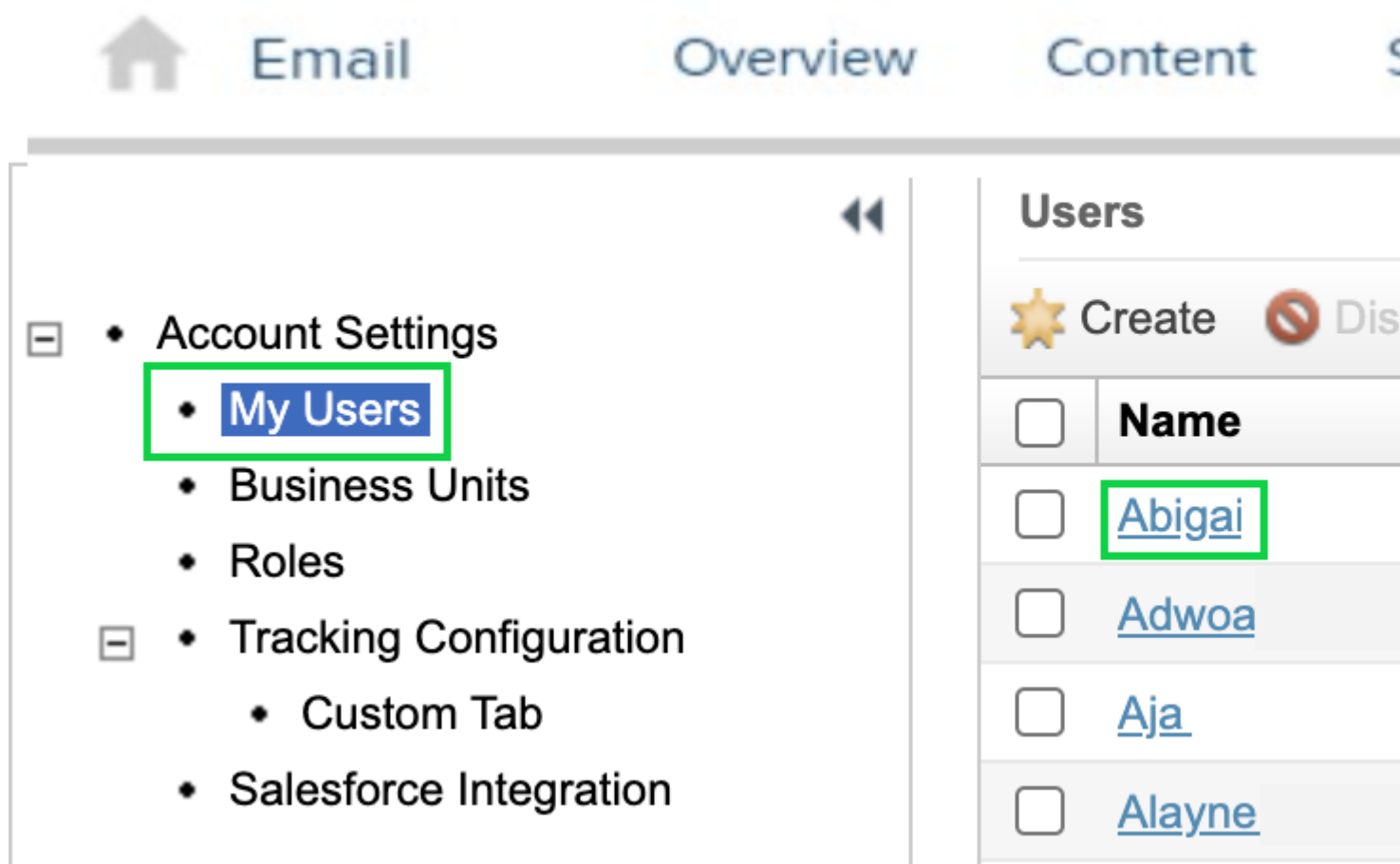


Marketing Cloud Administrative Tasks ^[1]

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



The screenshot displays the Marketing Cloud Admin interface. At the top, there is a navigation bar with icons for Home, Email, Overview, and Content. Below this, the left navigation pane is expanded to show the 'Account Settings' section, with 'My Users' highlighted by a green box. The right pane shows the 'Users' section, which includes a 'Create' button (star icon) and a 'Dis' button (red circle with a slash). Below these buttons is a table with a 'Name' column. The first row is highlighted, and the name 'Abigai' is highlighted with a green box. Other names listed are 'Adwoa', 'Aja', and 'Alayne'.

| | Name |
|--------------------------|--------|
| <input type="checkbox"/> | Abigai |
| <input type="checkbox"/> | Adwoa |
| <input type="checkbox"/> | Aja |
| <input type="checkbox"/> | Alayne |

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.

| General Settings | |
|----------------------------|--|
| Security Status | Locked Out [Unlock User] |
| Name | Daniella Torres |
| Reply Email Address | daniella.torres@cu.edu Not Verified [?] |
| Add to From Name Dropdown | <input type="checkbox"/> [?] |
| 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 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
 - Salesforce Integration
- [-] • Data Management
 - File Locations
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- [-] • Send Management
 - Sender Profiles
 - Delivery Profiles
 - Send Classifications
 - Test Send Thresholds
 - Subject/Preheader Validation
 - URL Expiration
 - Deep Linking
 - Auto-Suppression Configuration
- [+] • BrandBuilder

Users >



Edit



Change



General Settings

N

- **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.

✓ Temporary Code: HTLOTDS3OY generated successfully.

General Settings

| | |
|----------------------------|---|
| Name | Melanie Jones |
| Reply Email Address | melanie.jones@cu.edu Not Verified |
| Add to From Name Dropdown | <input type="checkbox"/> |
| 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) * <small>Note: * Indicates Daylight Saving Observance</small> |
| Culture Code | English (United States) |
| Enabled | Yes |
| API User | Yes |
| SOAP WSDL | https://mc3d7mrzbxcc-1byr17kn3kyfzp4.soap.marketingcloudapis.com/ETFramework |
| SOAP Service Endpoint | https://mc3d7mrzbxcc-1byr17kn3kyfzp4.soap.marketingcloudapis.com/Service.asmx |
| 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.



- [-] • Account Settings
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- [+] • BrandBuilder

Users >



Edit



Change



General Settings

N

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/ecommm-wiki/marketing-cloud-multi-factor-authentication-mfa>

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

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