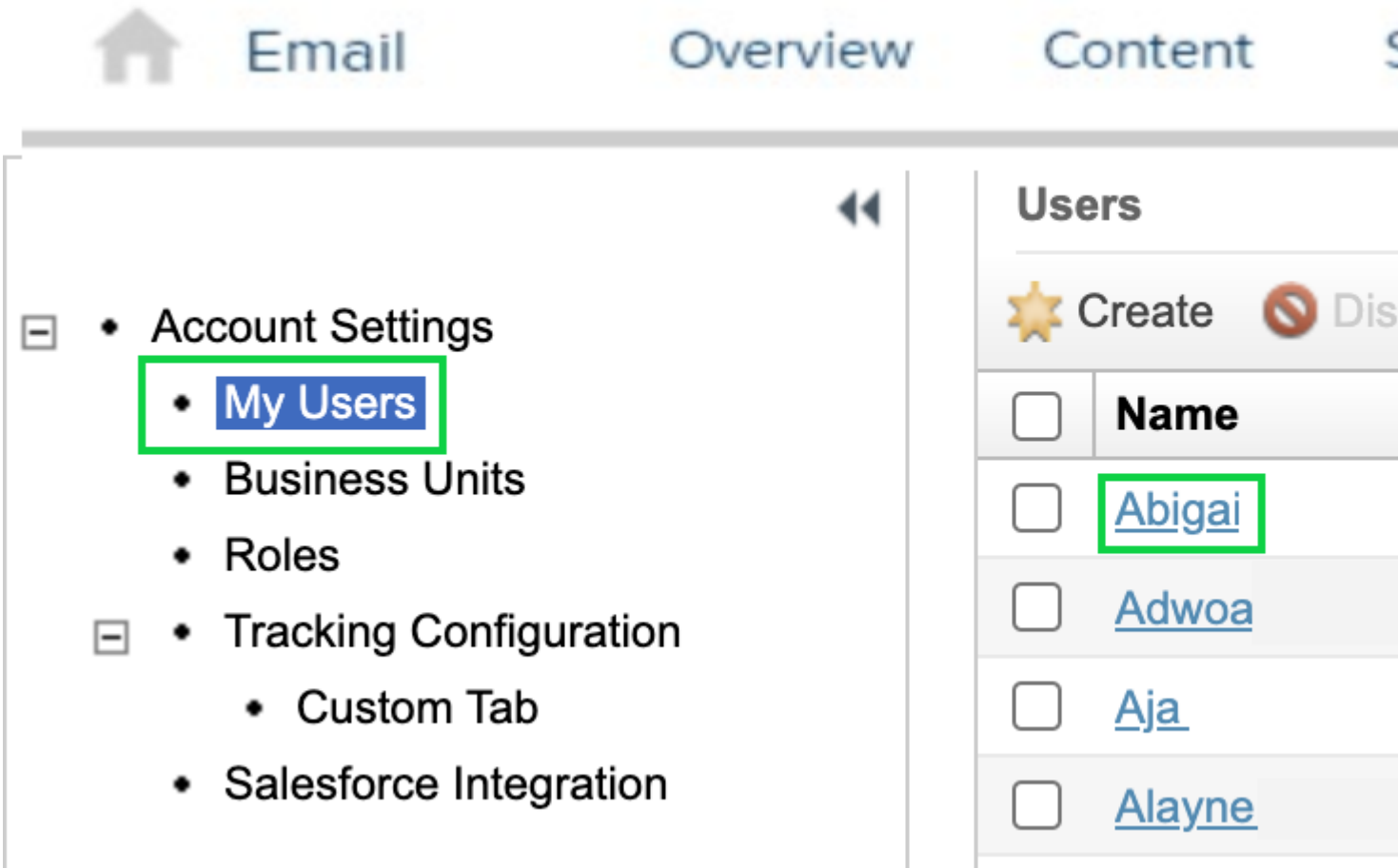
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Marketing Cloud Administrative Tasks [1]

