Using two-factor authentication

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Two-factor authentication

With two-factor authentication (2FA), you need a code as well as your password to sign in. Thus a stolen password alone is of no use. Your Client or Company can require 2FA. If not, you can turn it on yourself.

This article is for each person who signs in. To make 2FA required for others, see Set up two-factor authentication (for administrators).

Before you start

- If you will use an authenticator app, install one on your phone first. Examples are Google Authenticator, Microsoft Authenticator and 1Password. An app works without a signal, and is the safer choice.

Turn on two-factor authentication

If your Client or Company requires it, you must set it up when you sign in. You can do nothing else until you have.

Turn it on

1. Click **Setup** > **Two-factor authentication** (or, as an employee, in the app, click **2FA** at the top).
2. If it is your choice, click **Turn on two-factor authentication**.

Embedded media: https://paiyroll.com/wp-content/uploads/kb-snapshots/using-two-factor-authentication/turn_on.html

Select how to get your codes

1. Click **Next**. The page asks **How would you like to get your codes?**

2. If your Client or Company requires an app, you do not see this question. Go to "Scan the code".
3. Select **Authenticator app** or **Email**. With **Email**, we email a code to you each time you sign in.
4. Click **Next**.

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Scan the code

1. For an app, scan the QR code with it, or enter the key shown beside it.
2. Enter the six-digit code that the app shows, or for email, the code that we send you.
3. Click **Next**.

Embedded media: https://paiyroll.com/wp-content/uploads/kb-snapshots/using-two-factor-authentication/scan.html

Keep your backup codes

When the code is accepted, two-factor authentication is on.

1. Click **Show my backup codes**. Your 10 backup codes show.
2. Keep them in a safe place, such as where you keep your passwords.

There are 10 codes. Each code lets you sign in once without your phone.

Sign in

1. Sign in with your username and password as usual.
2. Enter a code: the one your app shows, or the one emailed to you.
3. If you do not have your phone, click **I don't have my device: use a backup code**.

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Generate new backup codes

When you have used one, generate a new set:

1. Click **Setup** > **Two-factor authentication** (or, as an employee, click **2FA**).
2. Click **Show backup codes**.

3. Click **Generate new codes**.

The old codes then stop working.

Embedded media: https://paiyroll.com/wp-content/uploads/kb-snapshots/using-two-factor-authentication/backup_codes.html

Troubleshooting

You lose your phone

You see this when you sign in and cannot get a code from your app.

Cause: Your authenticator app was on the lost phone, so you cannot enter a code.

Remedy: Use one of your backup codes. If you have none left, ask an administrator to reset your two-factor authentication. They do this from **Dashboards** > **Recent Logins**. You then set it up again the next time you sign in.

Next steps

- Set up two-factor authentication (for administrators): make 2FA required for administrators or employees.