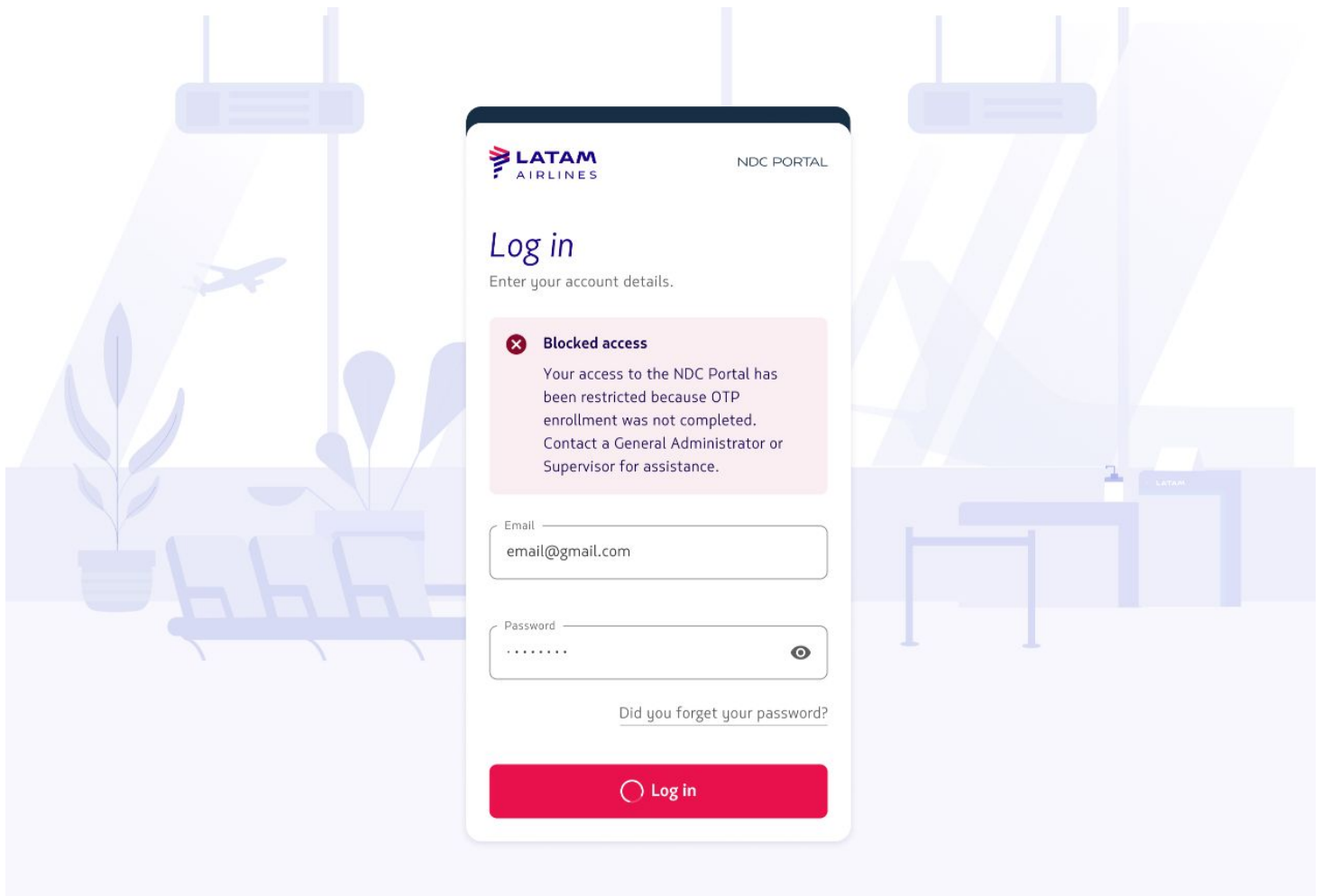




How do I reset a user's OTP in the NDC Portal?

