# How to Turn On Two-Factor Authentication for Your Admin Account

General Settings · https://a2bmanager.com/docs/two-factor-authentication-admins/

Embedded media: https://a2bmanager.com/wp-content/uploads/2026/10/two-factor-authentication-admins-v3.mp4

Video walkthrough: turning on two-factor authentication

Every club admin account in A2B Manager must use two-factor authentication (2FA). As well as your password, you'll enter a six-digit code from an authenticator app on your phone when you sign in. This guide shows admins how to set it up, sign in with a code or a recovery code, and get new recovery codes.

## Before you start

- This applies to club admins. You can't skip it: until 2FA is set up, A2B Manager takes you to the **Secure your account** page after you sign in or open any club page.
- Coaches aren't required to use two-factor authentication.
- Install an authenticator app on your phone, for example **Google Authenticator** or **Microsoft Authenticator**.
- Make sure the time on your phone is set automatically. Codes only work if your phone's clock is right.

## Setting up and using two-factor authentication

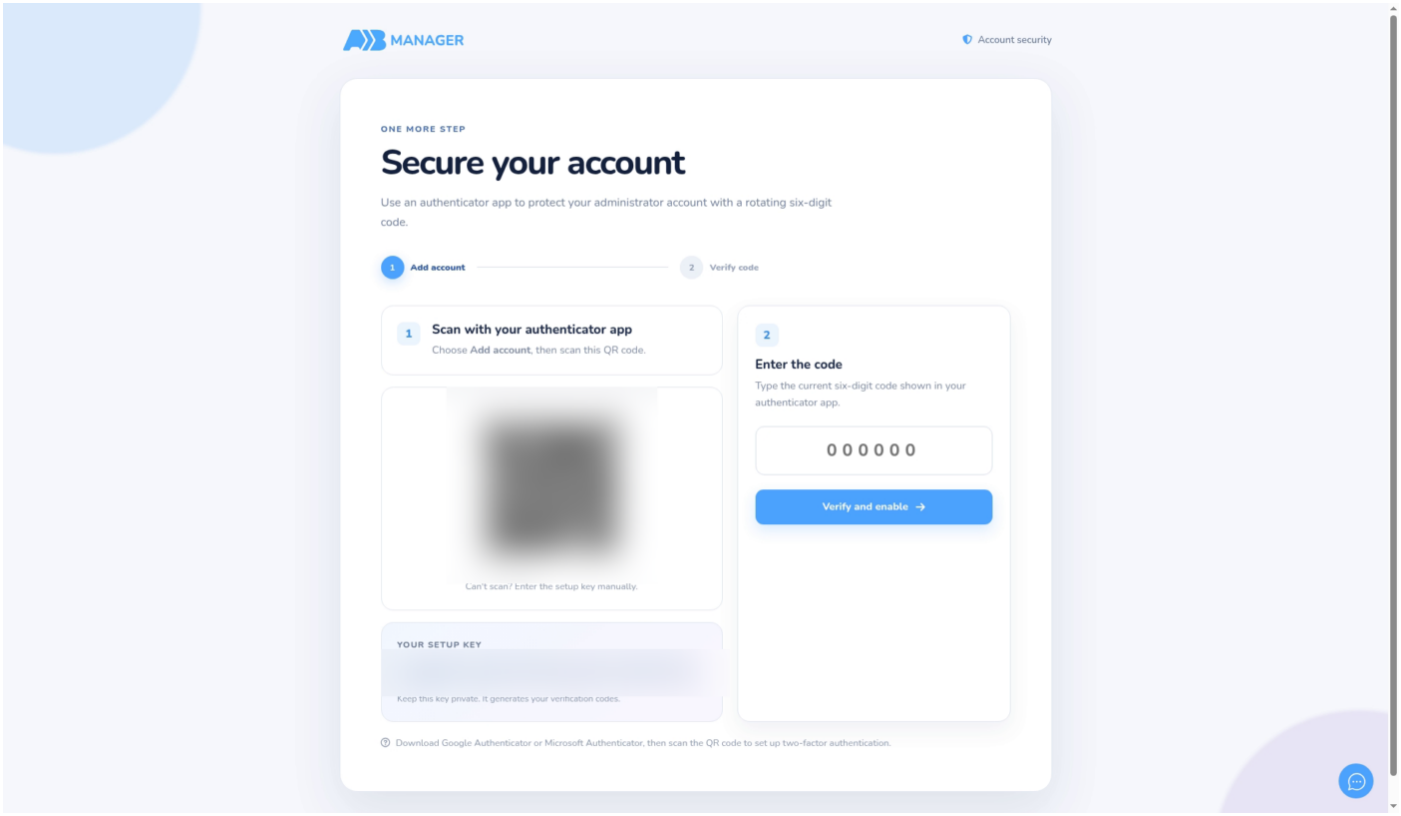
### Step 1: Open the Secure your account page (0:00)

