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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

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Account Settings		🖕 Create 🛛 🛇 Dis
 My Users Business Units Roles Tracking Configura Custom Tab Salesforce Integral 		Name
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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 <u>submit a help ticket</u> [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

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.

∃ General Settings	
Security Status	Locked Out [Unlock User]
Name	Daniella Torres
Reply Email Address	daniella.torres@cu.edu Not Verified 12
Add to From Name Dropdown	2
Notification Email Address	daniella.torres@cu.edu
Username	daniella.torres@cu.edu

Multi-Factor Authentication

Generate Temporary Code

If a user finds themselves without their <u>multi-factor authentication (MFA)</u> [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

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Users >	
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- 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.asi	
Salesforce.com Status	Integrated	
Last Login	[Modify Settings] Wednesday, November 17, 2021 1:00:47 PM	
Created	Wednesday, December 26, 2018 2:29:14 PM	
Modified By	Melanie Jones. Tuesdav. November 9, 2021 2:10:09 PM	
	· · · · · · · · · · · · · · · · · · ·	
Multi-Factor Authentication		

Salesf	orce Authenticator	Not Registered	
	Security Key	Not Registered	
	тотр	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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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

[5] https://www.cu.edu/blog/ecomm-wiki/someone-not-receiving-marketing-cloud-messages

[6] https://www.cu.edu/blog/ecomm-wiki/marketing-cloud-permissions