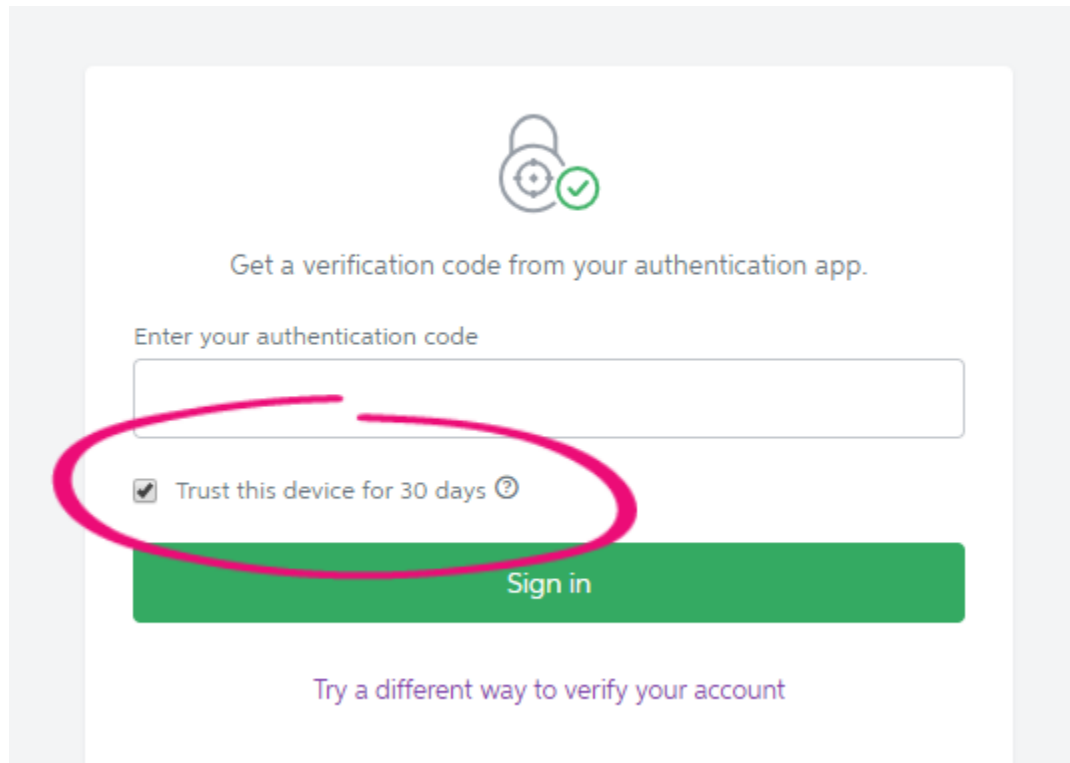


# Trust this device for 30 days

Whenever you sign in with a new device or browser, you'll need to enter a code. If you don't want to enter a code every time, choose the **Trust this device for 30 days** option as you sign in. MYOB will remember this device and you won't be asked for a code for the next 30 days.

This option only works when you sign in with the same device and browser you were using when you selected it (for example, using Chrome on your laptop, or Internet Explorer on your tablet). If you sign in from another device or browser, 2FA will still be required.

Don't select **Trust this device for 30 days** on a shared device.



The screenshot shows a sign-in interface with a lock icon and a green checkmark. The text reads: "Get a verification code from your authentication app." Below this is a text input field labeled "Enter your authentication code". Underneath the input field is a checkbox labeled "Trust this device for 30 days" with a question mark icon. A red circle highlights this checkbox. Below the checkbox is a green "Sign in" button. At the bottom, there is a link that says "Try a different way to verify your account".

How do I turn off **Trust this device for 30 days**? You can clear the 'Trust this device' setting by:

- (AccountRight) signing out (**Services** menu > **Sign out from AccountRight**)
- (MYOB Essentials) logging in using a different browser or computer.

## Troubleshooting

If you've selected **Trust this device for 30 days**, but you're still being asked for a 2FA code when you sign in it could be for one of these reasons:

You've logged in using a different browser or computer

'Trust this device' setting has been overridden by another user

Your browser settings are clearing cookies when you exit the browser

Your antivirus software is clearing your cookies

You're signing out of AccountRight

You've updated AccountRight

#### Related topics

[Two-factor authentication](#)

[Getting help with two-factor authentication](#)

[Using your backup codes](#)

[Recovering your account](#)