

How to Enable Two-Factor Authentication



At Tripleseat, account security is important. **Two-Factor Authentication**, also called **2FA**, helps protect your account by requiring a second verification step when you sign in.

With 2FA, you'll sign in using:

1. Something you know — your Tripleseat email address and password
2. Something you have — a one-time code sent to your phone by text message or generated by an authenticator app

This helps keep your account secure even if someone else learns your password.

Your Two-Factor Authentication Options

Depending on your account settings, you'll be able to use one of the following 2FA methods.

1. Text Message Verification, also called SMS

With Text Message verification, Tripleseat sends a one-time security code by text message to your registered mobile phone number.

This is a convenient option if you prefer to receive your login code by text message instead of using an authenticator app.

2. Mobile App Authenticator

A mobile authenticator app generates a rotating one-time code that you enter when signing in.

Examples include:

- Google Authenticator
- Microsoft Authenticator
- Other compatible authenticator apps

This is the recommended option for strong compatibility and recovery.

3. Existing Authy Setup

Some users may already have an existing Authy setup connected to Tripleseat. Existing Authy enrollments may continue to work for those users.

When You'll Be Asked to Set Up 2FA

You may be prompted to set up Two-Factor Authentication after entering your Tripleseat email and password.

If your organization requires 2FA, setup cannot be skipped. You'll need to choose an available verification method and complete setup before continuing into Tripleseat.

Set Up Two-Factor Authentication

Keep your data secure with an additional security step. Choose how you'd like to receive your verification code when you sign in.

Mobile App Authenticator **RECOMMENDED**

Use an authenticator app to generate a One-Time Password.

[Use Authenticator App](#)

Text Message (SMS)

Receive your verification code by text message.

[Use Text Message](#)

Note: Based on your access level, two-factor authentication setup is required and cannot be skipped.

Setting Up Text Message Verification - [Watch a short video HERE](#)

Use this option if you want to receive your verification code by text message to your phone.

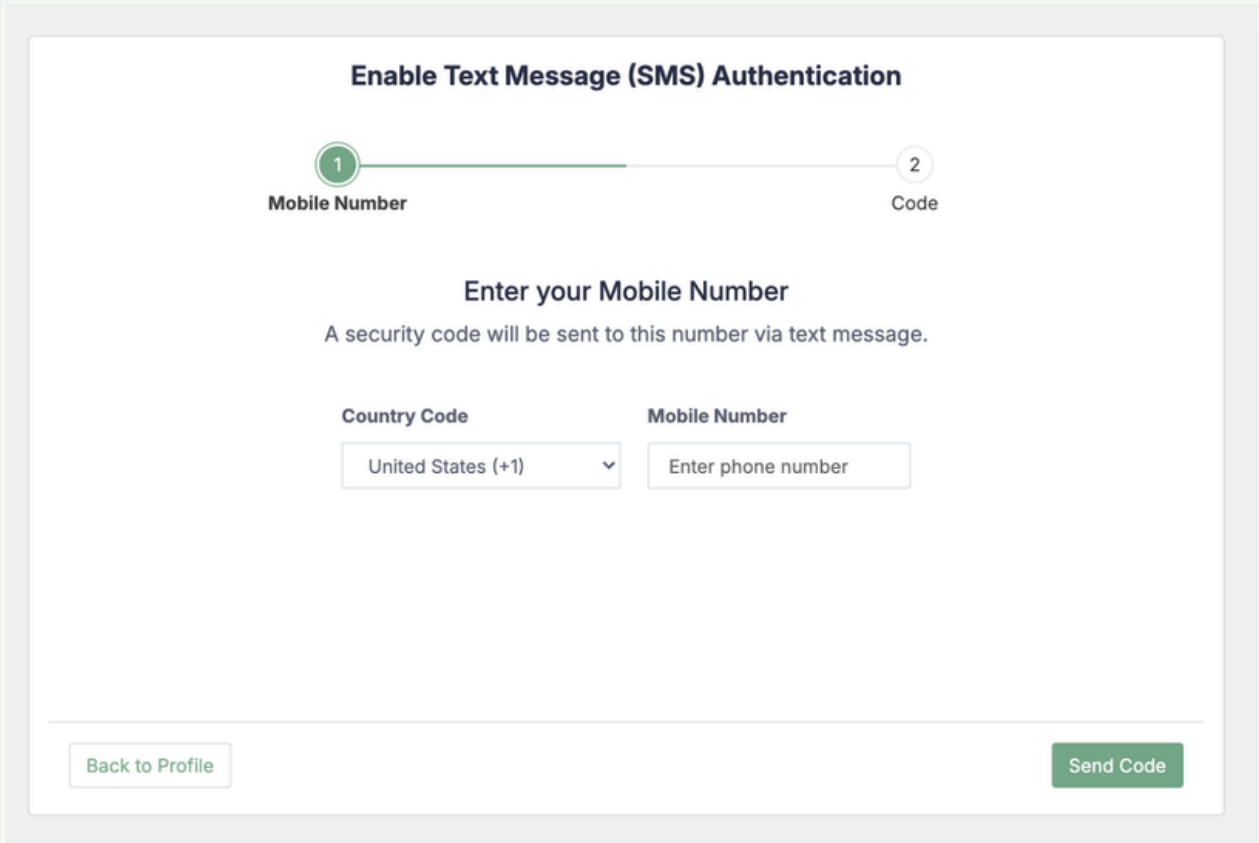
Step 1: Choose Text Message.

