

# 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](#)