- Sign in as normal. If 2FA isn't set up yet, you'll see **Secure your account** straight away.
- You can also go to it directly: type your A2B Manager address followed by **/Account/Manage/TwoFactorAuthentication**.

### Step 2: Add A2B Manager to your authenticator app (0:18)

- In your authenticator app, choose **Add account**, then scan the QR code on the screen. The account appears as **A2B Manager**.

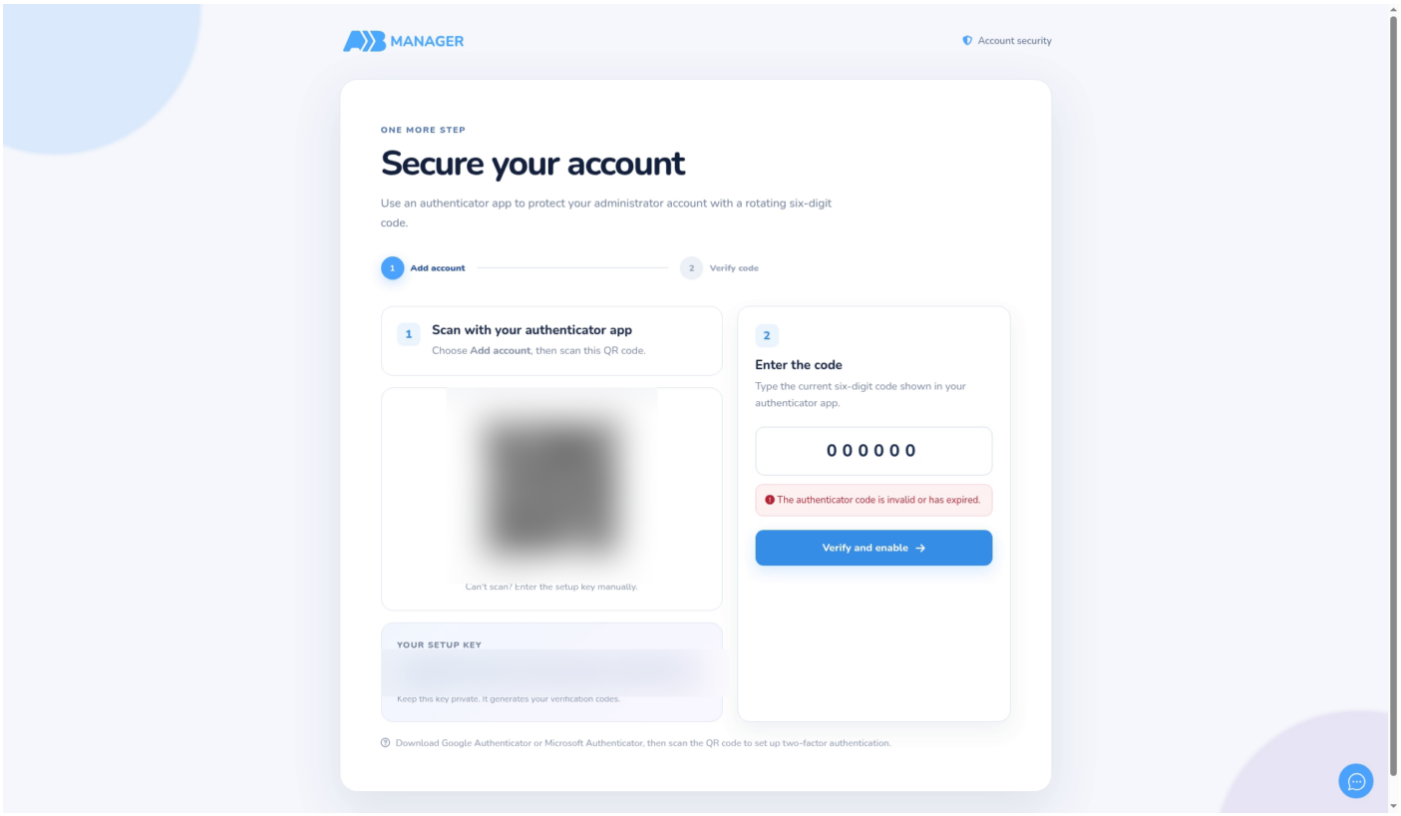
- Can't scan? As the page says, **Can't scan? Enter the setup key manually.** Type the code shown under **Your setup key** into your app instead.
- Keep the QR code and setup key private. Anyone who has them can make your codes.



