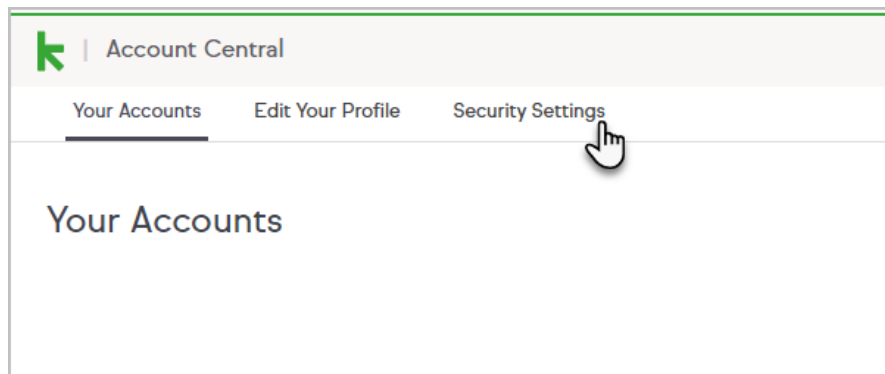# 2-step authentication ⚙

This article applies to:

2-step authentication is a method to increase security of your account by confirming a your identity via two factors: your password and a security code generated by an authenticator app (such as Authy or Google Authenticator) on your phone that only you possess.
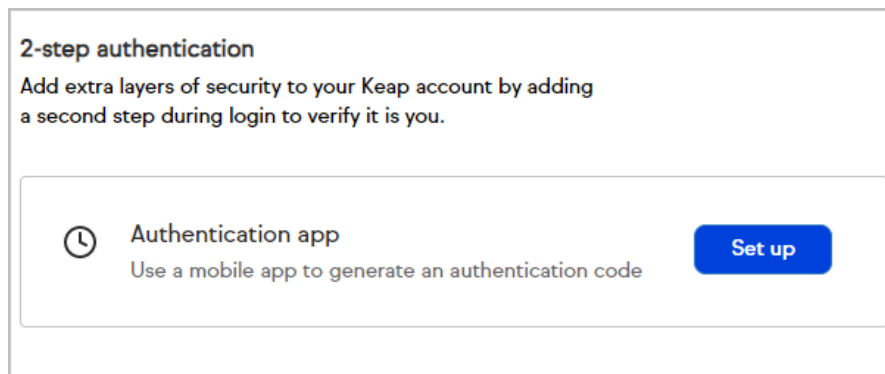
Enabling 2-step authentication on your Keap account will require you to enter your password and security code each time you log in. Once logged in, you will have the option to trust the browser you are using for 90 days. You are able to trust multiple browsers across multiple devices and can remove that trust when necessary. Clearing your cache and cookies for a browser will require you to login with your password and authenticator, even within 90 days of trusting the browser.

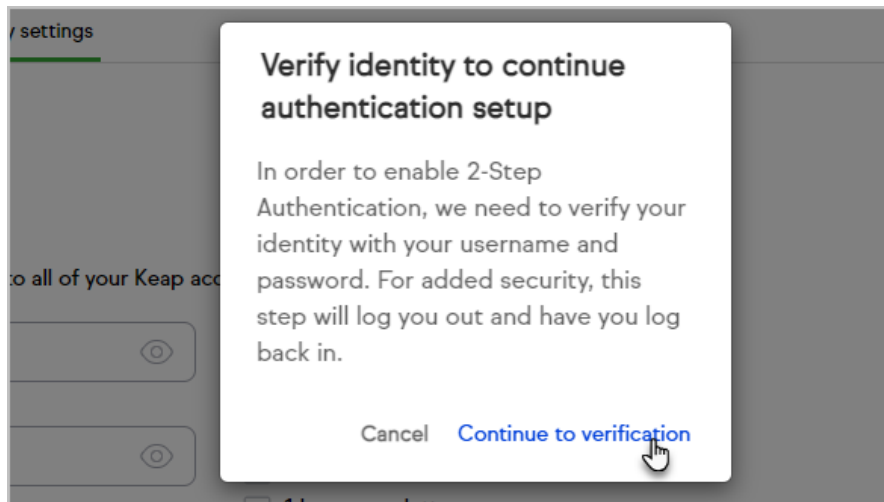## Enable 2-step authentication from Account Central

1. Navigate to Account Central
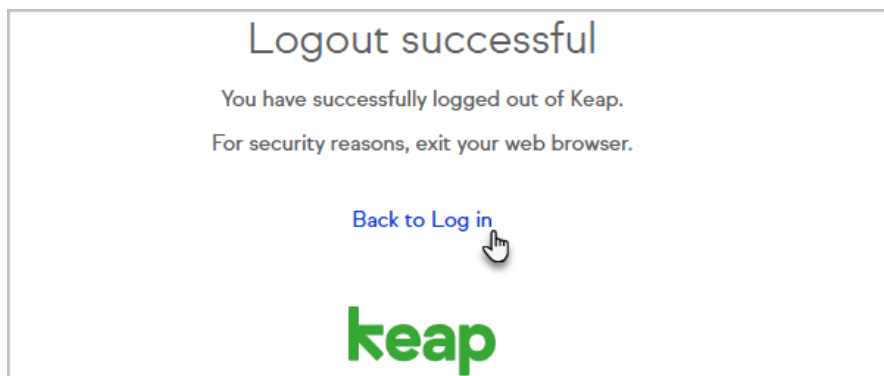
2. Click **Security Settings**

3. Click **Set up**
   Note: You will be logged out of your account after clicking this button and will need to log back in to enable 2-step authentication.