When prompted to choose a Two-Factor Authentication method, select Text Message

Step 2: Enter your mobile number.

Choose your country code and enter your mobile phone number.

Tripleseat will send a verification code by text message to that number.

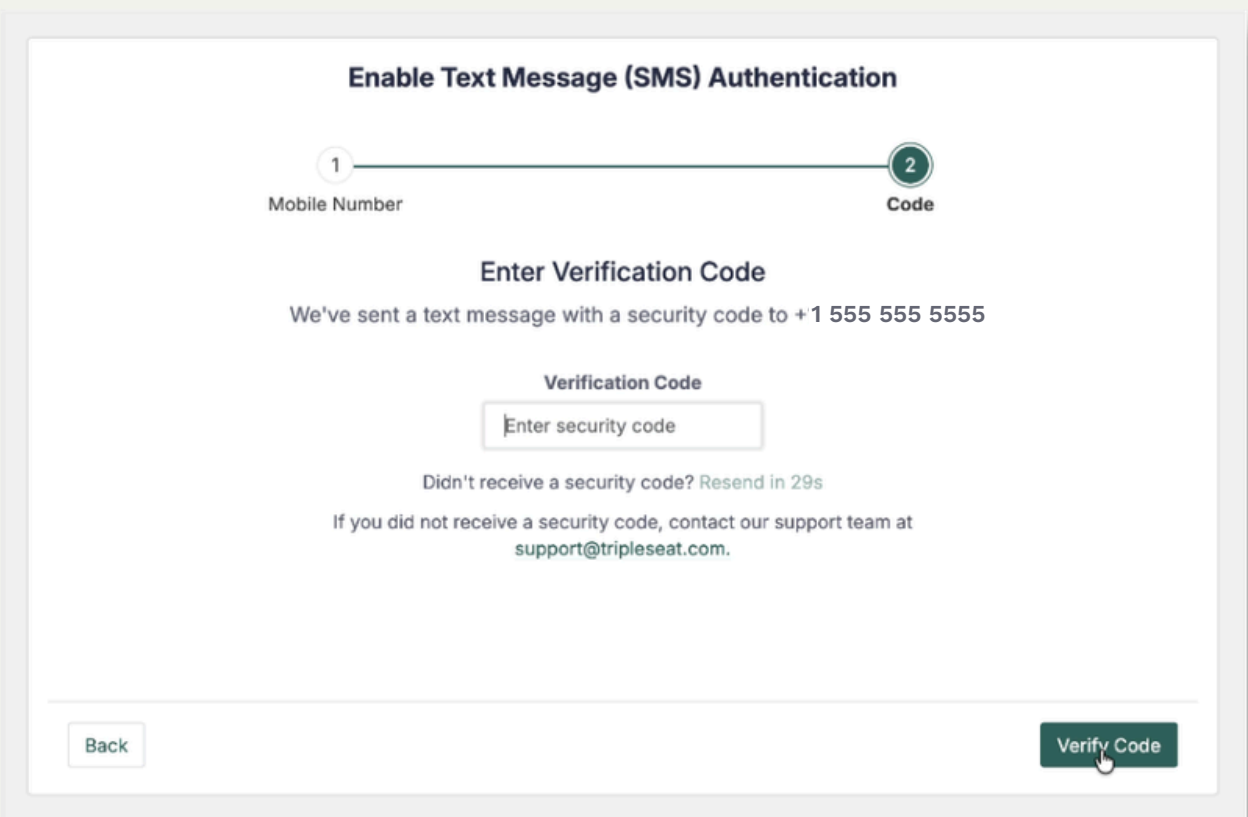


The screenshot shows a web form titled "Enable Text Message (SMS) Authentication". At the top, there is a progress bar with two steps: "1 Mobile Number" (active) and "2 Code". Below the progress bar, the heading "Enter your Mobile Number" is followed by the instruction "A security code will be sent to this number via text message." The form contains two input fields: "Country Code" with a dropdown menu showing "United States (+1)" and "Mobile Number" with a text input field containing the placeholder "Enter phone number". At the bottom of the form, there are two buttons: "Back to Profile" on the left and "Send Code" on the right.

Step 3: Enter the verification code.

Check your phone for the text message code. Enter the code in Tripleseat to verify your phone number.

