Setting up two-factor authentication on a new phone

Two-factor authentication (2FA) codes can be received via email or a mobile phone app (help me choose which method to use).

Whether you have a new phone or other mobile device, like a tablet, the process for setting it up is the same. Just be aware you can only have 2FA set up on one device at a time.

Choose your scenario and we'll step you through it.

<table>
<thead>
<tr>
<th>I've never used 2FA on a phone before</th>
</tr>
</thead>
<tbody>
<tr>
<td>I still have my old phone, but need to set up a new phone</td>
</tr>
<tr>
<td>I don't have my old phone, and need to set up a new phone</td>
</tr>
</tbody>
</table>

Having trouble?

See Getting help with two-factor authentication or give us a call.

- **Australia** - 1800 620 430 | Monday to Friday **7am to 8pm**, Saturday to Sunday **9am to 5pm** (Melbourne time)
- **New Zealand** - 0508 328 283 | Monday to Friday **9am to 10pm**, Saturday to Sunday **11am to 7pm** (New Zealand time)

You'll need your serial number handy. Find your serial number: MYOB AccountRight | MYOB Essentials.

Related topics

- Two-factor authentication
- Getting help with two-factor authentication
- Switching between email and app two-factor authentication
- Recovering your account