Lost or forgotten phone

You have your recovery codes

1. Sign in with your password, then **Recovery code**.
2. In your profile, choose **Change phone** and set up your app on the new phone. A recovery code is accepted to confirm it's you.
3. Save the new recovery codes.

Also forget, in your profile, any trusted browsers you don't recognise (changing phones forgets them all).

You no longer have your recovery codes

If none of your realms requires an app, simply sign in with an **email code**, then set up a new app in your profile (or remove the old one).

Otherwise, ask your realm's SUPERADMIN for a **second-step reset**. It wipes your authenticator app, recovery codes and trusted browsers; at your next sign-in, you get in with an email code, then set up a new app before reaching your accounts.

If your accounts are spread over unrelated realms, or if you are the SUPERADMIN yourself, ask the SUPERADMIN of the parent realm or **Improvize support**.

You only forgot your phone

If your realm requires an authenticator app, its SUPERADMIN can grant you a **temporary exemption**: for 24 hours, your account accepts the email code instead of the app. It can be renewed day by day if needed. You get an email when it's granted and when it ends.

Or simply use a recovery code.

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