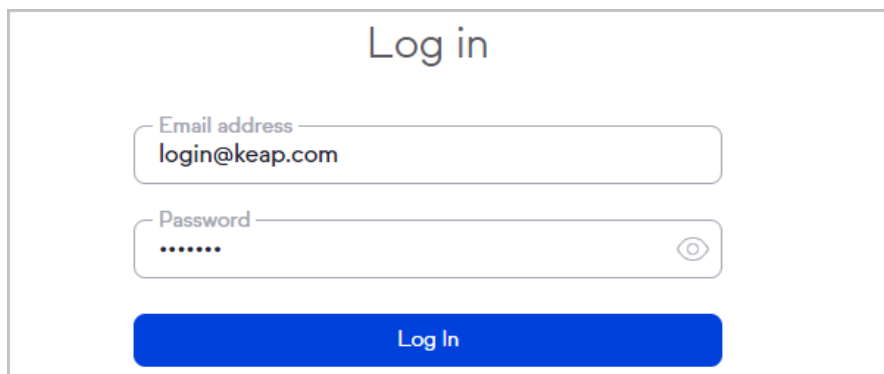4. Click **Continue to verification**

5. Click **Back to Log in**

6. The next time you log into Keap, you will be prompted to complete your 2-step authentication setup

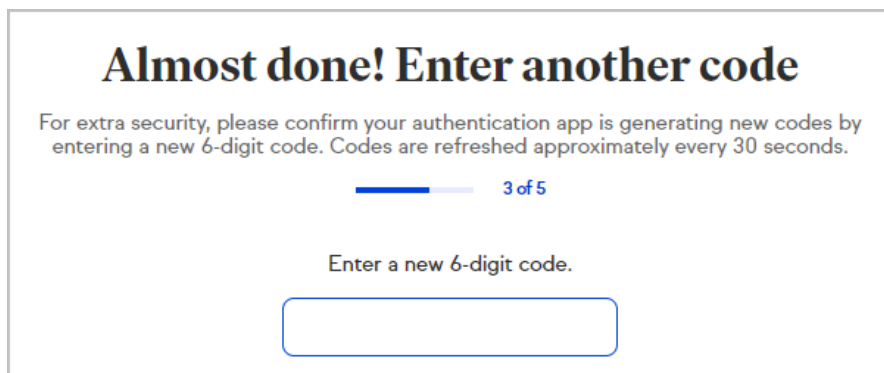# Enable 2-step authentication via authenticator app

1. After enabling 2-step authentication in Account Central, login with your email and password

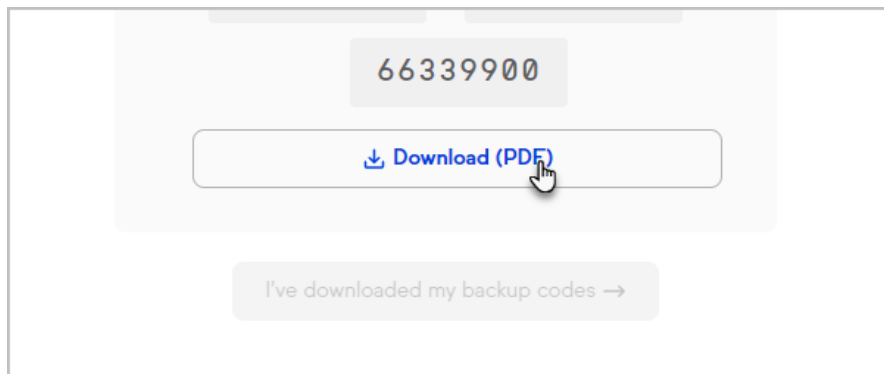2. Select **Get started** to setup 2-step authentication

