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

Software Support - 2023-03-23 - Security / Privacy

If your Kahootz site has <u>two-step verification</u> 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."
- 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 <u>KB article</u> 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 <u>contact support</u>.
- 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 <u>KB article</u> 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 <u>contact support</u>.
- 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