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[Knowledgebase](#) > [Security / Privacy](#) > [How-To Install an Authenticator App on your Device for Two-Step Verification](#)

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

Chris Holt - 2023-03-23 - [Security / Privacy](#)

If your Kahootz site has [two-step verification](#) enabled, you'll be required to enter a security code every time you log in.

First, you must download and install an authenticator app to get a security code on your mobile/tablet device.

Open the "App Store" on your device; refer to the URL links below for guidance:

- [Google Play](#) (Android)

- [Microsoft Apps](#) (Windows)

- [Apple Store](#) (iOS)

- Twilio Authy ([All Platforms](#))

- Sophos ([Android](#) & [iOS](#))

  Note: The below steps have been completed on an Android device.

1. Open **"Play Store"** and type **"Authenticator"** which will display a list of apps.

2. Select **"Microsoft Authenticator"** and click **"Install."**

3. Once it's finished downloading/installing, **"Open the App"** and **"Click the 3 dots"** in the top-right corner,

4. Select **"Add Account"** from the drop-down menu.

5. Select **"Other Accounts"** from the list. This may ask for access to your camera (we recommend you select **yes.**)

6. Point the camera at the QR code during the Two-Step Verification wizard when logging in for the first time.
   If this isn't your first time, you'll need to generate a QR code from within your account - please refer to our [KB article](#) for full details.
   If you cannot access your account, I'm afraid you won't be able to generate a QR code to complete this setup; please [contact support](#).

7. The account will now be added to the app, displaying a unique 6-digit number you'll need each time you log into Kahootz.

Note: The below steps have been completed on an iOS (Apple) device.

1. Open **"App Store"** and type **"Authenticator"** which will display a list of apps.

2. Select **"Microsoft Authenticator"** and click **"Install."**

3. Once it's finished downloading/installing, click **"Open."**

4. Select **"Add Account"**

5. Select **"Other Accounts"** from the list. This may ask for access to your camera, (we recommend you select **yes.**)

6. Point the camera at the QR code during the Two-Step Verification wizard when logging in for the first time.
   If this isn't your first time, you'll need to generate a QR code from within your account - please refer to our [KB article](#) for full details.
   If you cannot access your account, I'm afraid you won't be able to generate a QR code to complete this setup; please [contact support](#).

7. The account will now be added to the app, displaying a unique 6-digit number you'll need each time you log into Kahootz.

Kahootz Tip: Lost or can't access your phone? You will need to contact [Kahootz Support](#).

Related Content

- [How-To Add/Delete Authenticator Device for Two-Step Verification](#)
- [How-To Enable & Configure Two-Step Verification for Users](#)
- [Two-Step Verification](#)