

Set up two-step sign-in

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Everyone who signs in with an email and password, or with a Google or Microsoft account, also enters a code from an authenticator app. You set it up the first time you sign in.

Before you start

You need an authenticator app on your phone. Most work well, and your company may already use one.

1 Scan the code

The first time you sign in, you will see **Set up your authenticator app** with a QR code. Scan it with your authenticator app, or type in the key shown under it if you can't scan.

2 Enter the six digits

Type the code your app shows into **Code from your authenticator app** and select **Continue**.

3 Sign in as usual from then on

Each time you sign in, Unforged asks you to **Confirm it's you**. Open your app and enter the code it shows.

4 Replace your authenticator

Getting a new phone? Open the menu under your picture, choose **Your profile**, and under **Two-step sign-in** select **Add an authenticator**. Scan the new code, enter a code from the app you use now and one from the new app, then select **Add authenticator**.

5 Remove the old one

Once the new one works, select **Remove** next to the old authenticator. You always need at least one, which is why you add the new one first.

When you won't be asked for a code

If you sign in with a passkey, or through your organisation's single sign-on, that already confirms it's you, so Unforged doesn't ask again. Your own company's sign-in looks after the second step instead.

If something goes wrong

Your code isn't accepted.

Codes change every 30 seconds, so wait for a fresh one and try again. If it still fails, check the time on your phone is set automatically.

You've lost the phone with your authenticator on it.

Write to us at support@unforged.ai from the email address you sign in with, and we'll help you back in.