

# Cómo restablecer el MFA de un usuario de un reseller en el portal Intcomex Cloud Platform (ICP)



Cómo restablecer el MFA de un usuario de un reseller

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Intcomex Cloud

Dentro del portal Intcomex Cloud Platform (ICP), seleccionamos el usuario al cual deseamos restablecer el MFA

INTCOMEX PERU S.A.C. > ABBIE BOX S.A.C. [TESTING] > arturo.bejarano@abbiebox.com (277882)

### arturo.bejarano@abbiebox.com

USER INFO | ADDITIONAL INFORMATION | AVAILABLE SERVICES | NOTIFICATIONS | PROVISIONING | SECURITY | AUDIT

**NAME**

First name	Arturo
Last name	Bejarano
Email	arturobejarano94@gmail.com

**CONTACT INFORMATION**

Address	Ca. Los Negocios 448
City	Surquillo
Country	Peru
Zip code	15494
Phone	
Manager	
Fax	
Mobile	
Department	
Office	
Phone (home)	

**LOGIN INFORMATION**

Username	arturo.bejarano@abbiebox.com
Primary identity	Internal
Change password in next login	false
Password expiration date	
Last login	2021-11-30 22:14 (UTC)

+ NEW

RECREATE PROVISIONING | NEW SERVICE | TERMINATE | IMPERSONATE | MOVE | CREDENTIALS TO THIS USER | RENAME | RESET PASSWORD

Luego, seleccionamos la pestaña **SECURITY** o **SEGURIDAD**

The screenshot displays the Intcomex Cloud user interface. At the top, there is a navigation bar with the Intcomex Cloud logo and several menu items: Home, Marketplace, Quotation Tool, Provisioning, Reporting, and Support. The user's name, Arturo Bejarano, is shown in the top right corner. The main content area is divided into two sections. On the left, under 'COMPANY STRUCTURE', there is a list of companies under 'ABBBIE BOX S.A.C. [TESTING]'. The user 'arturo.bejarano@abbiebox.com' is selected and highlighted. On the right, the user's profile is shown, including the email address and a list of tabs: USER INFO, ADDITIONAL INFORMATION, AVAILABLE SERVICES, NOTIFICATIONS, PROVISIONING, SECURITY (which is currently selected), and AUDIT. The 'SECURITY' section is active, showing 'Multi-Factor Authentication' set to 'ON' and a list of 'User roles'. Each role has an 'ON' toggle and a right-pointing arrow. The roles listed are: Customer Admin (Advanced), Customer Admin (Modify), Customer Admin (Read-only), Billing (Read Only), Reseller Admin (Advanced), Reseller Admin (Limited), and Reseller Admin (Sales). A '+ NEW' button is located at the bottom left of the interface.

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### Multi-Factor Authentication

ON  Multi-Factor Authentication

### User roles

Need to create a role? [Go to company security](#)

<input checked="" type="checkbox"/> ON <input type="checkbox"/>	Customer Admin (Advanced)	▶
<input checked="" type="checkbox"/> ON <input type="checkbox"/>	Customer Admin (Modify)	▶
<input checked="" type="checkbox"/> ON <input type="checkbox"/>	Customer Admin (Read-only)	▶
<input checked="" type="checkbox"/> ON <input type="checkbox"/>	Billing (Read Only)	▶
<input checked="" type="checkbox"/> ON <input type="checkbox"/>	Reseller Admin (Advanced)	▶
<input checked="" type="checkbox"/> ON <input type="checkbox"/>	Reseller Admin (Limited)	▶
<input checked="" type="checkbox"/> ON <input type="checkbox"/>	Reseller Admin (Sales)	▶

+ NEW

Luego, en la capacidad Multi-factor Authentication hacemos clic en el botón ON para restablecer el MFA

**Nota:** Si al seleccionar el usuario no se muestra habilitada el botón ON en la capacidad Multi-Factor Authentication, es posible que el usuario no haya configurado previamente el MFA

