

Using your backup codes

App-based 2FA only

If you don't have access to your 2FA device to get an authentication code, you can use a backup code instead. Each backup code can only be used once.

Using email 2FA?

If you don't have access to your emails, you'll need to call us to recover your account (have your account details on hand):

- Australia - 1800 620 430 (7am - 8pm Mon-Fri, 9am - 5pm Sat-Sun Melbourne time)
- New Zealand - 0508 328 283 (9am - 10pm Mon-Fri, 11am - 7pm Sat-Sun New Zealand time)

Downloading, printing or regenerating your backup codes

When you first [switch to a 2FA authenticator app](#), you're prompted to download 10 backup codes. You can download or print these codes again by signing into <https://my.account.myob.com/backupcodes>

From here you can:

- download or print your remaining backup codes
- regenerate 10 new backup codes. This deactivates your old codes, which is handy if you've lost them.

Generate new backup codes before using the last two! You might need these to generate a new set of backup codes, otherwise you'll need to get help with two-factor authentication.



Your backup codes



You can sign in to your account using a backup code if you can't get a verification code from your authentication app.

[Learn More](#)

 [Download remaining backup codes](#)

 [Print remaining backup codes](#)

 [Regenerate codes](#)

Generated a few seconds ago

[Continue](#)

Signing in with backup codes

Signing in using a backup code

I've entered the wrong backup code

Need help?

If you don't have access to your backup codes, or you've tried signing in using a backup code, have had issues and none of the above tips have

helped, call our support team (have your account details on hand):

- Australia - 1800 620 430 (7am - 8pm Mon-Fri, 9am - 5pm Sat-Sun Melbourne time)
- New Zealand - 0508 328 283 (9am - 10pm Mon-Fri, 11am - 7pm Sat-Sun New Zealand time)

Related topics

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

[Recovering your account](#)

[Two-factor authentication](#)

[Which two-factor authentication method should I use?](#)

[Two-factor authentication for accountants and bookkeepers](#)

[Trust this device for 30 days](#)