How-To Add/Remove Recovery eMail Address for Two-Step Verification

Kahootz Support - 2024-11-25 - Security / Privacy

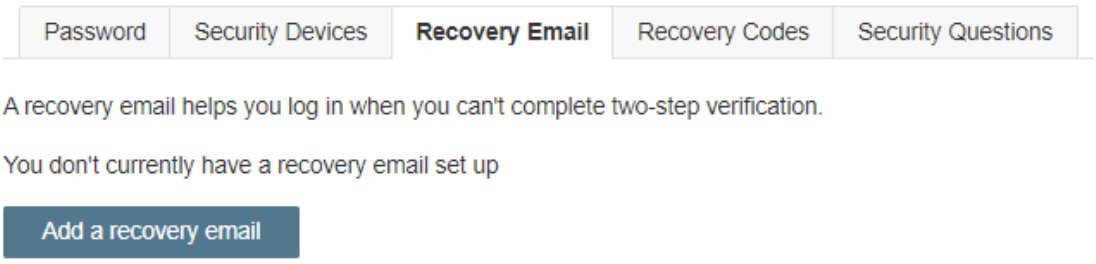
If you need to add, change or remove your recovery email address, please follow the steps below.

> **Kahootz Tip:** Your Site Owners must enable this feature as it's disabled by default.

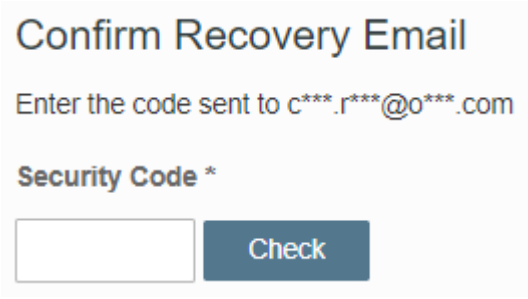
1. Log into your account.

> **Kahootz Tip:** Lost or can't access your account? You will need to contact Kahootz Support.

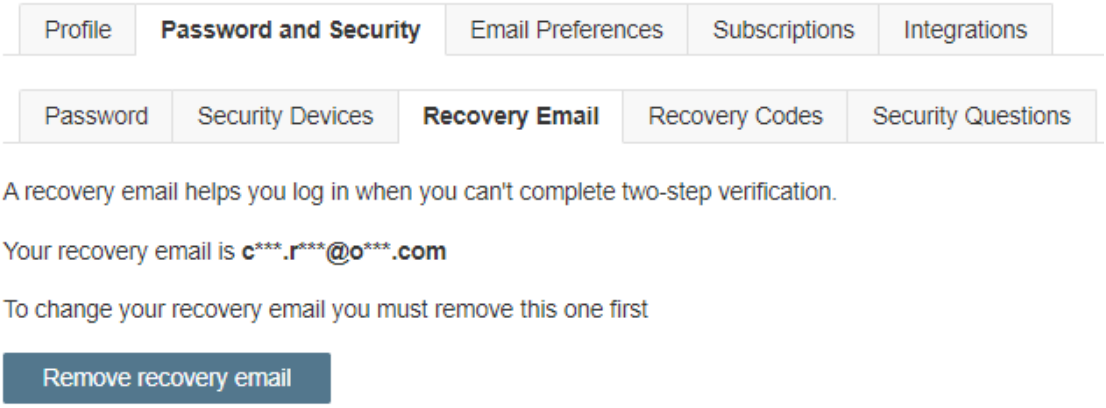
1. Click on your "**Name**" at the top right corner of the page to open your Account menu.
2. Select **"Password & Security"** from the dropdown menu.
3. Select the **"Recovery Email"** tab; it will only appear on this page if it's been enabled, see above.



1. Click **"Add a Recovery Email"** and enter your password and email address.
2. Click "next" and you'll need to confirm the entered recovery email address.
3. Go to the mailbox of your recovery email address to get the security code.



