

How-To Use/Generate Recovery Codes for Two-Step Verification

Software Support - 2024-01-04 - Security / Privacy

Tip: Treat recovery codes as you would your password, NEVER share or distribute them!

If you've lost or can't access your phone? You'll need to contact [Kahootz Support](#) for assistance.

You must be able to access/log in to your account profile to generate more recovery codes.

If you cannot gain access to your account profile, you won't be able to follow these steps.

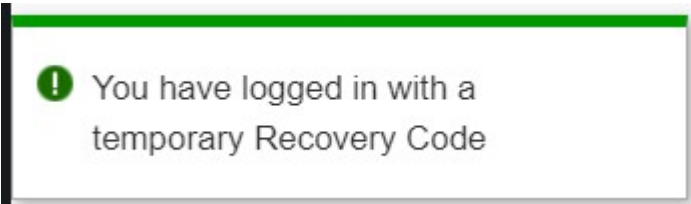
To generate a new set of recovery codes:


1. Click on your "**Name**" at the top right corner of the page to open your Account menu.
2. Select "**Password & Security**" from the drop-down menu.
3. Click on the "**Recovery Codes**" tab.
4. Enter your "**Current Password**" and click "**Go**".
5. 5 unique single-use-only recovery codes will be displayed, which you can use to log into Kahootz.

Kahootz Tip: Recovery codes are single use only, so once used, they cannot be used again.

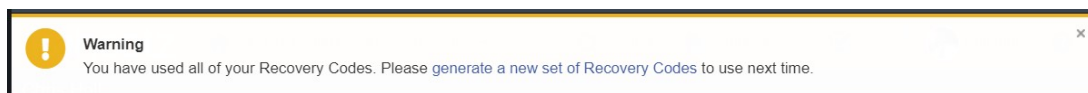
If you contact support requesting a recovery code, generally, they will provide you with 5 codes.

When logging into your Kahootz account, enter one of those 5 codes that support provided.

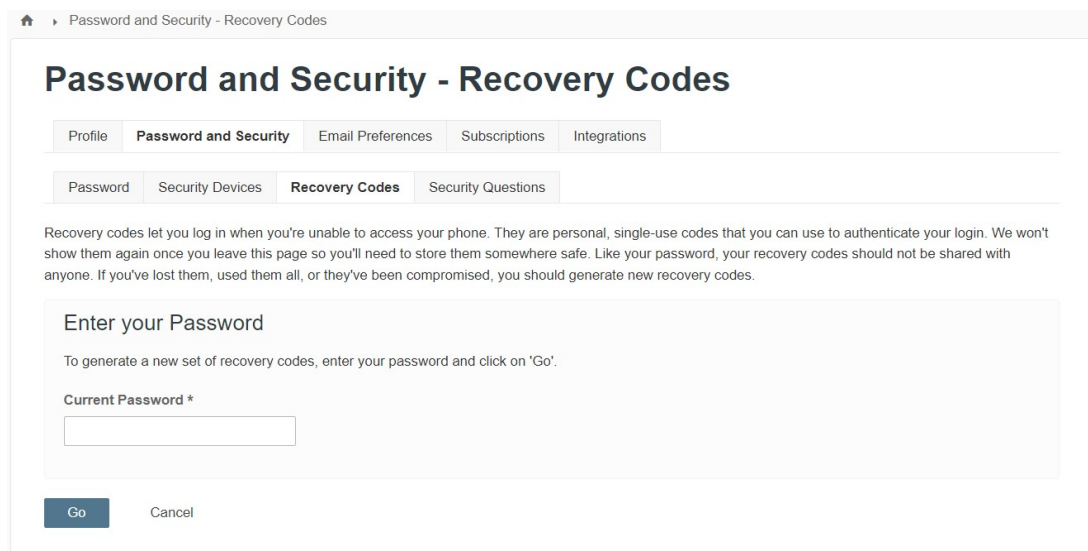


 You have logged in with a temporary Recovery Code

After using the last code, you'll be presented with this warning message across the top of the screen.



Once you've seen this message, we **RECOMMEND** clicking the link above to generate a new set of Recovery Codes.

A screenshot of a web interface titled "Password and Security - Recovery Codes". The page has a breadcrumb trail "Home > Password and Security - Recovery Codes". Below the title is a navigation bar with tabs: "Profile", "Password and Security" (selected), "Email Preferences", "Subscriptions", and "Integrations". Under "Password and Security", there are sub-tabs: "Password", "Security Devices", "Recovery Codes" (selected), and "Security Questions". A paragraph explains that recovery codes are personal, single-use codes for login authentication and should not be shared. Below this is a form titled "Enter your Password" with the instruction: "To generate a new set of recovery codes, enter your password and click on 'Go'." There is a text input field labeled "Current Password *". At the bottom of the form are two buttons: "Go" (dark blue) and "Cancel" (light gray).

Enter your password and press the "**Go**" button; it'll generate 5 more single-use recovery codes for you.

Please note: not only will this prevent you from having any login issues, but saves you from contacting support.