Step 2: The Secure your account page (QR code and setup key hidden)

## Step 3: Enter the code and turn it on (0:36)

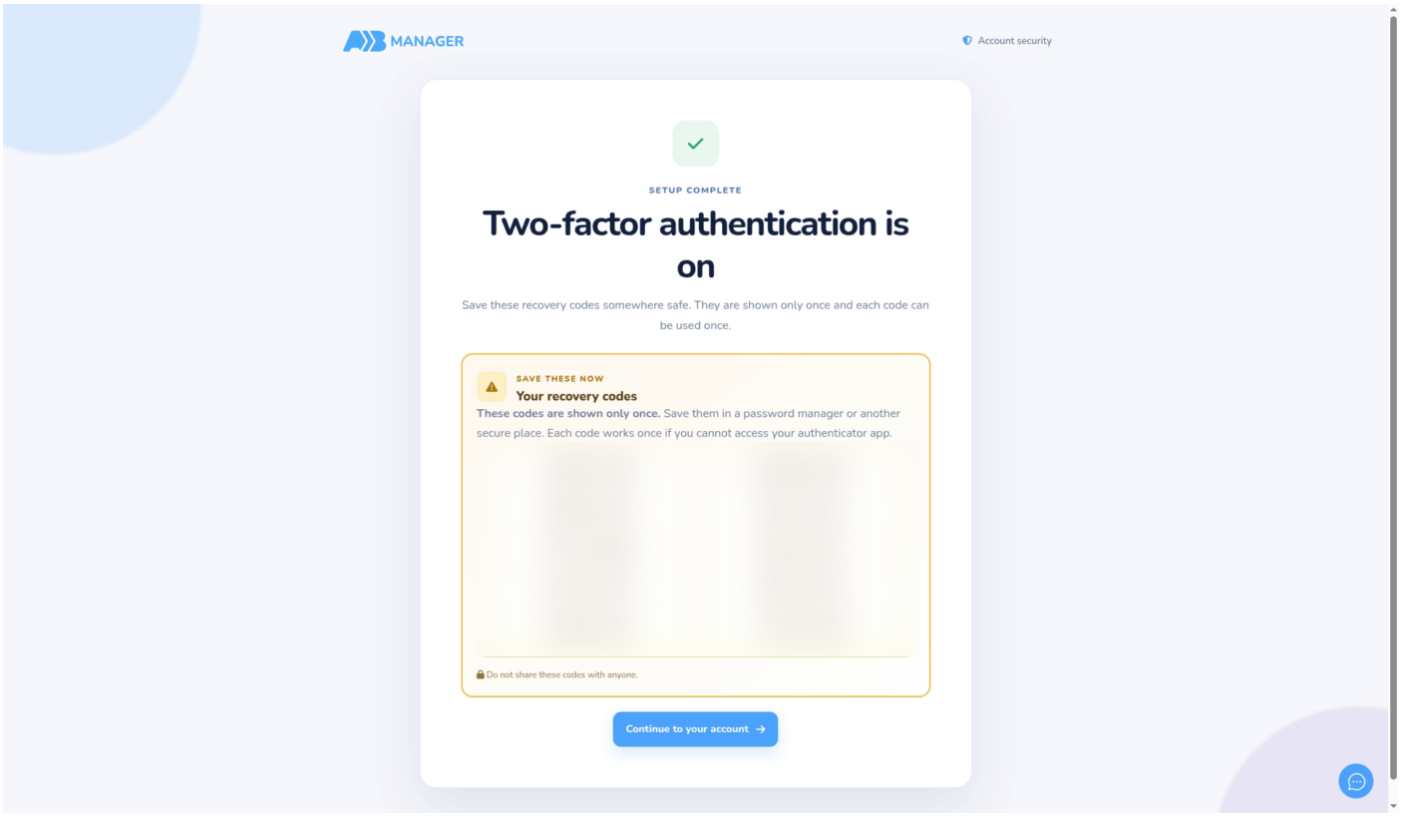
- Under **Enter the code**, type the six-digit code your app is showing now, then click **Verify and enable**.
- If you see **The authenticator code is invalid or has expired.**, wait for the next code and try again.