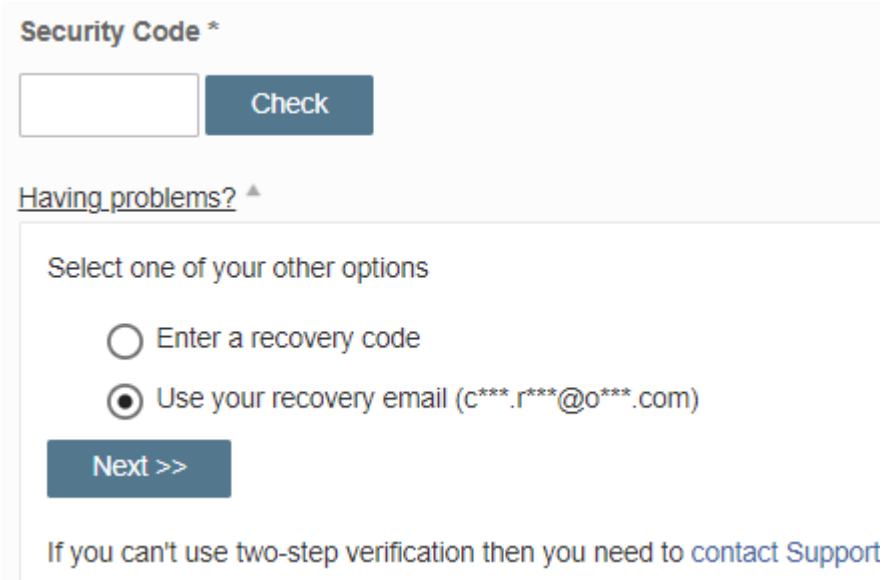
1. Enter the code and press the “check” button.



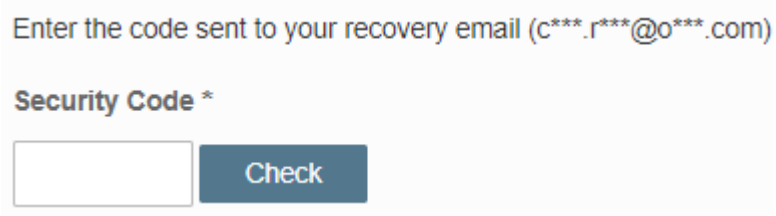
As shown above, your recovery email address will now be linked to your Kahootz account.

Next time you log into your Kahootz account, you'll be asked to enter a **security code**.

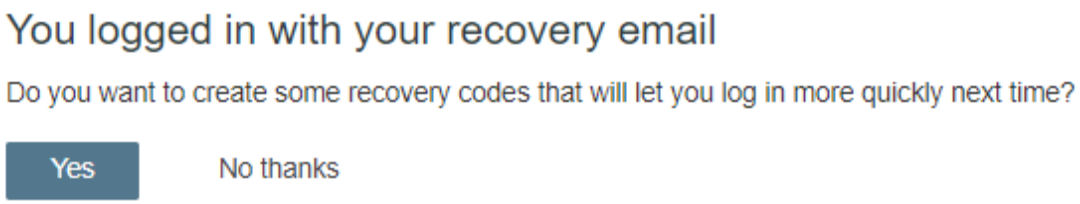
If you don’t have a code, click “**having problems**” and use your recovery email address.



Press “next” and a code will be sent to your recovery email address.

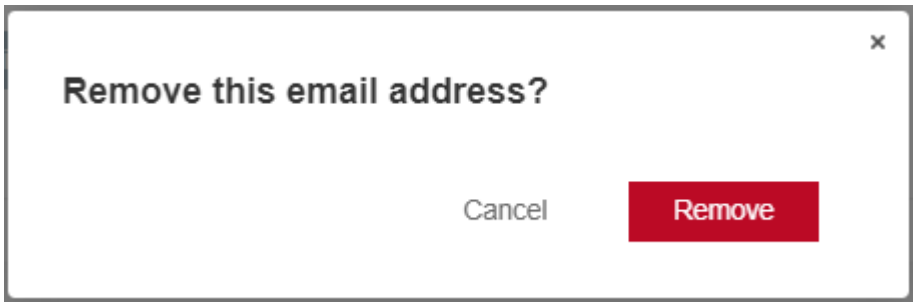


Enter the code and press the “check” button. You’ll be prompted to generate recovery codes.



1. To change or remove your email address, follow the steps 1-4 above.

2. Click “Remove Recovery Email” and confirm to remove your email address.



1. If you want to change it, you must add a new one by following steps 5-8 above.

> **Kahootz Tip:** If you have any issues or questions around two-factor, you’ll need to contact Kahootz Support.

IMPORTANT INFORMATION

Your “recovery email” address must be different from your registered email address.

You cannot use the same email as the system will advise it’s not valid on this site.

