

I lost my authenticator device

Troubleshooting

Email **support@helpcenter.io** from the email address you sign in with, and we'll help you back into your account.

The sign-in page doesn't accept recovery codes, even though **Account Settings** offers them for this, so our support team is the way back in. We confirm that the account is yours, then help you turn two-factor authentication off. You sign in with your email and password, and set it up again on your new device under **Account Settings → Security Settings**.

Keep your recovery codes stored safely all the same.

Changing phones?

If you still have the old phone, move two-factor authentication to the new one yourself before you reset or hand in the old one:

1. Click your avatar, then **Account Settings**. Under **Security Settings**, click **Disable 2FA** and confirm your password.
2. Click **Enable 2FA**, confirm your password again and scan the QR code with the authenticator app on your new phone.
3. Type the code the app shows and click **Submit**. Then save your new recovery codes.

Related articles

- [Turn on two-factor authentication](#)
- [Contact HelpCenter.io support](#)