

Never Get Locked Out: Create a Break Glass Admin Account

Permanent emergency access for worst-case scenarios



What Is a Break Glass Account?

- A **permanent emergency admin** account
- Used when all other admin access is lost
- Bypasses Conditional Access and MFA
- Helps recover access in case of:
 - Federation failure
 - MFA outage
 - Admins leaving the org
 - Natural disasters

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Break Glass = Your last resort when everything else fails.

Why You Need a Break Glass Account

⚠️ Real-World Scenarios:

- 🔌 **MFA not working** (lost device, network outage)
- 🔒 **Federation failure** (on-prem AD or IdP down)
- 👤 **Global admin left the company** or was removed
- 📴 **Cellular outage** blocks SMS or app notifications
- 🌧️ **Natural disaster** impacts login systems
- 😞 **Admin account disabled, deleted, or compromised**






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How to Set Up a Break Glass Account (the Right Way)

Setup Guidelines:

- Create a **dedicated global admin account** (e.g., EmergencyAdmin01)
-  **Do NOT** assign via PIM — must be permanently active
-  **Exclude from MFA & Conditional Access**
-  Use a **long (16+ char) random password**
-  Store credentials in a **fireproof/waterproof safe**
-  Secure storage with **camera monitoring or logs**

 Bonus Tip : Never link it to a real person — it's an organizational account, not personal.

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Break Glass = Secure Access When Everything Else Fails

- Your environment should be resilient — even against **lockouts**
- Break glass accounts provide **business continuity**
- No standing access is 100% secure without an **emergency recovery plan**
- Store safely, monitor tightly, and test access procedures periodically

Add a break glass account to your Zero Trust & incident response strategy today.

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