

Setting up a new device for Multifactor Authentication

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To set up a new device for Multifactor Authentication, you must first remove the old device from your Synaptic Pathways user account.

In this article, we'll outline a few common scenarios when setting up a new device. See below:

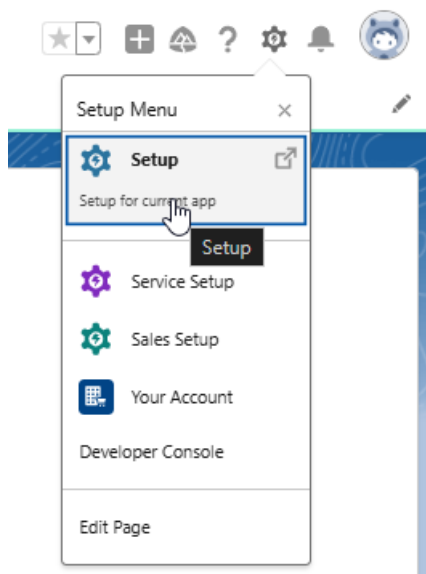
- Your org administrator can disconnect the old device
- You are a sole user & therefore an Administrator. You'll use your old device to log in and disconnect it.
- You are a sole user. You no longer have access to your old device and need assistance from the Support team.

Administrator - disconnect the old device

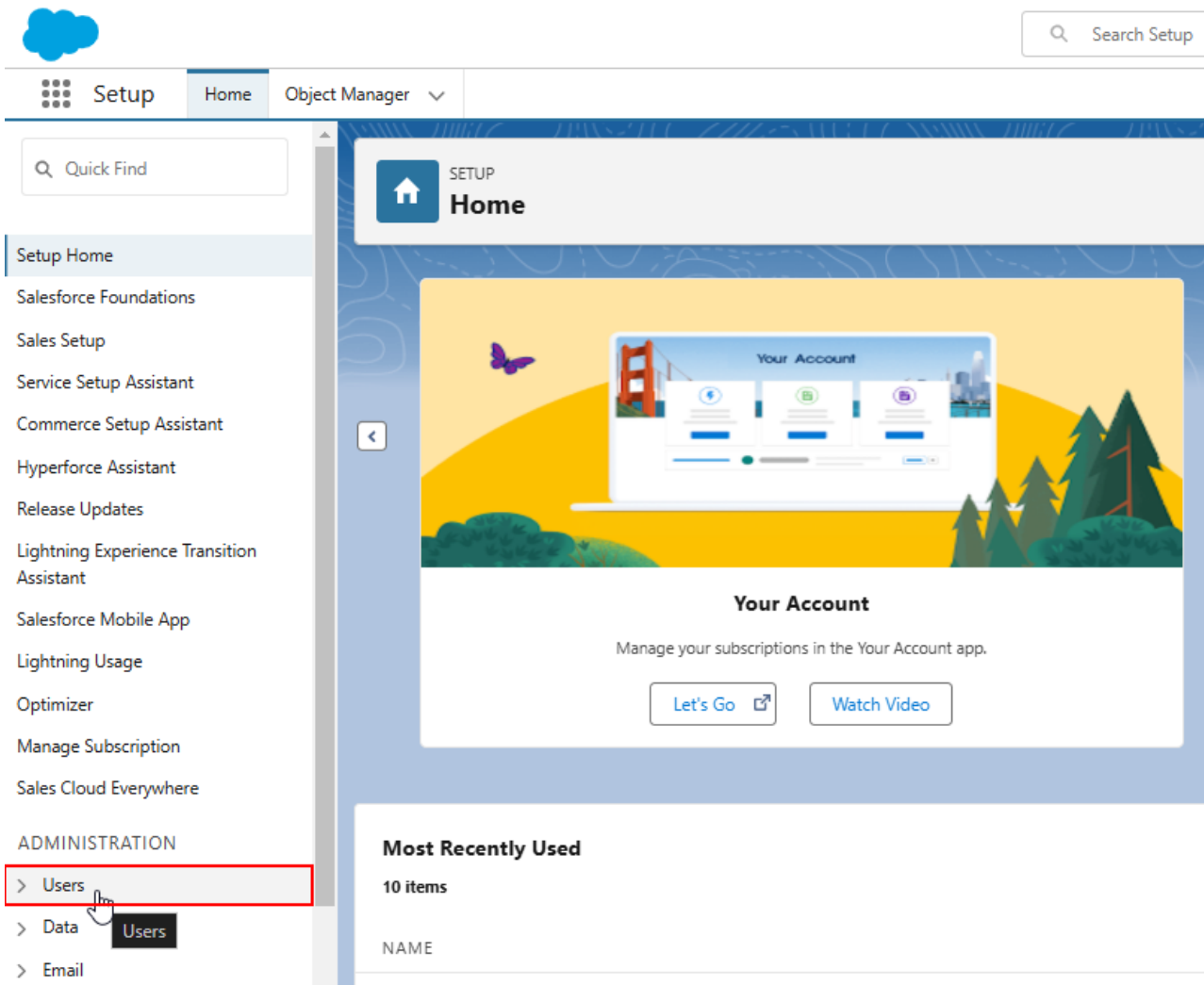
The administrator will need to go into Setup cog from the Synaptic Pathways homepage:



