Loss of a second factor

The following procedure may be used when a user needs to access a protected application, but doesn't have his second authentication factor available:

- The user may enter its login/password on `https://mydomain.trustelem.com`.
- Instead of activating the usual second factor, he/she selects **« Use an alternative method »**.
- The user may then ask a rescue code:
  - He has to click on **« Ask for a rescue code »**.
  - All administrators receive an email alerting that a rescue code is requested by a user.
  - One of the admins has to click on **« Rescue code »** in the **« Alerts »** tab of the Trustelem admin dashboard.
  - This code can be transmitted to the user, after having properly checked the user's identity.
  - The user has **24h** to use this one-time rescue code.

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