February 12, 2025 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. Naviagate 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



Single Sign-on (SSO)

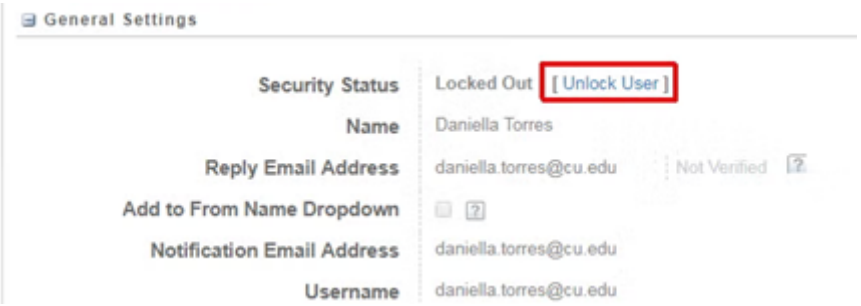
- **Problem & Solution:** User locked out in Marketing Cloud - eComm specialist should 'unlock' account (expand 'unlock' section below for instructions).
    - **User Experience:** The user is unable to log in and is NOT getting a specific error message.
        - **This Occurs When:** The user uses the old login method three times (with a correct to incorrect password)., or the user uses the new SSO link but selects the wrong campus and inputs the correct password three times.

- **Problem & Solution:** User locked out from SSO - user should contact their campus OIT.
    - **User Experience:** The user will see a message *"You've been locked out. Contact an admin."*
    - **This Occurs When:** The user uses the SSO login URL (and selects the correct campus) and inputs the incorrect password three times. They cannot log in to anything that uses SSO (email, computer, employee portal, etc.).

- **Problem & Solution:** SSO not configured - submit a help ticket [3] for the System office to enable SSO.
    - **User Experience:** The user will see the message *"SSO No FederationID".*
    - **This Occurs When:** The system office fails to configure SSO when provisioning the user.

Unlock User

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.



