Marketing Cloud Administrative Tasks [1]

November 18, 2021 by Melanie Jones [2]

eComm specialists can assist users with administrative tasks, such as unlocking a user, resetting their password or granting a temporary code if they forgot their authentication method.

1. Navigate to Email Studio
2. In the top navigation, click Admin on the right
3. Expand the My Users section, found under the Administration section of the left navigation
   ○ A new page of users will appear. You can Search at the top
4. Select the Name of the user to open their account settings

Unlock User & Reset Password
1. With the user's account open, check if the user is **Locked Out**. If so, click **Unlock User**  
   - This is caused by three failed login attempts.
2. Select **Change Password** across the top

![Image of account settings]

**Multi-Factor Authentication**

**Generate Temporary Code**

If a user finds themselves without their multi-factor authentication (MFA) verification method, an eComm specialist can assist by generating a temporary verification code that remains effective for 24 hours. The user can enter this code multiple times until 24 hours elapse or you revoke the code.

- With their account open, **scroll down to the Multi-Factor Authentication section**
- Click **Generate** next to Temporary Code
- Account Settings
  - My Users
  - Business Units
  - Roles
- Tracking Configuration
  - Custom Tab
  - Salesforce Integration
- Data Management
  - File Locations
  - Key Management
- Send Management
  - Sender Profiles
  - Delivery Profiles
  - Send Classifications
  - Test Send Thresholds
  - Subject/Preheader Validation
  - URL Expiration
  - Deep Linking
  - Auto-Suppression Configuration
- BrandBuilder
• **Copy the temporary code** shown at the top of your screen and **communicate the value to the user**.
• You'll see the **expiration date** of the temporary code at the bottom of their account. You can **revoke** the temporary password if you do not want it to remain active for 24 hours.
### General Settings

<table>
<thead>
<tr>
<th>Setting</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Melanie Jones</td>
</tr>
<tr>
<td>Reply Email Address</td>
<td><a href="mailto:melanie.jones@cu.edu">melanie.jones@cu.edu</a></td>
</tr>
<tr>
<td>Add to From Name Dropdown</td>
<td></td>
</tr>
<tr>
<td>Notification Email Address</td>
<td><a href="mailto:melanie.jones@cu.edu">melanie.jones@cu.edu</a></td>
</tr>
<tr>
<td>Username</td>
<td><a href="mailto:melanie.jones-mc03@cu.edu">melanie.jones-mc03@cu.edu</a></td>
</tr>
<tr>
<td>External Key</td>
<td>e5022b4c-d1b4-43aa-854c-a03f4c258541</td>
</tr>
<tr>
<td>Time Zone</td>
<td>(GMT-07:00) Mountain Time (US &amp; Canada) *</td>
</tr>
<tr>
<td>Culture Code</td>
<td>English (United States)</td>
</tr>
<tr>
<td>Enabled</td>
<td>Yes</td>
</tr>
<tr>
<td>API User</td>
<td>Yes</td>
</tr>
<tr>
<td>SOAP WSDL</td>
<td><a href="https://mc3d7mrzbxc-1byr17kn3kVFzp4.soap.marketingcloudapis.com/ETFramework">https://mc3d7mrzbxc-1byr17kn3kVFzp4.soap.marketingcloudapis.com/ETFramework</a></td>
</tr>
<tr>
<td>SOAP Service Endpoint</td>
<td><a href="https://mc3d7mrzbxc-1byr17kn3kVFzp4.soap.marketingcloudapis.com/Service.asmx">https://mc3d7mrzbxc-1byr17kn3kVFzp4.soap.marketingcloudapis.com/Service.asmx</a></td>
</tr>
<tr>
<td>Salesforce.com Status</td>
<td>Integrated</td>
</tr>
<tr>
<td>Last Login</td>
<td>Wednesday, November 17, 2021 1:00:47 PM</td>
</tr>
<tr>
<td>Created</td>
<td>Wednesday, December 26, 2018 2:29:14 PM</td>
</tr>
<tr>
<td>Modified By</td>
<td>Melanie Jones, Tuesday, November 9, 2021 2:10:09 PM</td>
</tr>
</tbody>
</table>

### Multi-Factor Authentication

<table>
<thead>
<tr>
<th>Setting</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salesforce Authenticator</td>
<td>Not Registered</td>
</tr>
<tr>
<td>Security Key</td>
<td>Not Registered</td>
</tr>
<tr>
<td>TOTP</td>
<td>Registered</td>
</tr>
<tr>
<td>Authenticator App #1</td>
<td>Revoke</td>
</tr>
</tbody>
</table>

**Temporary Code**

Expiration Date: Thursday, November 18, 2021 1:08:47 PM
Revoke
New, lost or stolen device? Revoke the authentication method.

If the method used for MFA is no longer available, an eComm specialist MUST revoke the method’s connection to the user’s account so it can be configured on a new device. Navigate to their account and Revoke their authentication method.
Business Unit & Role

Users and eComm specialists do not have access to modify user's business unit access or change a role. Instead, @Melanie Jones on the user's license record.

Related Wiki Posts

- How to Troubleshoot Common Issues [4]
- eComm Upgrade | Marketing Cloud Permissions [5]
- Marketing Cloud | Multi-Factor Authentication for Users [3]

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