

Turn on two-factor authentication

Team and account

Two-factor authentication (2FA) protects your account even if someone learns your password. After you enter your password, you also type a code from an authenticator app on your phone.

Who can do this: Everyone, for their own account · **Plans:** All plans

Before you start

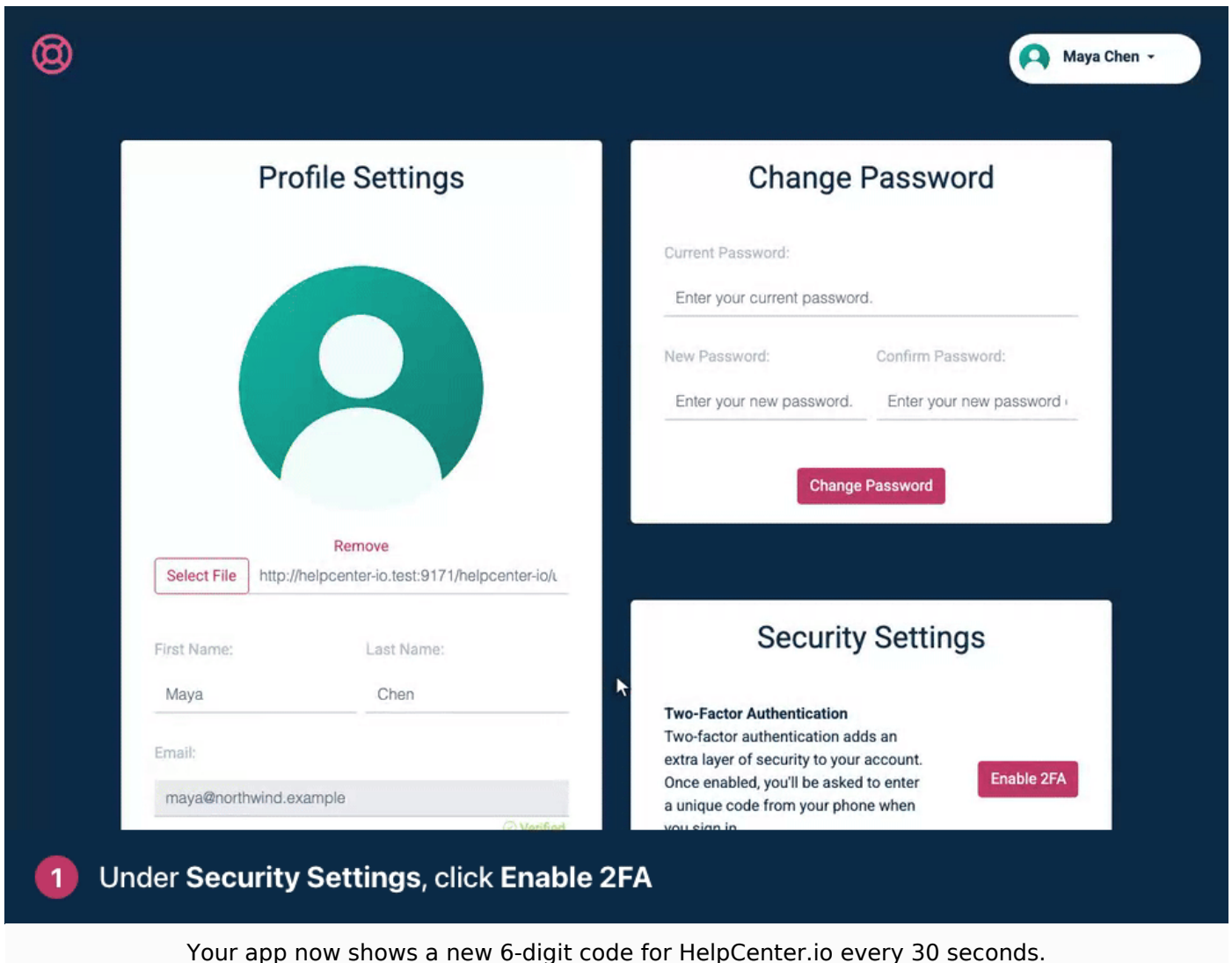
Install an authenticator app on your phone, such as Google Authenticator, Microsoft Authenticator, 1Password or Authy.