Step 3: A wrong or expired code shows an error

## Step 4: Save your recovery codes (0:47)

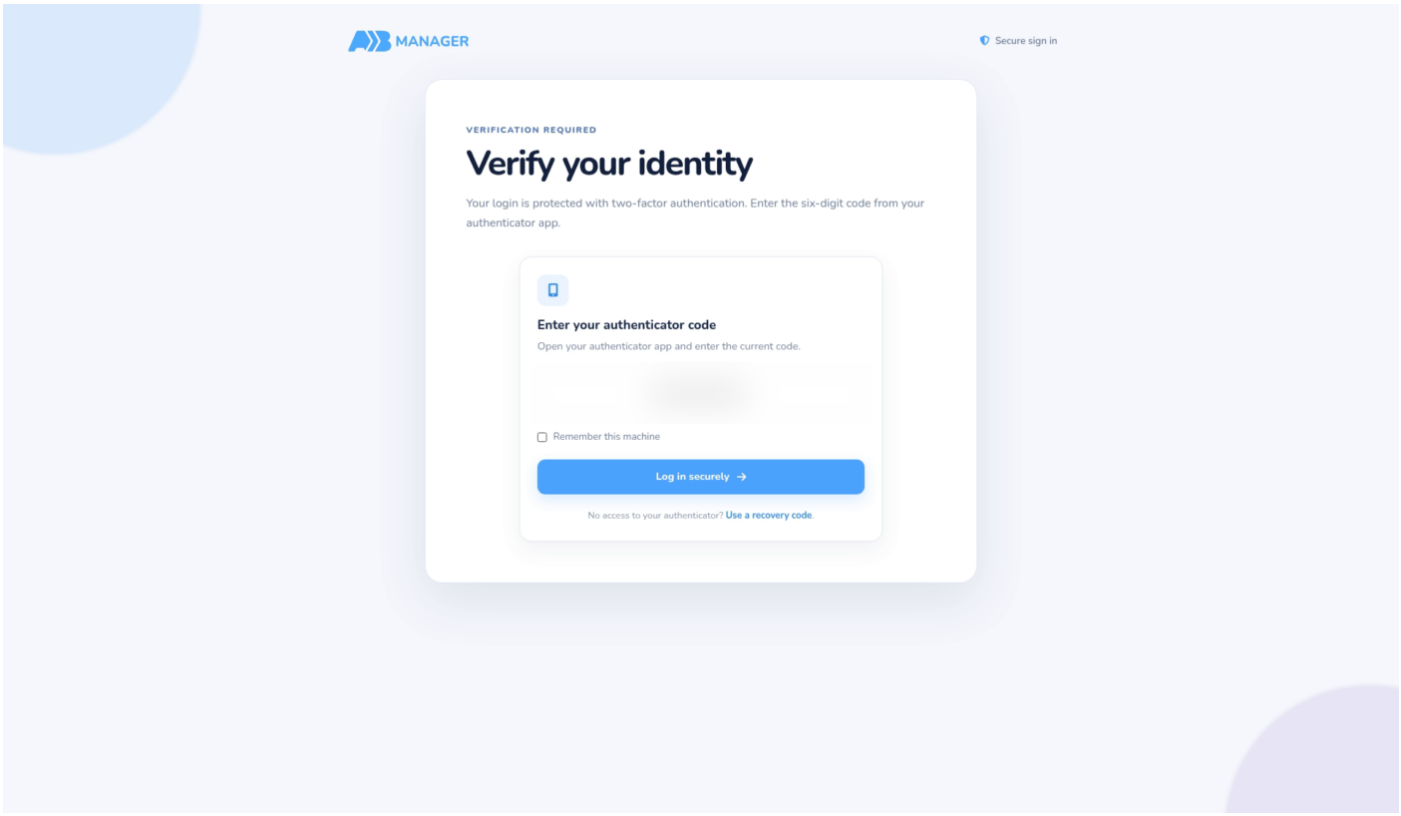
- You'll see **Setup complete**, **Two-factor authentication is on** and 10 recovery codes.
- Save them somewhere safe, such as a password manager. They're shown only once, and each code works once.
- Click **Continue to your account**. You may first be asked to accept updated **Terms & Conditions** before you can carry on.