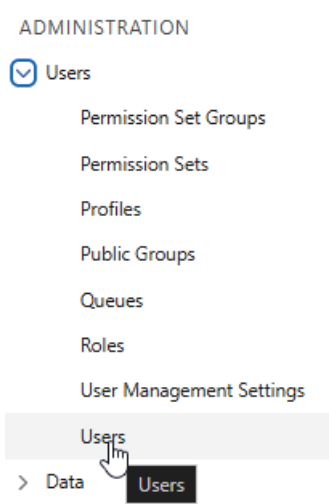
Click into Setup



Find **Users** in the left menu.



Expand the area and click into **Users**.



In the list of users, click into your account:

SETUP Users

| | First Name | Last Name | Username | Created | Last Modified | Profile | App Registrations |
|---------------------------------------|------------|-----------|----------------------------|------------------|------------------|----------------------|-------------------|
| <input type="checkbox"/> Edit Login | Abdul | Abdul | abdul.abdul@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit Login | Alice | Smith | alice.smith@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Bob | Johnson | bob.johnson@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Charlie | Brown | charlie.brown@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Diana | Green | diana.green@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Eve | White | eve.white@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Frank | Black | frank.black@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Grace | Grey | grace.grey@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit Login | Henry | Blue | henry.blue@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit Login | Ivan | Purple | ivan.purple@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit Login | Jane | Red | jane.red@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit Login | John | Green | john.green@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Karen | Blue | karen.blue@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Laura | Red | laura.red@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Mark | Green | mark.green@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Nancy | Blue | nancy.blue@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Oliver | Red | oliver.red@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Peter | Green | peter.green@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Quinn | Blue | quinn.blue@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Rachel | Red | rachel.red@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Samuel | Green | samuel.green@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Tina | Blue | tina.blue@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Uma | Red | uma.red@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Victor | Green | victor.green@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Wendy | Blue | wendy.blue@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Xavier | Red | xavier.red@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Yvonne | Green | yvonne.green@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Zoe | Blue | zoe.blue@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Paulsen | Amy | amy.paulsen@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit | Paulsen | Amy | amy.paulsen@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit Login | Thomas | White | thomas.white@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |
| <input type="checkbox"/> Edit Login | Victoria | Black | victoria.black@company.com | 12/12/2023 10:00 | 12/12/2023 10:00 | System Administrator | 0 |

Show me fewer ▲ / ▼ more records per list page

New User Reset Password(s) Add Multiple Users

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

Under **App Registration: Salesforce Authenticator**, click **Disconnect**:

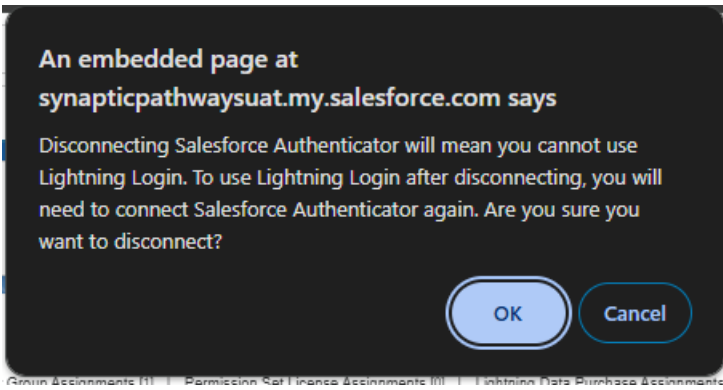
User
Amy Paulsen

Permission Set Assignments [4] | Permission Set Assignments: Activation Required [0] | Permission Set Group Assignments [1] | Permission Set License Assignments [0]
OAuth Apps [2] | Third-Party Account Links [0] | Installed Mobile Apps [0] |