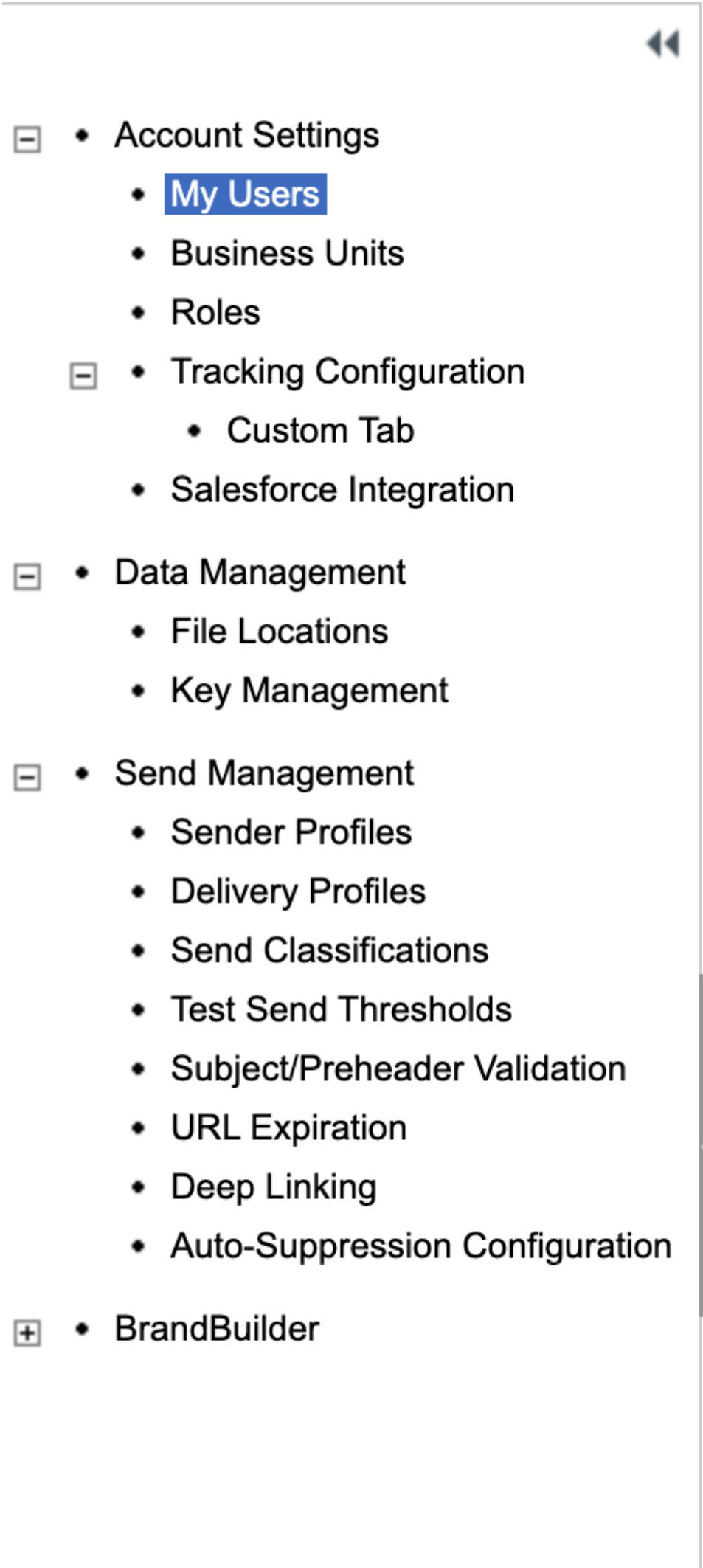
Multi-Factor Authentication

Generate Temporary Code

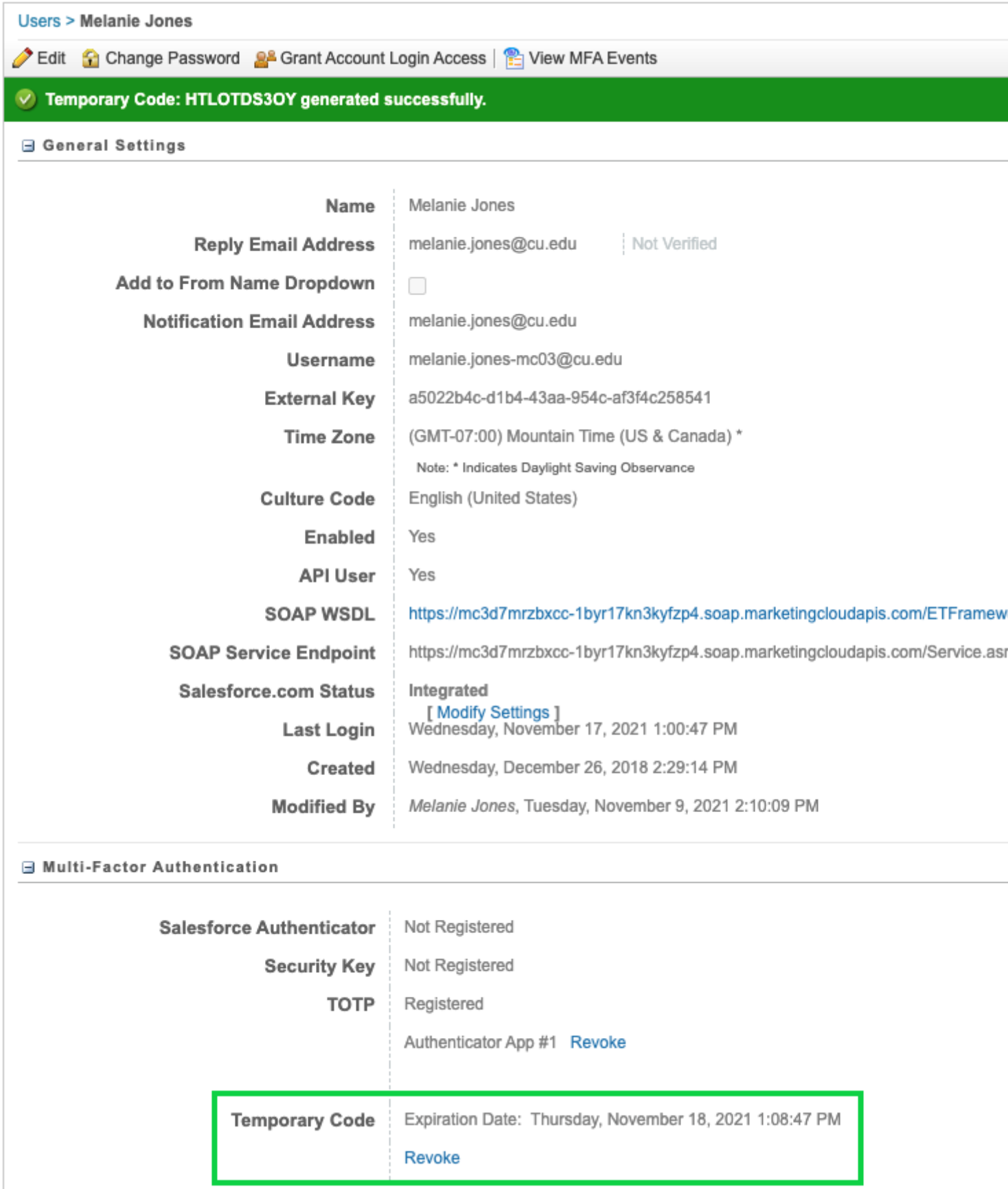
If a user finds themselves without their multi-factor authentication (MFA) [4] verification method, an eComm specialist can assist by generating a temporary verification code that remains effective for 24 hours. The user can enter this code multiple times until 24 hours

elapse or you revoke the code.

- With their account open, **scroll down to the Multi-Factor Authentication section**
- Click **Generate** next to Temporary Code

