XILLIX / LUXONLINK

Service desk runbook

Device replacement

IT / FIELD GUIDE 02

A user replaced their phone. How do I restore their sign-in method?

SOURCE PASSAGE

For replacement phones, complete the help desk identity check. Assign MFA reset requests to Identity Operations.

01 Verify the requester

Follow the approved help desk identity check before routing a multifactor authentication (MFA) reset.

02 Hand off the ticket

Record that the phone was replaced and the identity check was completed. Assign the ticket to Identity Operations.

03 If identity is uncertain

Keep the reset pending and refer the case to the service desk lead. Never ask a user to share a one-time code in the ticket.