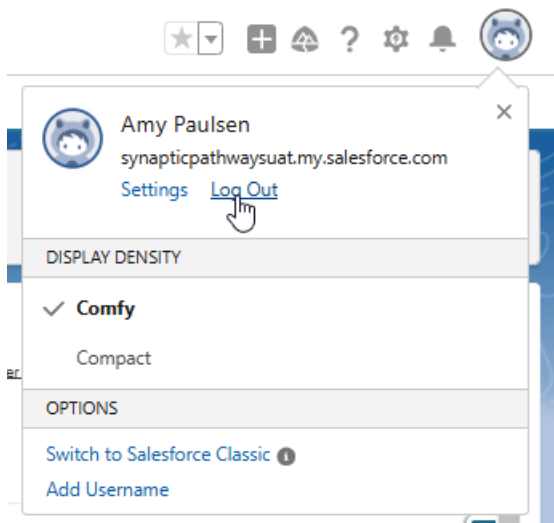
User Detail Edit Sharing Change Password View Summary

| | |
|--|---|
| Name | Amy Paulsen |
| Alias | apaul |
| Email | [Redacted] |
| Username | [Redacted] |
| Nickname | [Redacted] |
| Title | |
| Company | |
| Department | |
| Division | |
| Address | |
| Time Zone | (GMT+00:00) Greenwich Mean Time (Europe/London) |
| Locale | English (United Kingdom) |
| Language | English |
| Delegated Approver | |
| Manager | |
| Receive Approval Request Emails | Only if I am an approver |
| Federation ID | |
| App Registration: One-Time Password Authenticator | [Connect] ⓘ |
| App Registration: Salesforce Authenticator | [Disconnect] ⓘ |
| Security Key (U2F or WebAuthn) | ⓘ |
| Lightning Login | [Cancel] ⓘ |
| Temporary Verification Code (Expires in 1 to 24 Hours) | [Generate] ⓘ |

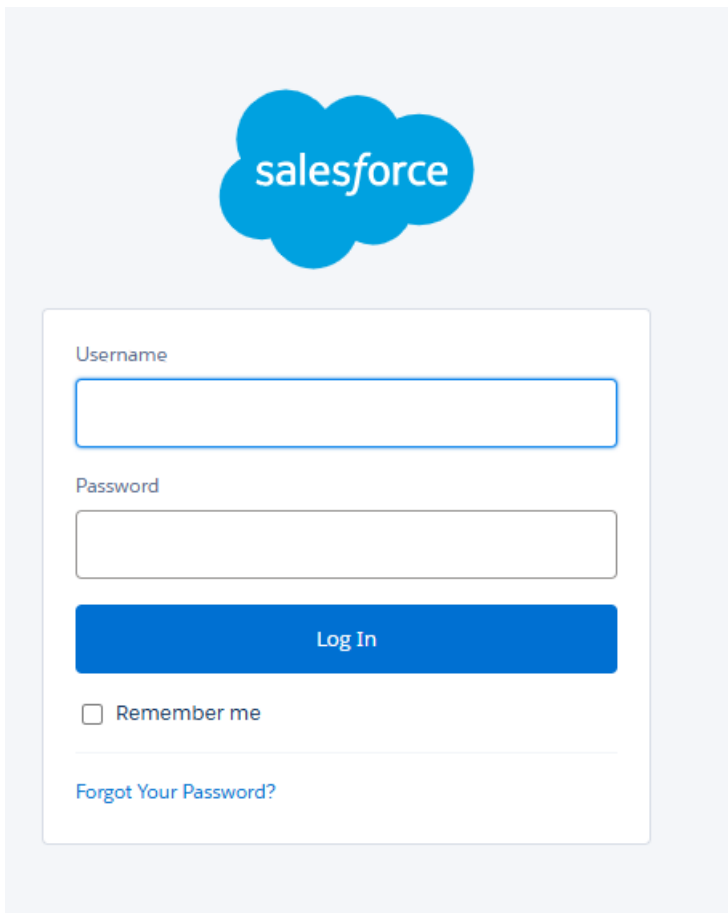
A message will appear at the top of the browser window. Click **OK**



Once disconnected, you will need to logout. Click onto the profile avatar at the top right of the screen and **Log Out**



This will take you to the Synaptic Pathways login screen:



To setup your new device, see article [Setting up Multifactor Authentication](#).

Sole user - Using old device

As a sole user, you are the administrator of your account. You can follow the above instructions for an administrator to remove the device from your user account.

Sole user - You no longer have access to your old device

As you are a sole user, you are the only person with access to your org. If you no longer have access to your old device for MFA, you will need to contact the support team for assistance. If you have previously granted access to our Support Team and we still have access, we can remove the device for you. If we haven't got access to your org we will need to raise a case to reset your password and remove the device from your account. This is classed as a high priority and the turnaround is usually within the same day.
