QR Reset Runbook

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1. Login to AWS Console.
2. Open Systems Manager → Fleet Manager.
3. Select prod-backend-ams.
4. Click Node actions → Start terminal session.
5. Connect to the production database:

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

Enter the Postgres password when prompted.

6. Verify the account before making any 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.

7. Reset the QR code:

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

Expected: UPDATE 1

8. 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.

9. Exit psql using \q and close the SSM session.
10. Confirm completion.