Update: June 2026

What happens if I can't access the NDC Portal because I haven't enrolled my OTP?



If your user has not enrolled the OTP, the NDC Portal will display the indicated error message and block the login.

To regain access, ask your agency's **General Administrator or Supervisor** to reset your OTP, following the step-by-step instructions in the manual.

Once it has been reset, you will be able to set up your authentication device again (by scanning the QR code) and log in successfully.

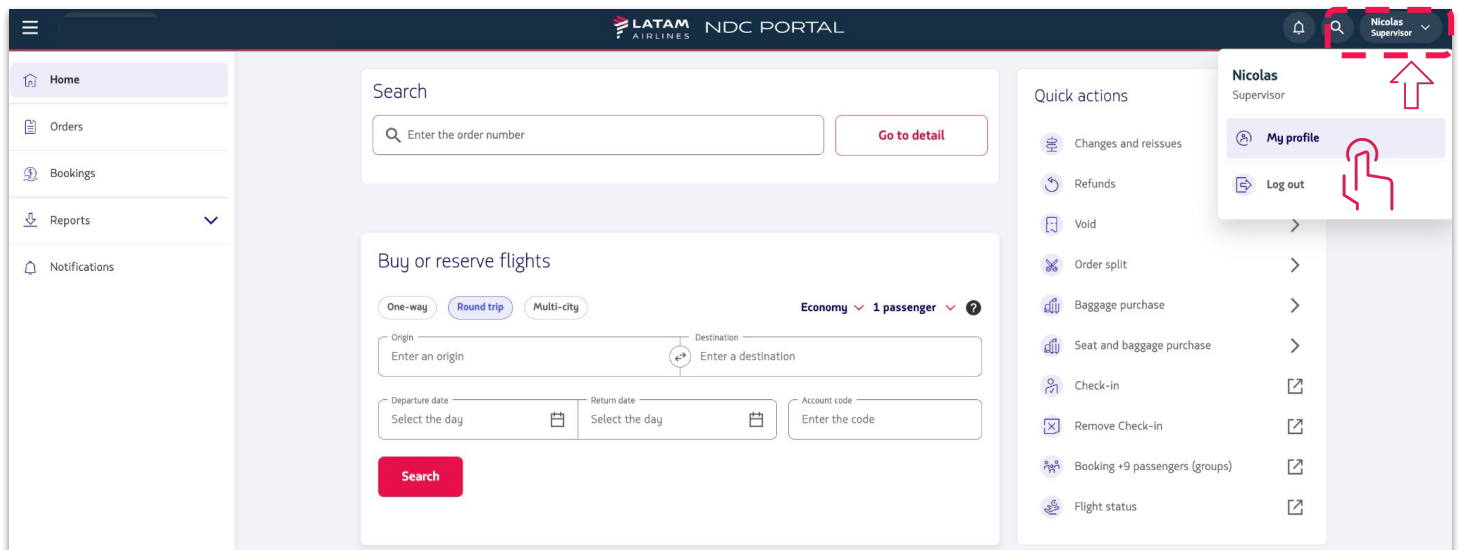
The instructions to set up the OTP can be found in this [manual](#).

Step-by-step guide to restore a user’s OTP in the NDC Portal.

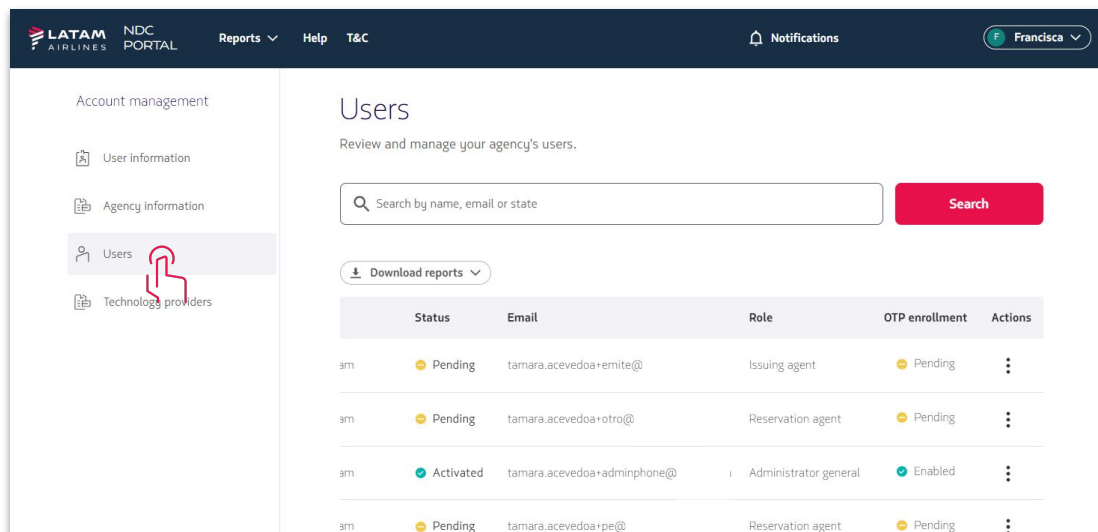
The profiles that can perform this process are:

- General Administrator
- Supervisor (this role will have this permission temporarily).

1- After logging in on the main page, on the right-hand side of the screen at the top, select your name (user) and then choose **“My profile”**:



2- Select **“Users”** on the left-hand side. A list of all agency users will open, showing the following information: **Name, Status, Email, Role, OTP enrollment and Actions**.



3- To reset the OTP and make the **QR code** appear again so the user can link a new authentication device, locate the user in the list or search for them using the search field. Once you find the user, go to the **“Actions”** column, click the **three dots**, and select **“Reset OTP.”**

Review and manage your agency's users.

Search by name, email or state

Search

Download reports

Status	Email	Role
Activated	tamara.acevedoa+otp4@	Supervisor
Activated	catherineacosta.globant@	Supervisor
Activated	dannyacosta.globant+dev1@	Supervisor
Pending	francesca.solervicens+admin@	Administrator general
Activated	ramirogozmez.globant+admin@	Administrator general
Pending	rubengimenez.globant+1@i	Administrator general

Actions menu for 'a Borges, Danny':

- Edit user information
- Delete
- Deactivate
- Reset OTP

4- A confirmation message will be displayed. To proceed, check the box **“I confirm that I am authorized to reset the user’s OTP”** and then click **“Reset.”**

Reset the user's OTP

! This action will remove the user's current OTP configuration. The user will need to enroll a new device to regain access.

Before resetting the OTP, **you must verify the identity of the user** making the request. If you proceed, the account will need to be configured again at the next login.

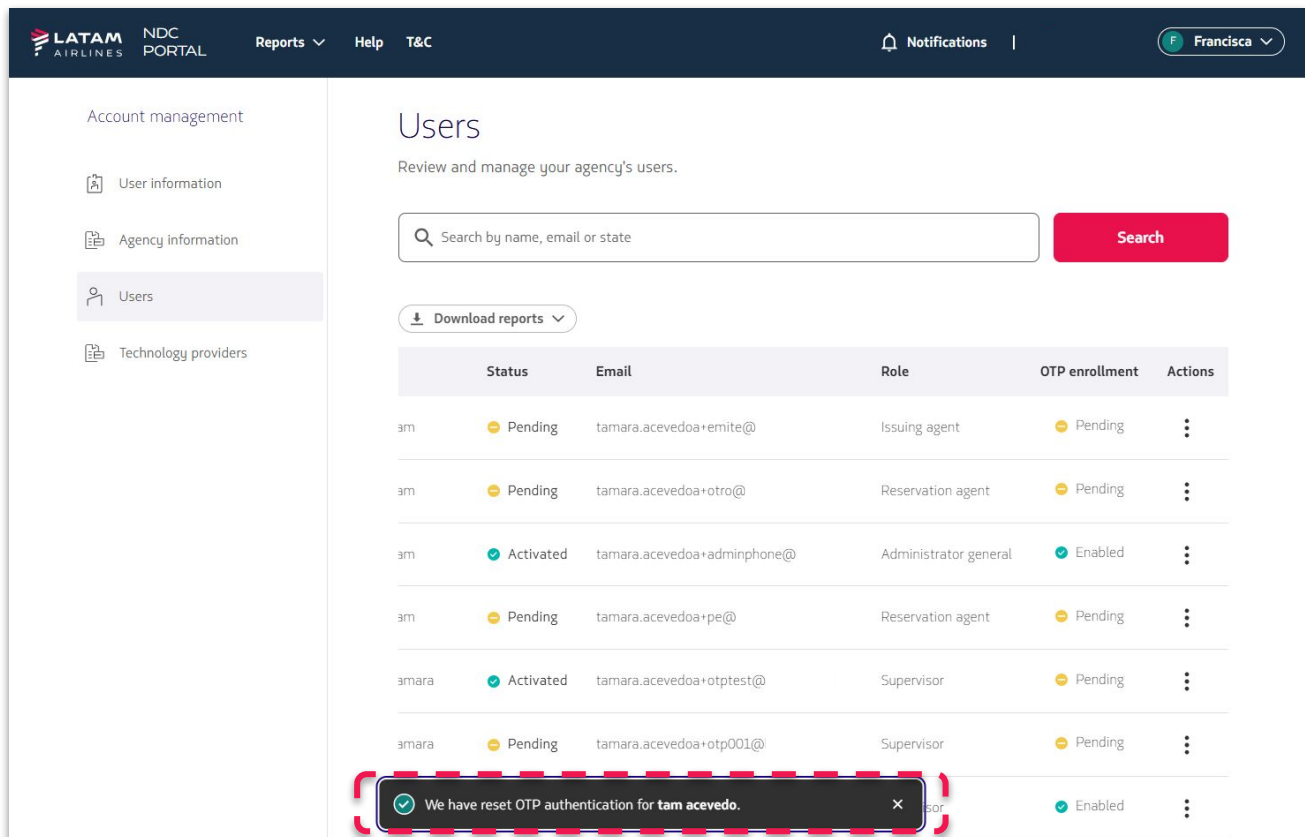
After the OTP is reset, the user **will have up to 2 hours** to sign in and enroll a new device.

Only continue if **you are authorized by your agency** to manage user access in the NDC Portal. The reset will be logged for security and audit purposes.

I confirm that I am authorized to reset the user's OTP

Cancel Reset

5- If the process is completed successfully, you will see a message at the bottom of the screen:



The screenshot displays the 'Users' management interface in the LATAM NDC Portal. The page title is 'Users' with the subtitle 'Review and manage your agency's users.' A search bar is present with the placeholder text 'Search by name, email or state' and a red 'Search' button. Below the search bar is a 'Download reports' button. The main content is a table with the following columns: Status, Email, Role, OTP enrollment, and Actions. The table lists several users, with the last row highlighted by a red dashed box. A notification at the bottom of the table reads: 'We have reset OTP authentication for tam acevedo.' with a close button (X) and a 'sor' label.

Status	Email	Role	OTP enrollment	Actions
Pending	tamara.acevedoa+emite@	Issuing agent	Pending	⋮
Pending	tamara.acevedoa+otro@	Reservation agent	Pending	⋮
Activated	tamara.acevedoa+adminphone@	Administrator general	Enabled	⋮
Pending	tamara.acevedoa+pe@	Reservation agent	Pending	⋮
Activated	tamara.acevedoa+otptest@	Supervisor	Pending	⋮
Pending	tamara.acevedoa+otp001@	Supervisor	Pending	⋮
Activated	tamara.acevedoa+otp002@	Supervisor	Enabled	⋮

And the user will **have 2 hours** to log in again and set up their OTP. If they do not do so within this timeframe, this procedure will need to be repeated.

The instructions to set up the OTP can be found in this [manual](#).

