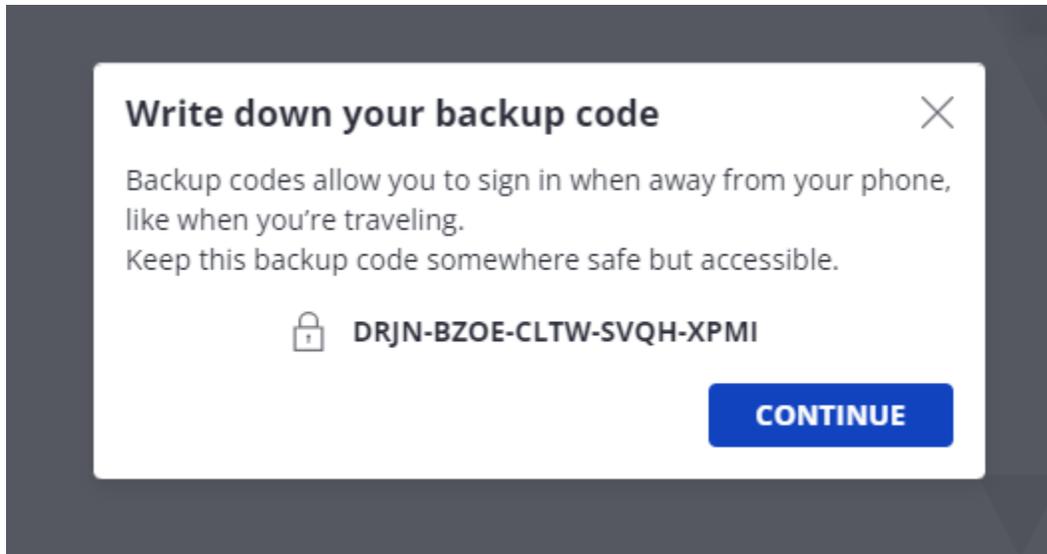# How to Reset your 2FA with your One Time Backup Code

When the Cozone 2FA was first set up a secret unique backup code was generated for your account

(This picture is just an Example of how the code looks – If you try to use this code it will not work)

The following steps will be available for the following situations:

- The 2FA code is not available

1. Log in to your Cozone account with your username and password

2. When prompted to enter the 2FA from your Authenticator chose "Try Another Way to Sign in"

3. On the next screen, chose "One Time Authentication"

2-Step Verification

Google Authenticator
Get a verification code from the
Google Authenticator app

One time authentication
Use one-time emergency backup code

BACK TO LOGIN PAGE

4. Enter the one-time emergency back-up code and click Verify

One time authentication

🔒 Use one-time emergency backup code

6-digit code

FEJT-QYCH-WGPV-SARM-XOKB

☐ Remember me

VERIFY

TRY ANOTHER WAY TO SIGN IN

5. If the Code is correct, A new Backup Code will be created for the account. Once you write it down press the "I HAVE WRITTEN DOWN THE NEW BACKUP CODE" link

Your new backup code

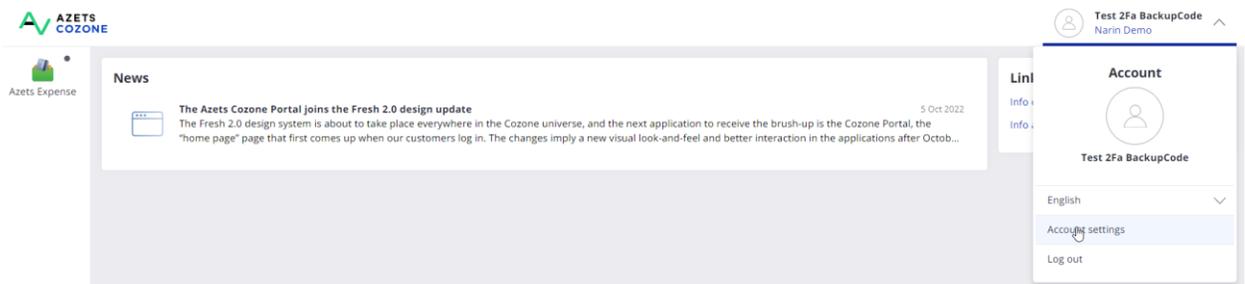You have successfully logged in with your emergency code

Before we log you in, please write down this new backup code and store it somewhere safe

FDQS-CUBL-TAZY-WRJN-PIME

I HAVE WRITTEN DOWN THE NEW BACKUP CODE

6. You are now logged into the account. In the upper right corner, click on your Name and then on Account Settings
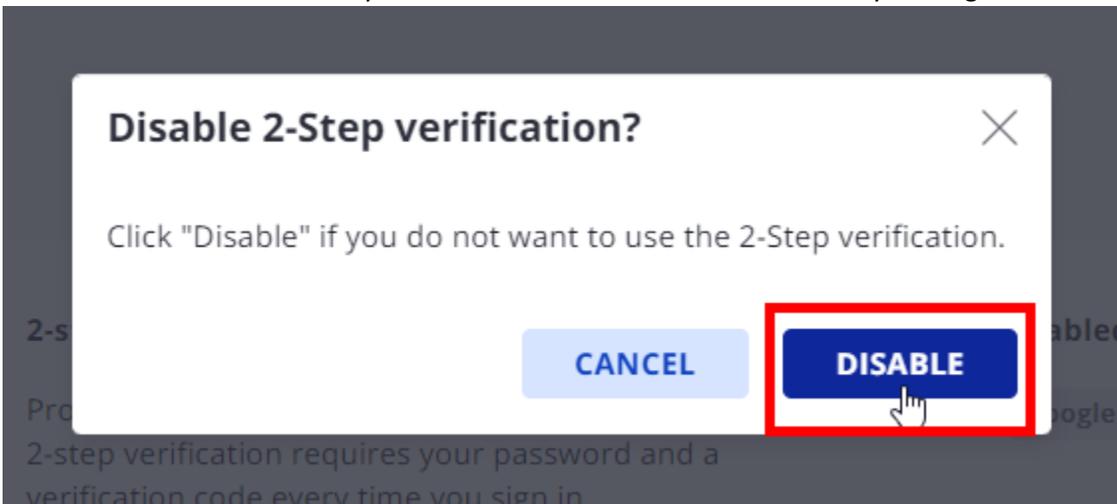
7. On the Account Settings Page, Click on the Security Tab. Here you can remove the previous 2FA Authenticator you had set up by pressing the X mark
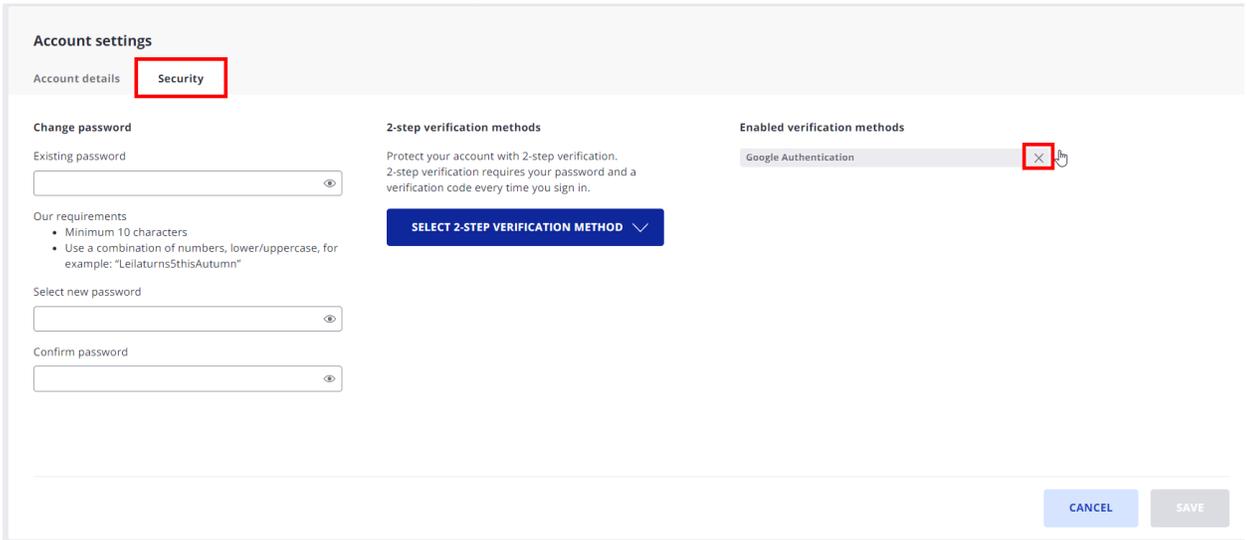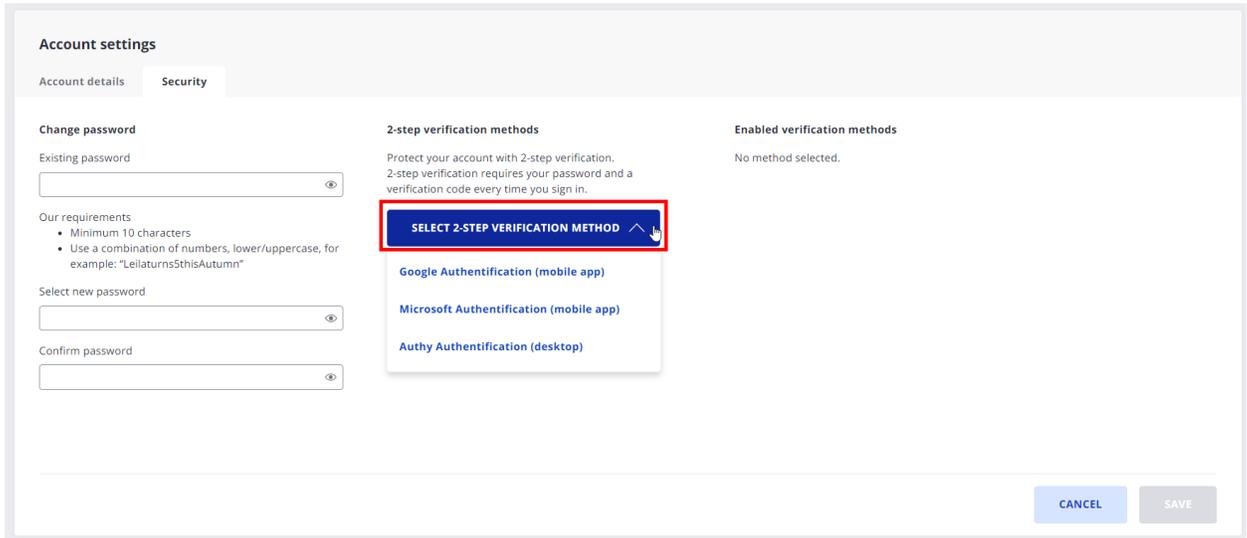