If you created your account with Google, set a password first. Until you do, **Security Settings** says "Set a password first. Enabling two-factor authentication asks you to confirm it." See [Change or reset your password](#).

Turn on 2FA

1. At the bottom of the left menu, click your avatar, then **Account Settings**.
2. Under **Security Settings**, click **Enable 2FA**.
3. In **Confirm Password**, click the **Password** field, type your password and click **Confirm**.

4. Open your authenticator app and scan the QR code.



The screenshot displays a user settings interface with a dark blue header. In the top right corner, the user's name "Maya Chen" is shown next to a profile icon. The main content area is divided into three sections: "Profile Settings", "Change Password", and "Security Settings".

Profile Settings: Features a large teal circular profile picture placeholder. Below it is a "Remove" link. A "Select File" button is followed by a text input field containing the URL "http://helpcenter-io.test:9171/helpcenter-io/". Below this are fields for "First Name:" (containing "Maya") and "Last Name:" (containing "Chen"). At the bottom is an "Email:" field containing "maya@northwind.example".

Change Password: Includes a "Current Password:" label and an input field with the placeholder "Enter your current password.". Below are "New Password:" and "Confirm Password:" labels, each followed by an input field with the placeholder "Enter your new password.". A red "Change Password" button is at the bottom.

Security Settings: Features a section titled "Two-Factor Authentication" with the text: "Two-factor authentication adds an extra layer of security to your account. Once enabled, you'll be asked to enter a unique code from your phone when you sign in." A red "Enable 2FA" button is positioned to the right of this text.

Annotation: A red circle with the number "1" is placed over the "Enable 2FA" button. A text box below the screenshot reads: "Under **Security Settings**, click **Enable 2FA**".

5. Type the code your app shows into **Enter verification code**, then click **Submit**.
6. Click **Show 2FA Recovery Codes**, then **Download Recovery Codes**, and keep the file somewhere safe.

Remove

Select File http://helpcenter-io.test:9171/helpcenter-io/

First Name: Maya Last Name: Chen

Email: maya@northwind.example

Verified.

Update

Security Settings

Two-Factor Authentication
Two-factor authentication adds an extra layer of security to your account. Once enabled, you'll be asked to enter a unique code from your phone when you sign in.

Let's configure your account for a better security. Please scan the below QR code with your Authenticator app and provide one code from the application to complete the process.



Enter verification code

Submit

3

 Scan the QR code with your authenticator app

Security Settings now shows two-factor authentication as Enabled.

If you lose your phone: the sign-in page doesn't accept recovery codes, so contact our support team to get back into your account. See [I lost my authenticator device](#).

Sign in with 2FA

From now on, after your email and password, or after **Continue with Google**, the **Enter your code** page asks for a code. Type the code your app shows under **Authentication code** and click **Verify and continue**.

Turn off 2FA

1. In **Account Settings**, under **Security Settings**, click **Disable 2FA**.
2. Type your password and click **Confirm**.

You can then delete the HelpCenter.io entry from your authenticator app.

Troubleshooting

"That code was not accepted. Check your authenticator app and try again."

Codes change every 30 seconds, so type the one showing now. If codes keep failing, check that your phone sets its date and time automatically.

Nothing happens when you type your password to confirm. Click inside the **Password** field first, then type.

You left before entering a code. Open **Account Settings** again. The QR code is still there, so you can finish setting up.

Too many wrong codes at sign-in. Wait a minute, then try again.

Related articles

- [Change or reset your password](#)
- [I lost my authenticator device](#)