Step 4: Two-factor authentication is on (recovery codes hidden)

## Step 5: Sign in with your code (1:05)

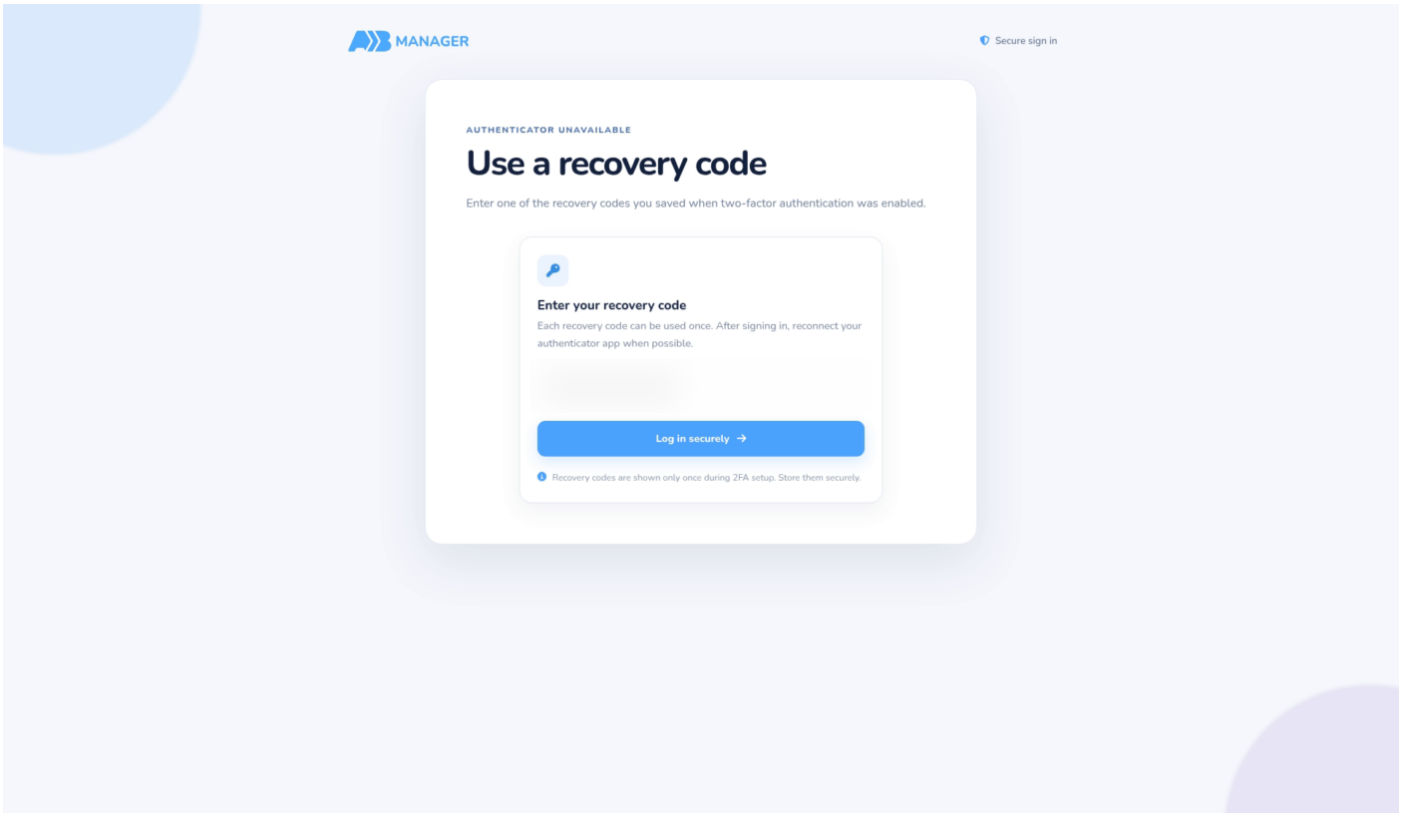
- Sign in with your email and password as usual. You'll then see **Verify your identity**.
- Enter the code from your app and click **Log in securely**.
- Tick **Remember this machine** to skip the code on that browser for about 14 days. Only tick it on your own computer, never a shared one.
- As after setup, you may be asked to accept updated Terms & Conditions first.




