Temporary exemption (SUPERADMIN)

For SUPERADMINs. "I forgot my phone": a temporary exemption lets a user sign in with an email code while your realm requires an authenticator app. Someone who doesn't have an app yet isn't stopped at setting one up during the exemption either.

Granting

User's sheet → **Exempt 24 h**. For 24 hours, this account accepts the email code instead of the app. The person gets an email. **Renew** extends it by 24 hours, **End now** ends it.

- The exemption lowers the requirement to the email code, never further: two-step verification stays mandatory.
- It applies only to this realm: if another of the person's realms also requires an app, that realm's exemption is needed too.
- It doesn't allow removing the app: it's for a forgotten phone, not a lost one. For a lost phone, see Second-step reset.

Who can grant it

A SUPERADMIN of the highest realm that requires the app for this account, or above, or Improvize support: only someone who could have changed the policy can exempt from it.

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