The screenshot displays the Intcomex user management interface. The top navigation bar includes the Intcomex logo and menu items: Home, Marketplace, Quotation Tool, Provisioning, Reporting, and Support. The user profile 'Arturo Bejarano' is visible in the top right. The main content area is titled 'COMPANY STRUCTURE' and shows a list of users under 'ABBIE BOX S.A.C. [TESTING]'. The selected user is 'arturo.bejarano@abbiebox.com', with details including 'Indirect Reseller Experience' and 'Marketplace Branding'. The right-hand panel shows the user's profile page for 'arturo.bejarano@abbiebox.com', with tabs for USER INFO, ADDITIONAL INFORMATION, AVAILABLE SERVICES, NOTIFICATIONS, PROVISIONING, SECURITY (selected), and AUDIT. Under the 'Multi-Factor Authentication' section, the 'ON' button is highlighted. Below this, the 'User roles' section lists several roles, each with an 'ON' button: Customer Admin (Advanced), Customer Admin (Modify), Customer Admin (Read-only), Billing (Read Only), Reseller Admin (Advanced), Reseller Admin (Limited), and Reseller Admin (Sales). A '+ NEW' button is located at the bottom left of the interface.

Luego, aceptamos la confirmación con el botón **Okay** o **Aceptar**

The screenshot displays the INTCOMEX user interface. The top navigation bar includes 'Home', 'Marketplace', 'Quotation Tool', 'Provisioning', 'Reporting', and 'Support'. The user profile 'arturo.bejarano@abbiebox.com' is visible, with tabs for 'USER INFO', 'ADDITIONAL INFORMATION', 'AVAILABLE SERVICES', 'NOTIFICATIONS', 'PROVISIONING', 'SECURITY', and 'AUDIT'. The 'SECURITY' tab is active, showing 'Multi-Factor Authentication' set to 'OFF'. A modal dialog box titled 'Disable MFA?' is centered on the screen, asking 'Are you sure you want to disable Multi-Factor Authentication?' with 'Okay' and 'Cancel' buttons. The background shows a list of roles with 'ON' status indicators.

COMPANY STRUCTURE

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USER INFO   ADDITIONAL INFORMATION   AVAILABLE SERVICES   NOTIFICATIONS   PROVISIONING   SECURITY   AUDIT

### Multi-Factor Authentication

OFF Multi-Factor Authentication

**Disable MFA?**

Are you sure you want to disable Multi-Factor Authentication?

Okay   Cancel

ON  Billing (Read Only)

ON  Reseller Admin (Advanced)

ON  Reseller Admin (Limited)

ON  Reseller Admin (Sales)

+ NEW

Finalmente, podemos validar que se ha restablecido la capacidad del Multi-Factor Authentication cuando observamos que esta ya es visible

The screenshot displays the Intcomex user interface. The top navigation bar includes the Intcomex logo and menu items: Home, Marketplace, Quotation Tool, Provisioning, Reporting, and Support. The user's name, Arturo Bejarano, is visible in the top right corner. The main content area is titled 'COMPANY STRUCTURE' and shows a list of companies under 'ABBE BOX S.A.C. [TESTING]'. The user 'arturo.bejarano@abbiebox.com' is selected, and their profile information is displayed, including 'Indirect Reseller Experience' and 'Marketplace Branding'. The 'SECURITY' tab is active, showing the 'Multi-Factor Authentication' settings. The 'User roles' section lists several roles, each with an 'ON' toggle switch and a right-pointing arrow, indicating that Multi-Factor Authentication is enabled for these roles.

Role	Status
Customer Admin (Advanced)	ON
Customer Admin (Modify)	ON
Customer Admin (Read-only)	ON
Billing (Read Only)	ON
Reseller Admin (Advanced)	ON
Reseller Admin (Limited)	ON
Reseller Admin (Sales)	ON