When your realm requires an authenticator app

A realm's SUPERADMIN can require an authenticator app of its administrators, its other users, or both (see the realm's policy). The email code is then no longer enough for those accounts.

If you don't have an app yet

At your next sign-in:

1. Type your password, then the code sent by email: it proves it's you before an app is attached to your account.
2. The **Set up an authenticator app** screen names the realm that requires it. Scan the QR code, then type the code the app shows (details in Setting up an authenticator app).
3. Save your recovery codes and tick "I have saved these codes somewhere safe".
4. Your session opens. You can tick "Trust this browser" at step 2.

There is no "Later" button: no session opens until the app is set up. If you don't have your phone that day, ask your realm's SUPERADMIN for a temporary exemption.

Afterwards

- At each sign-in, only the app (or a recovery code) is accepted; the email code no longer is for that account.
- A trusted browser earned with an email code no longer counts.
- You can't remove the app while the realm requires it, but you can change phones.

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