How-To Enable & Configure Two-Step Verification for Users

Kahootz Support - 2024-07-19 - Security / Privacy

Two-step verification (also known as Two-Factor Authentication) helps protect you and your data by making it more difficult for someone else to log in to your Kahootz account.

It uses two different forms of identity: your password (something you know), and a security code (something you have).

This helps keep your account secure because even if someone knows your password, they need access to your phone.

Enabling Two-Step Verification on your Kahootz site

> **Note:** You must be a Site Owner in order to enable two-step verification on your Kahootz site.

1. Click on your "**Name**" at the top right corner of the page to open your Account menu.
2. Select **"Site Admin"** from the dropdown menu.
3. Select "**Settings**" from the available options.
4. Tick the "**Enable two-step verification**" checkbox under the "**Security Settings"** section.
5. You may tick the **"Trusted Devices"** checkbox to allow users to skip the MFA process when using regular devices.
6. Click **"Save."**

Kahootz Tip: Add "recovery email addresses" to your user's account.

You can add a "recovery email address" to help users recover their account when they cannot use a security code.

To log in, users can request that a code be sent to their recovery email instead of using an authenticator or recovery code.

A recovery email address must be different from the user's primary email address which is verified by sending a code to it.

The ability to use a recovery email address is not enabled by default, so it must be switched on via the Admin App.

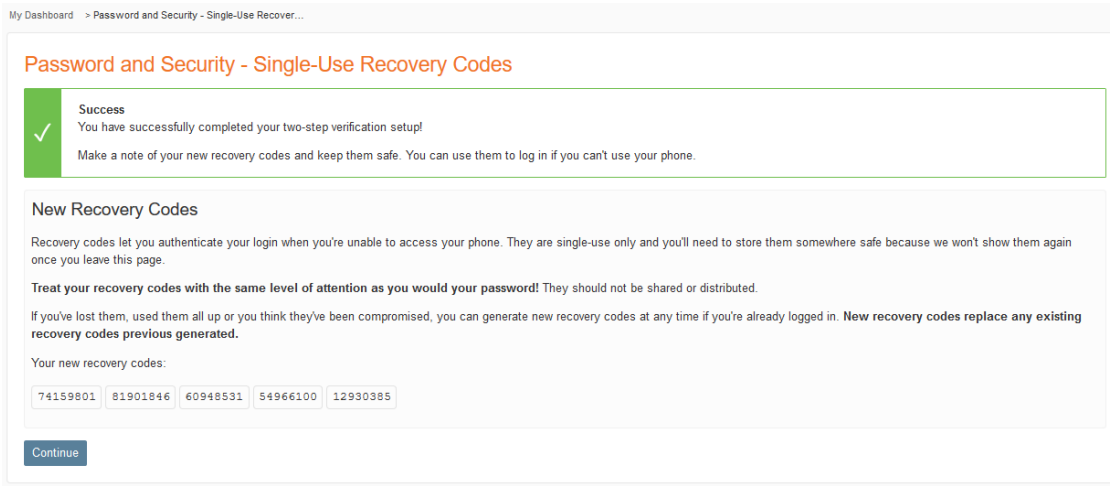
Therefore, you may not have access to do so and must contact the Kahootz support team for assistance.

Getting started

The next time you or your users log into Kahootz, they must go through a simple setup process.

1. Click **“Let's Get Started.”**
2. Enter security questions and answers, then click **"Next."**
3. You will now be advised to download an authenticator app to your device, this article guides you through the process.
4. Point and snap the QR code on the screen, and a security code will appear on your device.
5. Enter the code displayed on your Authenticator App and click **“Check."**
6. Press **"Continue"** which will log you into your Kahootz site.

You’ve now finished the Two-Step verification process and gained access to your account.



> **Note:** Remember to make a note of your recovery codes in case you can't access the authenticator app.

Sometimes, you will need to change or amend your security details so to do this:

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 **"Password", "Security Devices," "Recovery Codes"** or **"Security Questions"** tabs to update them.
4. Once you've changed the details, click **"Save."**

Contact the Kahootz support team if you require any technical assistance.

Related Content

- How-To Install an Authenticator App on your Device for Two-Step Verification
- How-To Add/Delete Authenticator Device for Two-Step Verification
- Two-Step Verification