last Name:	<input type="text" value="Doe"/>
First Name:	<input type="text" value="Jane"/>
User Name:	<input type="text" value="JaneDoe001"/>
New Password:	<input type="password"/>
User Email:	<input type="text"/>
Allowed Login Days:	M <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/> W <input checked="" type="checkbox"/> Th <input checked="" type="checkbox"/> F <input checked="" type="checkbox"/> Sa <input checked="" type="checkbox"/> Su <input checked="" type="checkbox"/>
From:	midnight to 11:59:59 <small>This MUST be figured in ARIZONA TIME (Current Arizona time: 8:20 AM)</small>
Allowed IP Addresses:	<input type="text" value="ALL"/> <input type="button" value="Add"/> <input type="text" value=""/> <small>(enter "ALL" for no restrictions) (Current IP: 173.172.124.54)</small>
Auto Login Valid For :	(9 hours)
Allowed to create invoices:	<input checked="" type="checkbox"/>
New Order Email Notification:	<input type="checkbox"/>
Receive Updates From Other Users:	<input checked="" type="checkbox"/>
Fax Administrator:	<input checked="" type="checkbox"/>
Require Two Factor Authentication:	Inherit global setting <input checked="" type="button" value="Reset TFA settings"/>
View Clients:	<input checked="" type="checkbox"/>
Use Openlane:	<input checked="" type="checkbox"/>
Investigator:	<input type="checkbox"/>
Manager:	<input checked="" type="checkbox"/>
Can use multisearch bulk options:	<input checked="" type="checkbox"/>
MATS Lookup:	<input checked="" type="checkbox"/>
License Plate Lookup:	<input checked="" type="checkbox"/>
Active:	<input checked="" type="checkbox"/>
Can modify UI Template:	<input checked="" type="checkbox"/>

[changes will not take effect until user logs out]

# Two Factor Authentication Reset – Field Agent

Permissions:	
Can Send Update to Client	Yes ▾
Can Send Repo to Client	No ▾
Can Send C/R to Client	No ▾
Can View Uploaded Docs	No ▾
Can View All Addresses on Case	Yes ▾
Can View All Company Cases	Yes ▾
Auto Assign Cases in Zipcode	Yes ▾
Can View Invisible Updates	Yes ▾
Allow Agent to Edit Runsheet	Yes ▾
Require Two-Factor Authentication:	Inherit global settings ▾
Days in Closed/Repo Queue	0

**Reset TFA settings**



**Click Reset TFA settings if your Agent is having an issue setting up their Two Factor Authentication. The Reset will allow your Agent to setup the Two Factor Authentication account again. The Agent will be prompted at next login to select the method they prefer to receive their Two Factor Authentication Code.**

# Questions??

If you have any questions regarding this new release, please contact RDN Support at 817-204-0298, option 1, or via email: [support@recoverydatabase.net](mailto:support@recoverydatabase.net).