QR Reset Runbook

User: Manoj Goswami
Email: mg@resbird.tech

Step 0 — Open SSM Session to Prod Backend

AWS Console → Systems Manager → Fleet Manager → Select the prod backend instance → Node Actions → Start Terminal Session

Step 1 — Connect to Production Database

```
psql -h prod-rds-ams.cbw86u46k2j5.ap-south-1.rds.amazonaws.com -U postgres -d resbirdar
```

Enter the Postgres password when prompted.

Step 2 — Verify the User Before Making Changes

```
SELECT id,
       email,
       office_id,
       object_status_id,
       security_key,
       updated_datetime
FROM identity.user_account
WHERE email = 'mg@resbird.tech';
```

Expected: Exactly 1 row returned and security_key populated.

Step 3 — Reset the QR Code

```
BEGIN;

UPDATE identity.user_account
SET security_key = NULL,
    updated_datetime = NOW()
WHERE email = 'mg@resbird.tech';

COMMIT;
```

Expected result: UPDATE 1

Step 4 — Verify the Reset

```
SELECT email,
       security_key,
       updated_datetime
FROM identity.user_account
WHERE email = 'mg@resbird.tech';
```

Expected: security_key should be blank / NULL.

Step 5 — Exit Cleanly

```
\q
```

Close the SSM session.

Reply to Agency

The QR authentication has been reset for mg@resbird.tech. Please log in again and set up Google Authenticator using the new QR code.