A countdown may appear before you can request another code

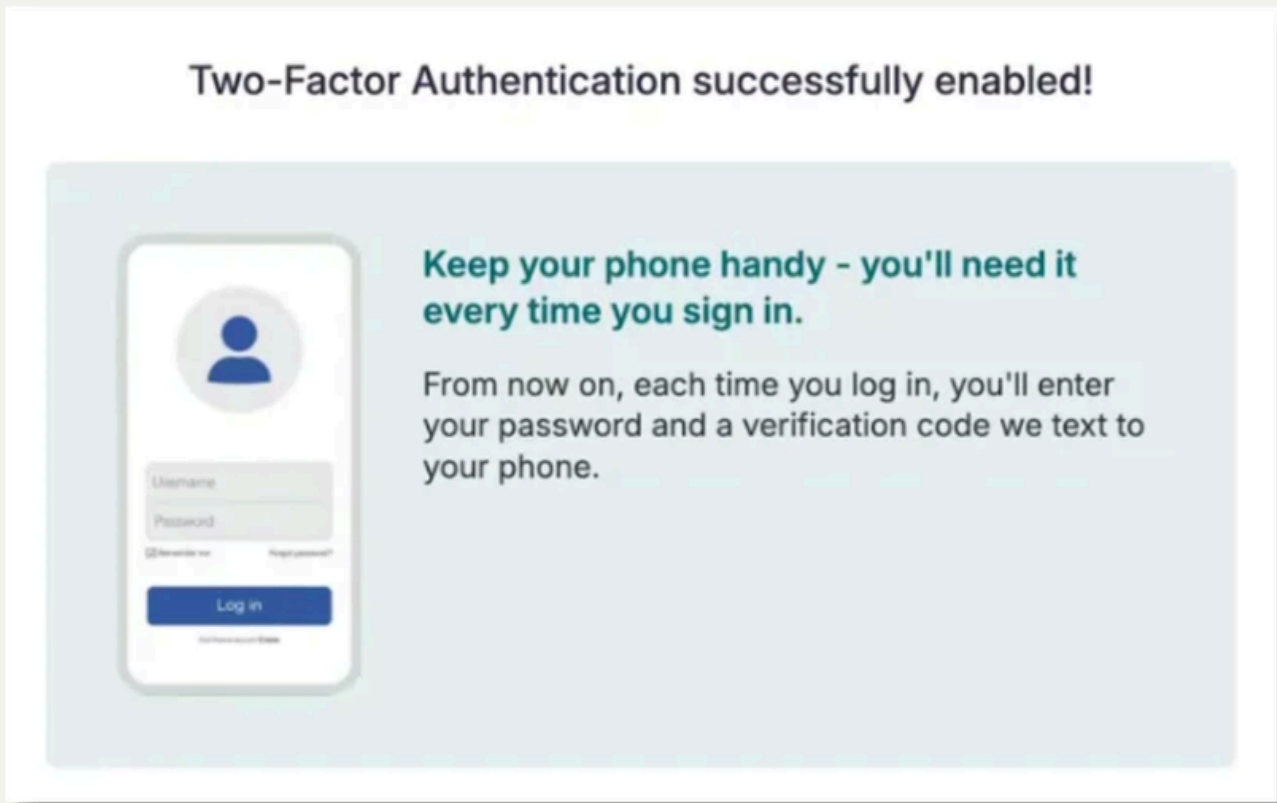


The screenshot shows the same web form, now at Step 2: "Enter Verification Code". The progress bar shows "1 Mobile Number" and "2 Code" (active). The heading "Enter Verification Code" is followed by the instruction "We've sent a text message with a security code to +1 555 555 5555". Below this, there is a "Verification Code" section with a text input field containing the placeholder "Enter security code". Underneath the input field, there is a link "Didn't receive a security code? Resend in 29s". At the bottom, there is a note: "If you did not receive a security code, contact our support team at support@tripleseat.com." The form has two buttons at the bottom: "Back" on the left and "Verify Code" on the right.

Step 4: Confirmation.

Once your phone number is verified, Text Message verification is enabled.

Moving forward, when a security code is required at sign-in, Tripleseat will send a code by text message to your registered mobile number.



The screenshot shows a confirmation screen titled "Two-Factor Authentication successfully enabled!". On the left, there is a graphic of a smartphone displaying a login form with fields for "Username", "Password", and "Log in". To the right of the graphic, there is a message: "Keep your phone handy - you'll need it every time you sign in." Below this, it says: "From now on, each time you log in, you'll enter your password and a verification code we text to your phone."

Setting Up a Mobile App Authenticator

Use this option if you want to receive codes through an authenticator app.

Step 1: Download an authenticator app.

Download a free authenticator app, such as Google Authenticator or Microsoft Authenticator. On your mobile device, **go to the app store**, and download one of the following:

