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

Chris Holt - 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:

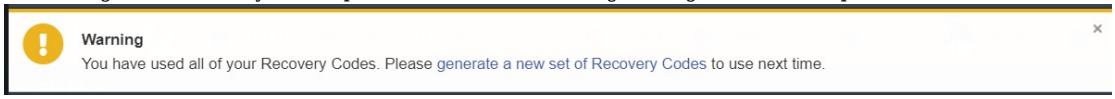
1. Click on your "**Name**" at the top right corner of the page to open your Account menu.
2. Select "**Password & Security**" from the drop-down menu.
3. Click on the **"Recovery Codes"** tab.
4. Enter your **"Current Password"** and click **"Go".**
5. 5 unique single-use-only recovery codes will be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

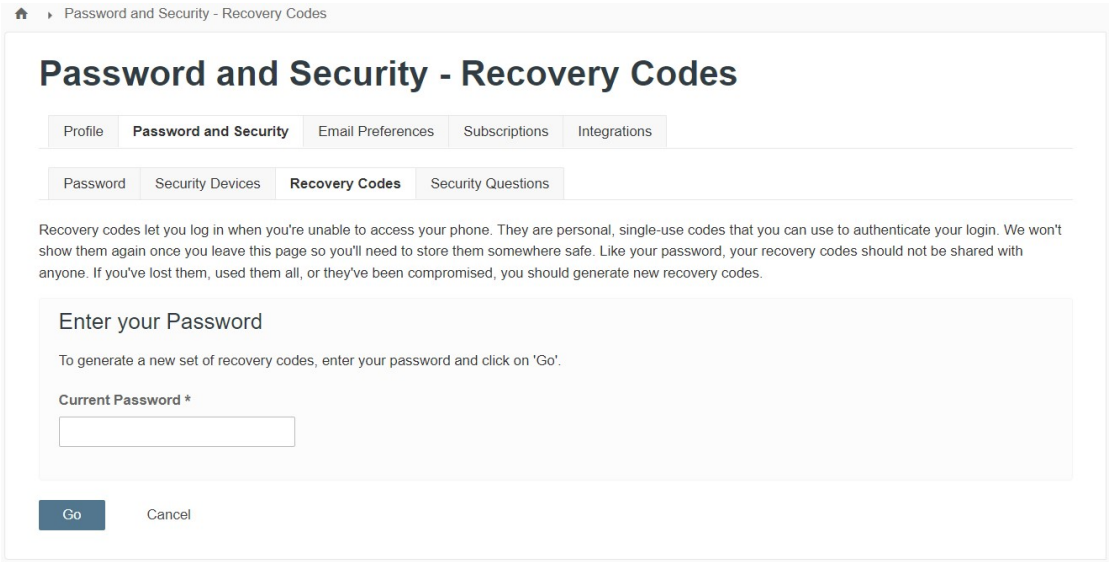
If you contact support requesting a recovery code, generally, they will provide you with 5 codes.
When logging into your Kahootz account, enter one of those 5 codes that support provided.



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.



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.