Step 5: The Verify your identity page

## Step 6: Sign in with a recovery code (1:26)

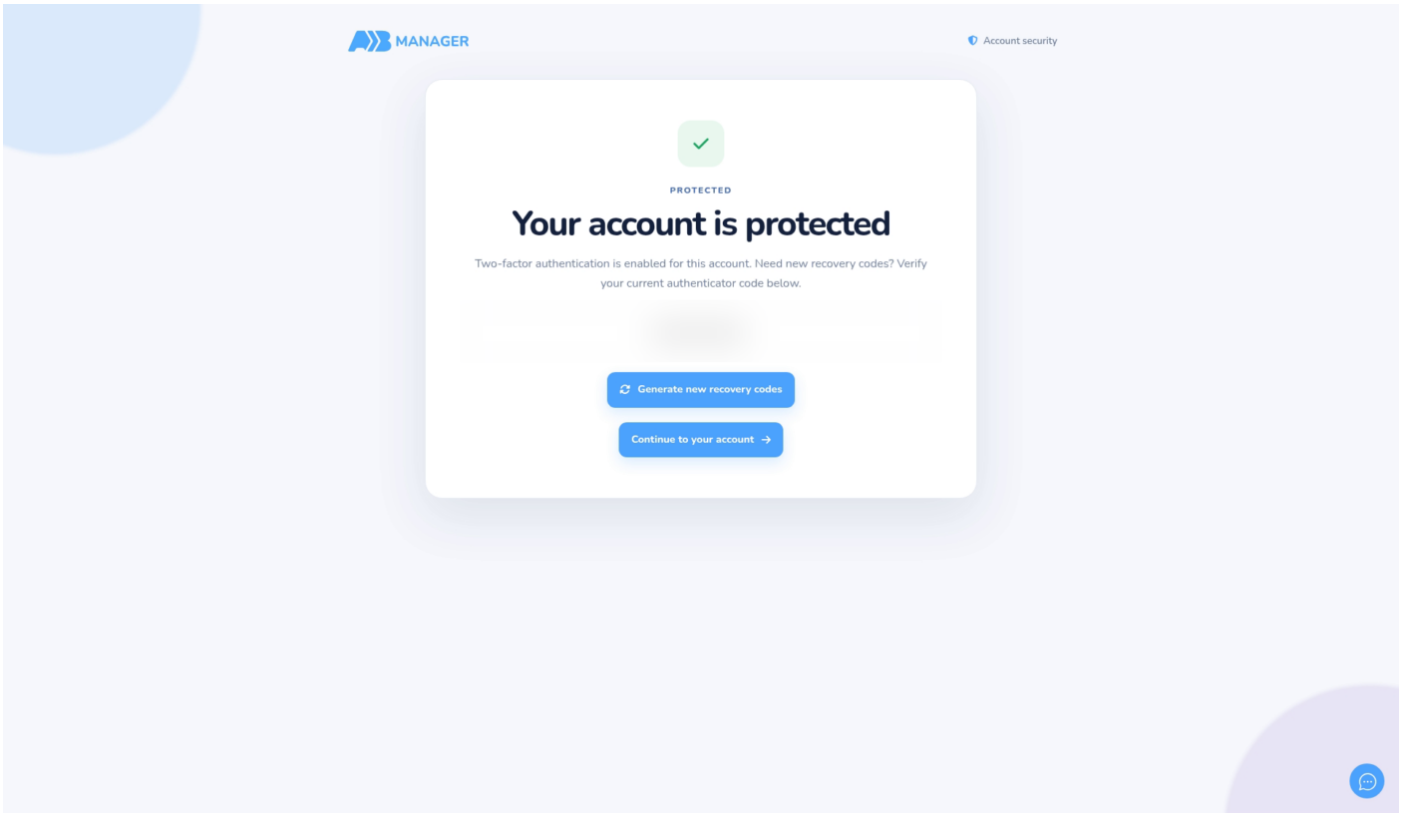
- If you don't have your phone, click **Use a recovery code.** (under **No access to your authenticator?**) on the Verify your identity page.
- On the **Use a recovery code** page, enter one of your saved codes and click **Log in securely**.
- Each recovery code works once. When you're running low, get new ones (step 7).




Step 6: The Use a recovery code page

## Step 7: Get new recovery codes (1:42)

- Go to your A2B Manager address followed by **/Account/Manage/TwoFactorAuthentication**. You'll see **Your account is protected**.
- Enter your current authenticator code and click **Generate new recovery codes**.
- You'll see **Your new recovery codes** with 10 new codes. Your old codes stop working, so save the new ones.




Step 7: Your account is protected

## Lost your phone, or need 2FA turned off?

- You can't turn two-factor authentication off or move it to a new phone yourself.
- If you've lost your phone, use a recovery code to sign in, then email info@a2bmanager.com.
- If you've lost your phone and your recovery codes, or need 2FA turned off or set up on a new phone, email info@a2bmanager.com. The A2B Manager team can reset it, and you'll be asked to set it up again next time you sign in.

## Sharing access with your team

- Every member of staff who needs admin access needs their own login, with their own email address. Add them from **Settings Hub**, using **Invite Staff** or **Manage Admins** > **Add Admin Account**. See How to Invite Staff and Manage Admin and Coach Access.
- The first time they sign in, each new admin is asked to set up two-factor authentication on their own phone, and gets their own recovery codes.
- If several people need to share one login, for example to take registers, create a generic **Coach** login instead. Coach logins don’t need two-factor authentication. They can take registers and see classes, but they can’t open Settings Hub, Shop, Member Management or Financials.

- The QR code is only shown while two-factor authentication is being set up, so it can’t be added to another phone later. If you need it reset, email info@a2bmanager.com.

## Good to know

- After 6 wrong attempts your account is locked for 5 minutes.
- There's no way to make a browser forget it was remembered. To stop it skipping the code, clear that browser's cookies.
- No emails are sent when you turn on 2FA or get new recovery codes.

> **Tip:** Save your recovery codes in a password manager or print them and keep them somewhere safe, away from your phone.

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