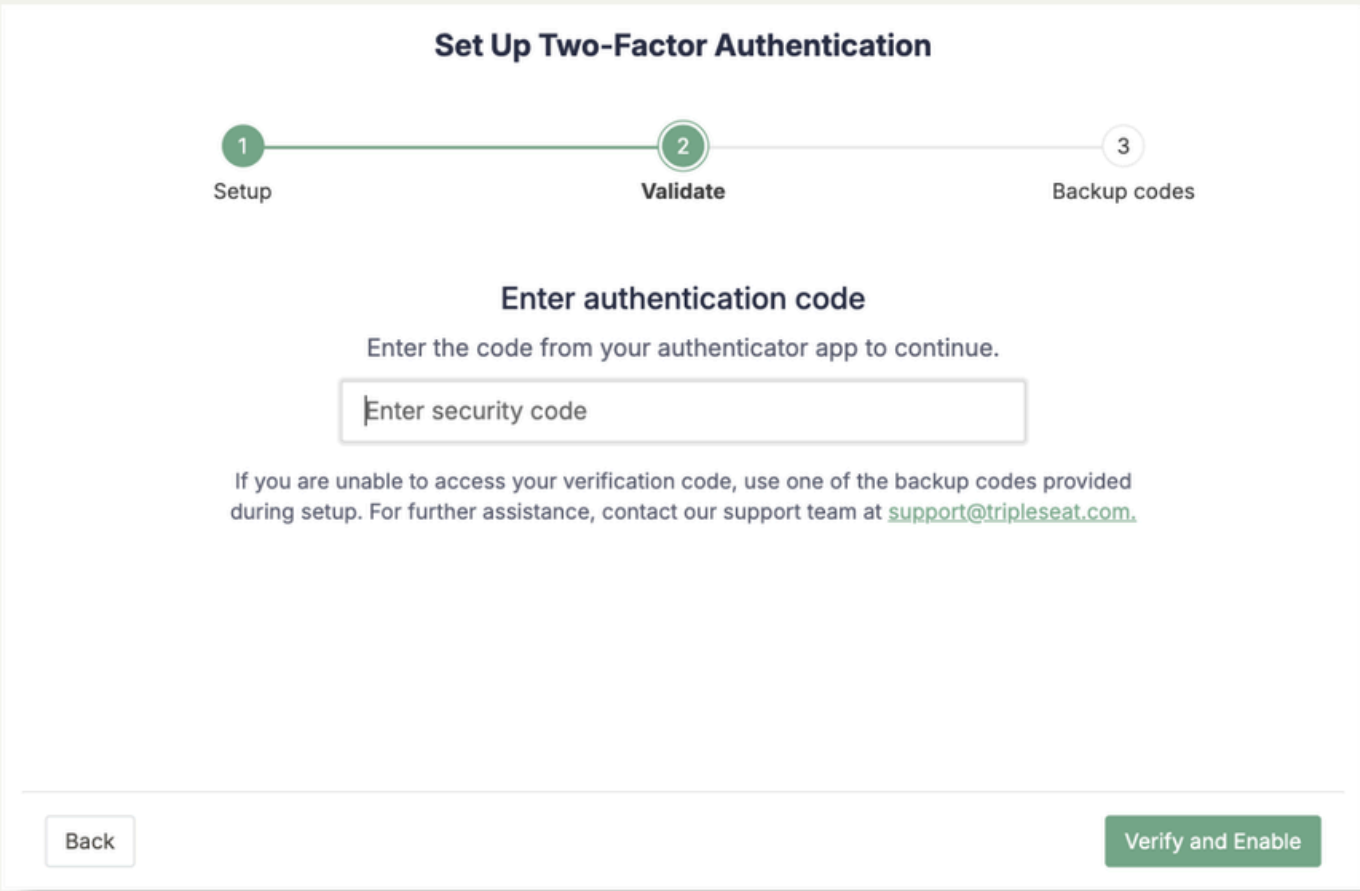