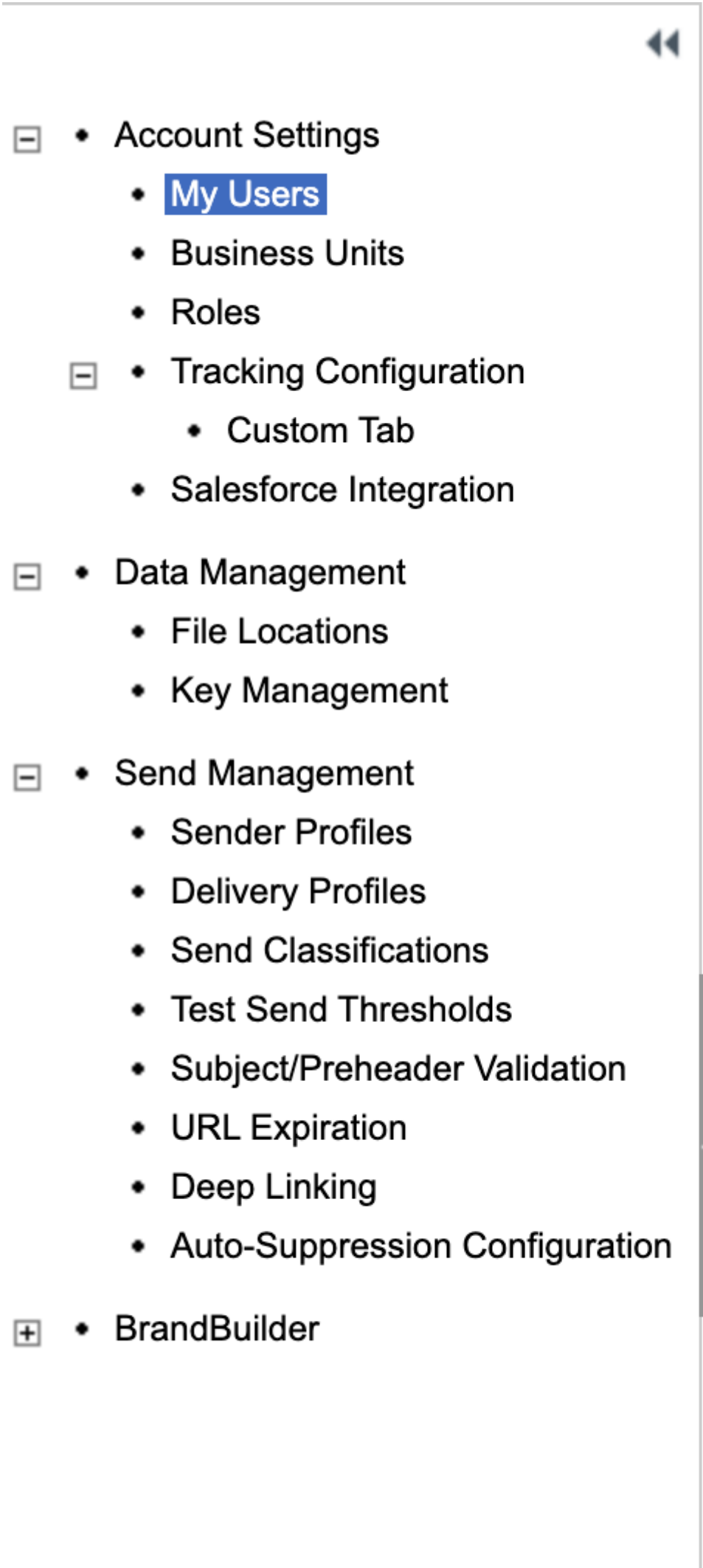

Account Settings
My Users
Business Units
Roles
Tracking Configuration
Custom Tab
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Data Management
File Locations
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Auto-Suppression Configuration
BrandBuilder
Users >
Edit
Change
General Setti

- **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 not want it to remain active for 24 hours.


Users > Melanie Jones
Edit
Change Password
Grant Account Login Access
View MFA Events
Temporary Code: HTLOTDS3OY generated successfully.
General Settings
Name
Melanie Jones
Reply Email Address
melanie.jones@cu.edu
Not Verified
Add to From Name Dropdown
Notification Email Address
melanie.jones@cu.edu
Username
melanie.jones-mc03@cu.edu
External Key
a5022b4c-d1b4-43aa-954c-af3f4c258541
Time Zone
(GMT-07:00) Mountain Time (US & Canada) *
Note: * Indicates Daylight Saving Observance
Culture Code
English (United States)
Enabled
Yes
API User
Yes
SOAP WSDL
https://mc3d7mrzbxcc-1byr17kn3kyfzp4.soap.marketingcloudapis.com/ETFramew
SOAP Service Endpoint
https://mc3d7mrzbxcc-1byr17kn3kyfzp4.soap.marketingcloudapis.com/Service.asr
Salesforce.com Status
Integrated
[Modify Settings]
Last Login
Wednesday, November 17, 2021 1:00:47 PM
Created
Wednesday, December 26, 2018 2:29:14 PM
Modified By
Melanie Jones, Tuesday, November 9, 2021 2:10:09 PM
Multi-Factor Authentication
Salesforce Authenticator
Not Registered
Security Key
Not Registered
TOTP
Registered
Authenticator App #1
Revoke
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.


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Users >
Edit
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General Setti

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 [5]
- eComm Upgrade | Marketing Cloud Permissions [6]
- Marketing Cloud | Multi-Factor Authentication for Users [4]

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[4] https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-multi-factor-authentication-mfa
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