

Kahootz Support

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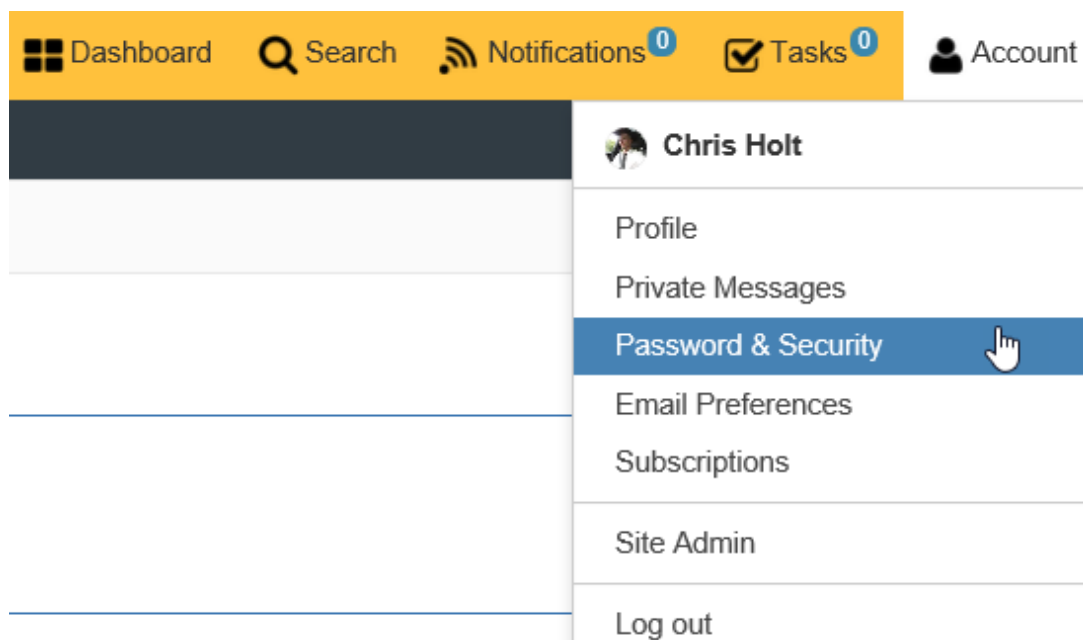
How-To Add/Delete Authenticator App for Two-Step Verification

Software Support - 2019-04-11 - in Security / Privacy

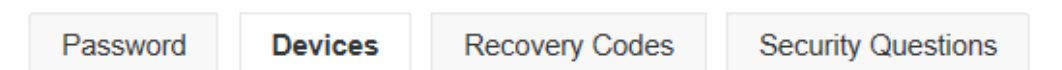
1. Firstly you'll need to gain access to your profile by logging into your account.

Note: If you can't log into Kahootz because you don't have a security code, contact Kahootz support.

2. Click "Account > Password & Security" from the drop-down menu, see below.



3. Select the "Device" tab as shown below.

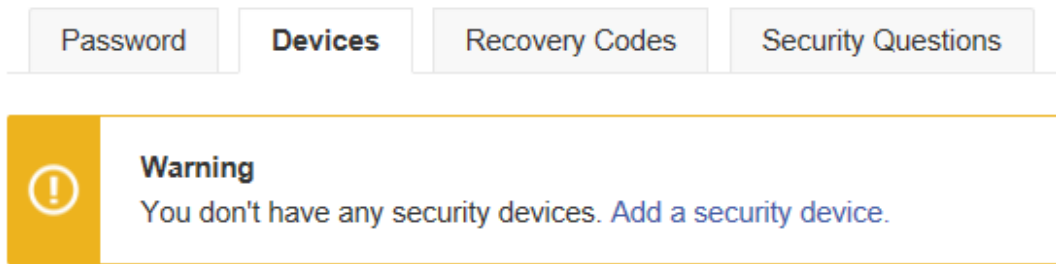


If you already have an existing device registered then it will show on this page.