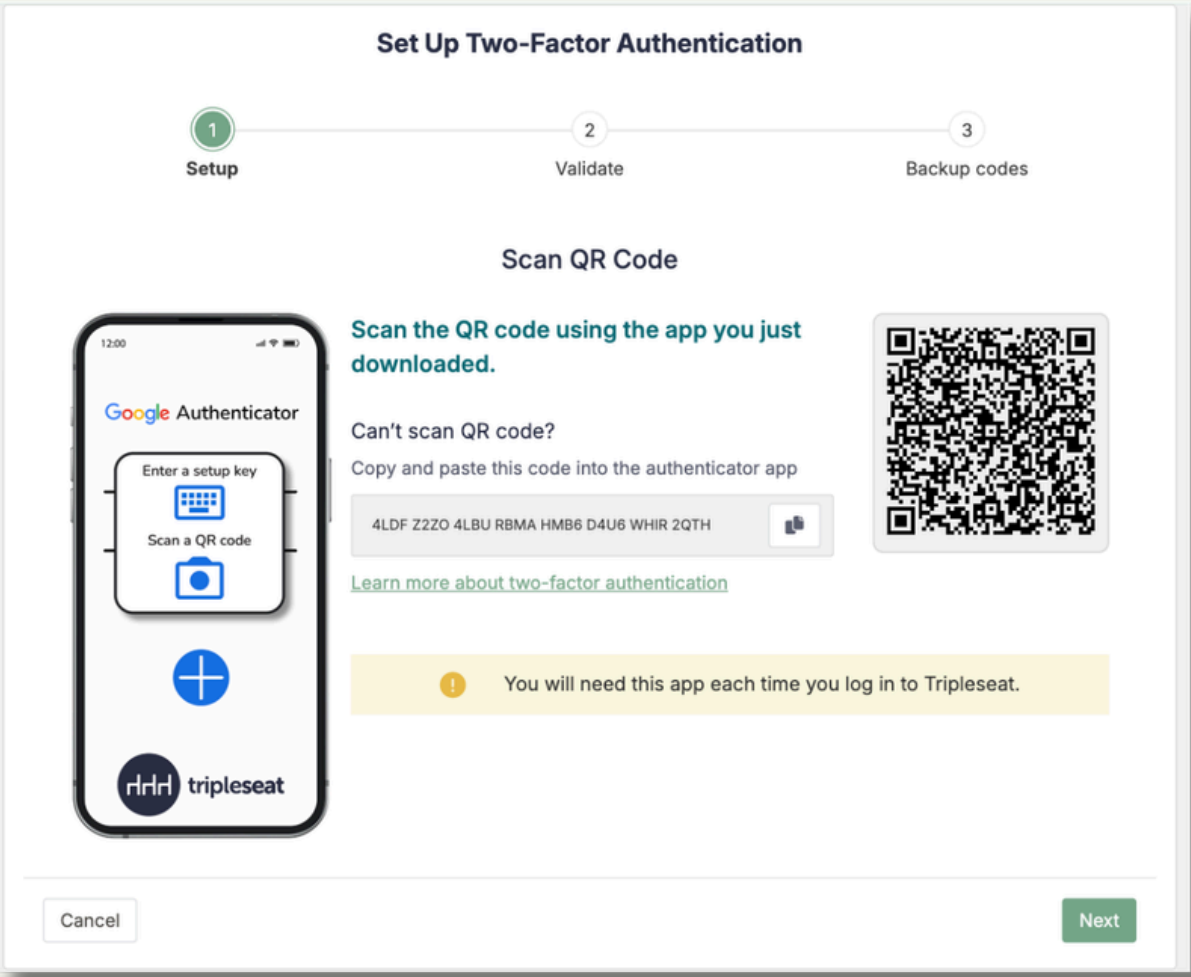