8. Once you click the X you will be asked to enter your Account Password again
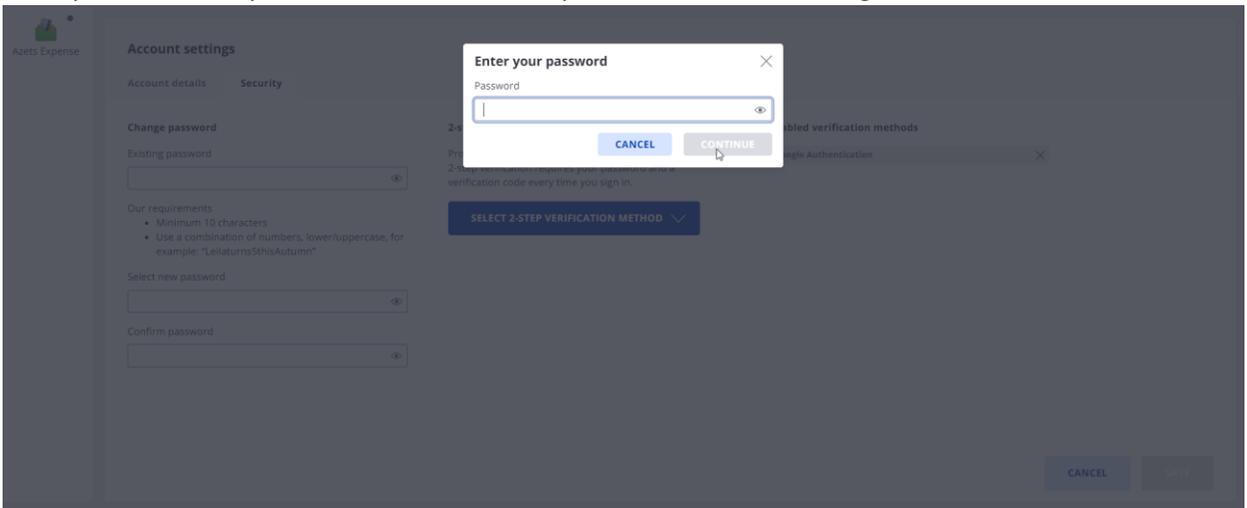
9. Once the Password is entered you will be asked to Confirm the removal by clicking on Disable
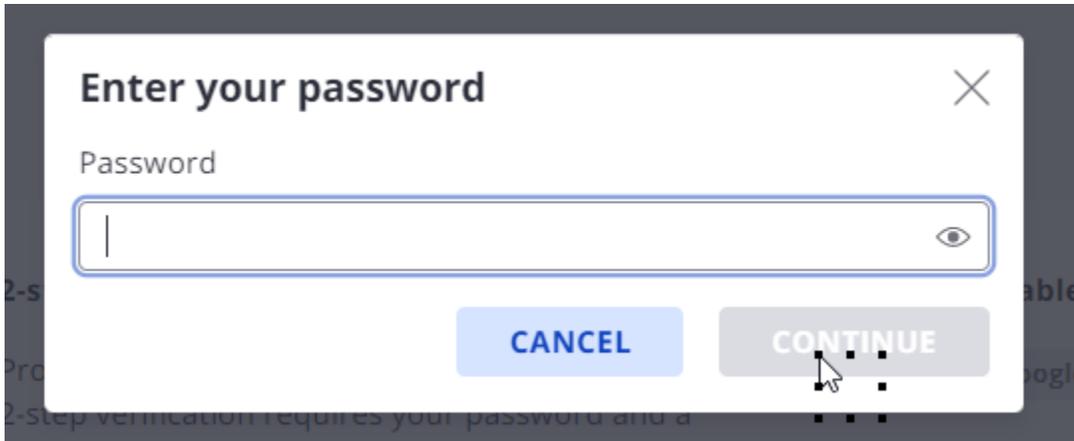
10. Once it is removed, you can then set it back up again by clicking on the Select 2-STEP VERIFICATION METHOD DROPDOWN. Here you will be prompted with all the available methods for the 2FA.

11. Tapping on one of them will start the setting up 2FA procedure after you enter your password.

For information on how to set up the 2FA please visit https://www.azets.se/cozone/2fa-eng/ (English Version) or https://www.azets.se/cozone/2fa/ (Swedish Version)

If you have questions or need help because you are missing the backup code - contact support at the following email address 2FA_SEsupport@azets.com .