Note: If you've lost or changed your device then you'll need to delete it from the list before proceeding.

Device Name	Type	Verified
Mobile Device  	Authenticator App	

If you've removed or don't have any existing devices registered, your page will look like this:



Actions

4. Click "add a new security device" which will now guide you through the process of setting up a new device.

5. Enter your password and provide a name for the new device as shown below.

A screenshot of a web form titled 'Add a New Security Device'. At the top, there are four tabs: 'Password', 'Devices', 'Recovery Codes', and 'Security Questions'. The 'Devices' tab is selected. The form is divided into two main sections. The first section is 'Enter your Password', which contains a 'Current Password' field with a masked password of ten dots. The second section is 'Add a New Security Device', which contains a 'Device Name' field with the text 'Tablet Device', a 'Type' dropdown menu set to 'Authenticator App', and a paragraph of explanatory text: 'Authenticator Apps are available for mobile phones and tablets. They generate a security code to prove your identity. Make sure you already have an Authenticator App installed on your phone (eg. from your phone's App Store). On the next page you can scan a QR code to setup your account in the app. You can then enter the security code generated by the app to log in.' At the bottom of the form are two buttons: 'Next >>' and 'Cancel'.

Once you've entered those details, press next.

6. Now open the Authenticator App on your new device, click "add account" and then scan the QR code shown on screen.


For more detailed information about installing an Authenticator App on your device, please [click here](#).

[Password](#)
[Devices](#)
[Recovery Codes](#)
[Security Questions](#)

Two-step verification needs an app - called an 'Authenticator App' - on your phone. If you don't have one, [read our Knowledgebase guide for help](#).

Setup your Authenticator App

Open the Authenticator App on your phone, add a new account and scan this QR code:



If you're unable to scan the QR code, enter this text code into your app and make sure you include in the account name so you know which login it's for.

Confirm Security Device




Enter the 6-digit code that the Authenticator App generates, to verify your phone.

Security Code *

Your account will now be added to the app of which it'll provide you with a security code, enter this code and click check.

7. Process completed, your new device will now show in the list.

[Password](#)
[Devices](#)
[Recovery Codes](#)
[Security Questions](#)

Device Name	Type	Verified
Tablet Device  	Authenticator App	

8. Next time you log into Kahootz you will be prompted for a security code. Use your Authenticator app to generate the code, and enter it to log in.

Note: Sometimes you may not be able to access your Authenticator App at the time of login into Kahootz which is why you can create Recovery Codes.

As shown above, click the "Recovery Codes" tab which will display the following:

Recovery Codes

Recovery codes let you authenticate your login when you're unable to access your phone. They are single-use only and you'll need to store them somewhere safe because we won't show them again once you leave this page.

Treat your recovery codes with the same level of attention as you would your password! They should not be shared or distributed.

If you've lost them, used them all up or you think they've been compromised, you can generate new recovery codes at any time if you're already logged in. **New recovery codes replace any existing recovery codes previous generated.**

Enter your Password

To generate a new set of recovery codes, enter your password and click on 'Go'.

Current Password *

Press "Go" and it'll generate 5 unique single-use only recovery codes as shown below to use when logging into Kahootz.

New Recovery Codes

Recovery codes let you authenticate your login when you're unable to access your phone. They are single-use only and you'll need to store them somewhere safe because we won't show them again once you leave this page.

Treat your recovery codes with the same level of attention as you would your password! They should not be shared or distributed.

If you've lost them, used them all up or you think they've been compromised, you can generate new recovery codes at any time if you're already logged in. **New recovery codes replace any existing recovery codes previous generated.**

Your new recovery codes:

83787282 37663864 38342325 15065452 48203088

[Continue](#)

Remember: Treat your recovery codes with the same level of attention as you would your password! They should not be shared or distributed.