Step 2: Scan the QR code.

Tripleseat will display a QR code during setup. Open your authenticator app and scan the QR code. If you can't scan the QR code, Tripleseat may also provide a written setup code that you can enter manually.

Step 3: Enter the security code.

Your authenticator app will show a temporary security code. Enter that code in Tripleseat to confirm setup. These codes refresh regularly, usually every 30 seconds, so be sure to enter the current code shown in the app.

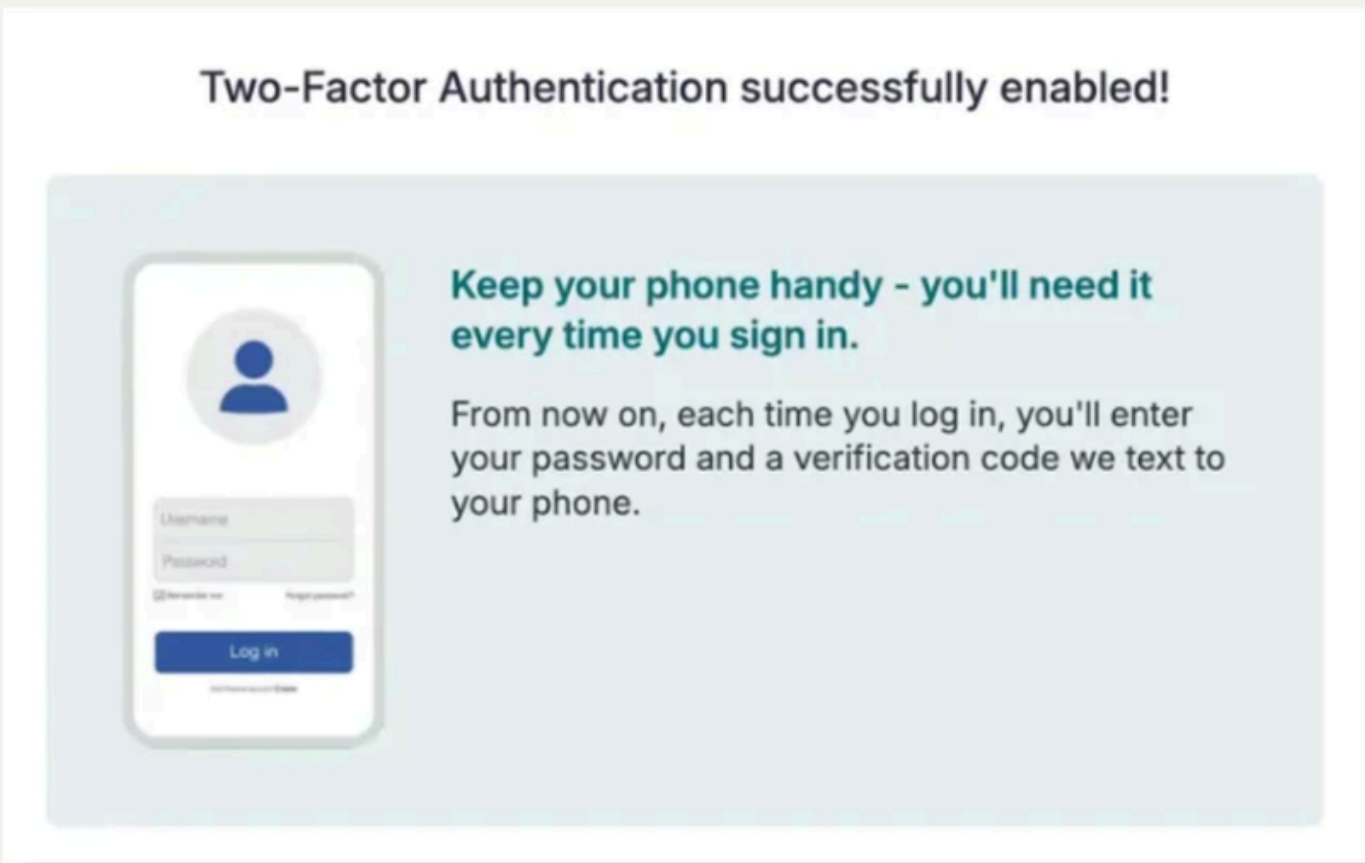
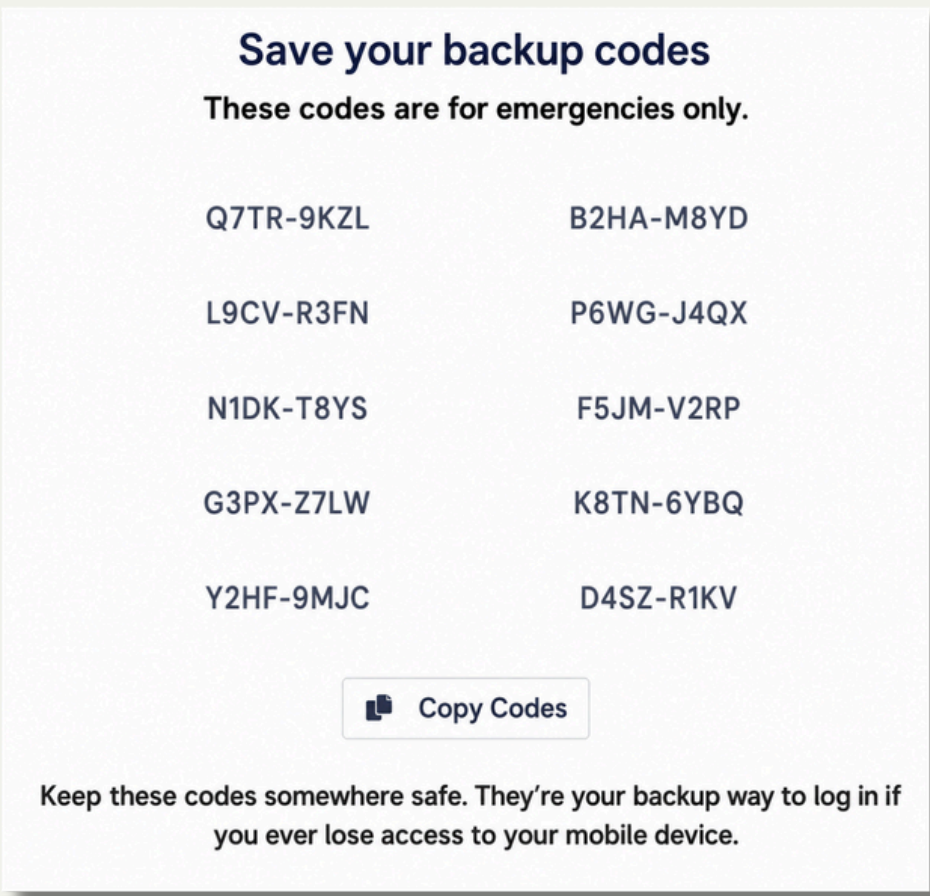


Step 4: Save your backup codes.

Tripleseat will provide backup codes after setup. These are one-time-use codes that can help you access your account if you can't use your authenticator app. Save your backup codes somewhere secure.

Step 5: You're all set.

Moving forward, you'll sign in by entering your password and then entering a code from your authenticator app.



Signing In After 2FA Is Set Up

After Two-Factor Authentication is enabled, signing in takes two steps.

First, enter your Tripleseat email address and password.

Then enter the security code from your active 2FA method:

- **A code from your authenticator app, or**
- **A code sent to your phone by text message**

Once the code is verified, you'll continue into Tripleseat.

Managing Your 2FA Method from My Profile

You may be able to manage your Two-Factor Authentication method from My Profile.

In your profile, Tripleseat may show your available 2FA methods side by side. Your active method is the one currently used when a security code is required.

Depending on your account settings, you may see options such as:

Switch to this

Moves your account from one verification method to another, such as from Mobile App Authenticator to Text Message.

Reset

Lets you re-enroll your current method. For example, you may use this if you need to register a new phone number or reconnect an authenticator app.

Disable

Turns off the current method, when allowed by your account settings.

If your organization requires Two-Factor Authentication, you may need to keep at least one valid method active.

Switching or Resetting Your Method

For your security, Tripleseat may ask you to verify your identity before switching or resetting a 2FA method.

This means you may need to enter a current security code before the change is applied.

Your current method remains active until the new method is fully verified, so you are not left without a working way to sign in.

Quick Tips

- Save your backup codes if you use an authenticator app
- Make sure your phone number is current if you use Text Message verification
- Do not share your security codes with anyone
- If you receive a code you did not request, do not enter it or share it
- Contact your account administrator or Tripleseat support if you can't access your 2FA method