3. Scan the QR code or enter the manual code into your authenticator app

Scan the QR code with the app

Go to the add account option, then scan the QR code to connect Keap

2 of 5
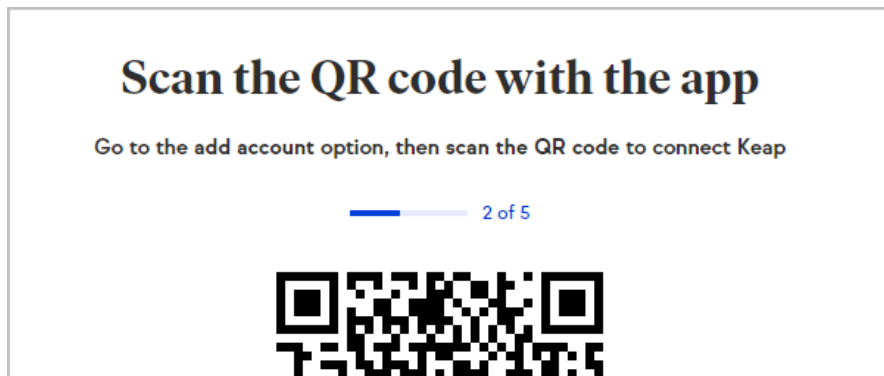
4. Confirm that you have set up your authentication app and that it's generating codes by entering another code

Almost done! Enter another code

For extra security, please confirm your authentication app is generating new codes by entering a new 6-digit code. Codes are refreshed approximately every 30 seconds.

3 of 5

Enter a new 6-digit code.

5. Click **Download (PDF)** to save your backup codes

66339900

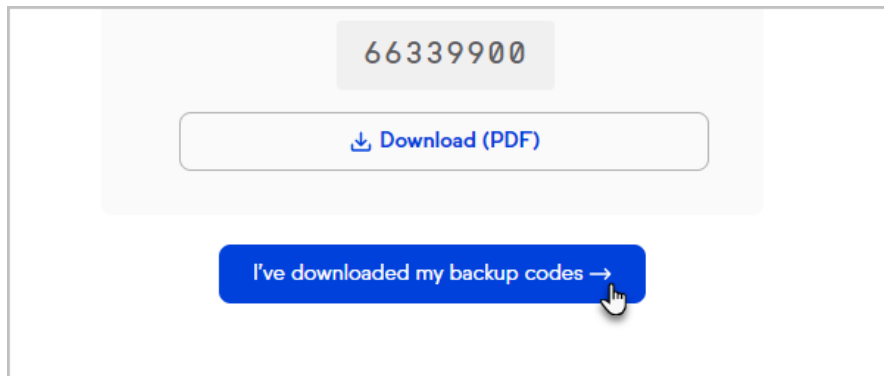⬇ Download (PDF)

I've downloaded my backup codes →

6. Click **Save** to download a PDF with your backup codes on your computer

Save   Cancel
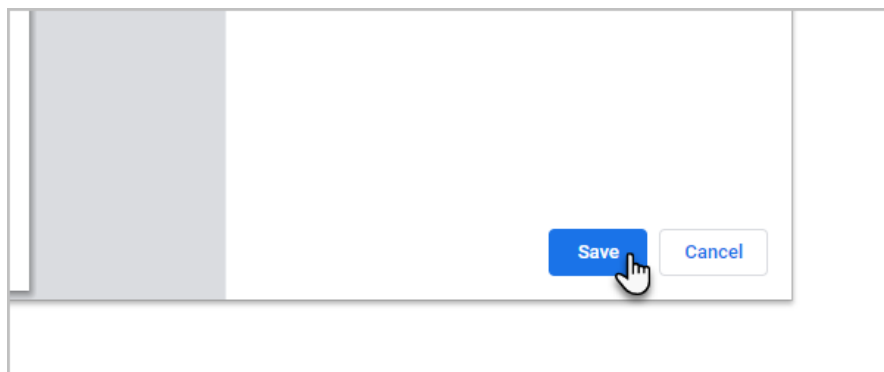
Warning: You will not be able to access your backup codes after leaving this page via the Next step button. Ensure you have registered your Keap app to your authenticator and saved your backup codes before proceeding.

7. Click **I've downloaded my backup codes**

66339900

⤓ Download (PDF)

I've downloaded my backup codes →

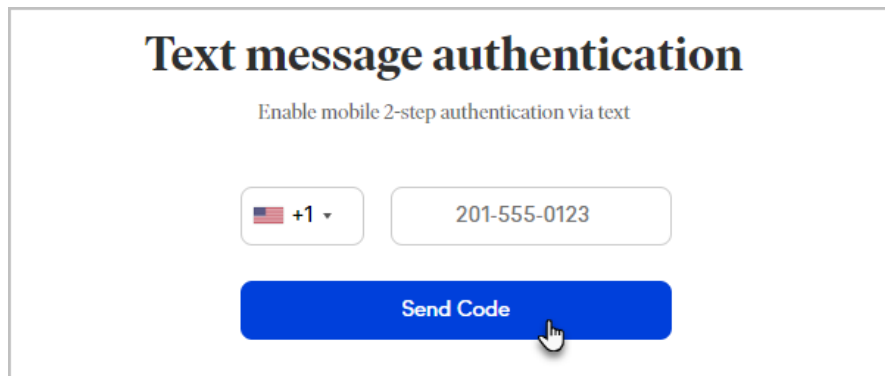8. You'll be logged in to Keap

Set up your authenticator

1. Download and complete the initial setup for an authenticator application like Authy or Google Authenticator

2. