How to request a password or MFA reset for mCloud

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If you have forgotten your mCloud password or lost the app you use for multi-factor authentication (MFA), we can reset it for you.

Who can ask

The primary account holder or an authorised contact on your Micron21 account.

How to ask

1. Email support@micron21.com from the email address on your account, or raise a ticket at support.micron21.com.
    1. **Please note:** If you call our support team, you will be asked to email support@micron21.com, as we're unable to complete a password or MFA reset over the phone.
2. Provide us with the following details:
    1. Your account number
    2. The exact mCloud username, for example mcloud_user_123456_2
    3. Whether you need a new password, new MFA, or both.

Once a request has been received by our team, we will:

1. Contact the primary account holder at the phone number on the account to validate the request.
2. Reset your password, MFA, or both, as requested.
3. You'll receive an email with a link to your new password. The link opens only once and expires after 7 days. Save the password in your password manager straight away.
4. For an MFA reset, you'll receive a separate email with a link to set up your MFA app again. The link works only once. You will need to do this before you can log in.
5. The requester and the primary account holder will receive a confirmation email to say the reset is done.

Did not ask for a reset?

Call Micron21 Support straight away on 1300 769 972.

Keep your details up to date

We can only contact the people, email addresses and phone numbers on your account. Let us know when they change.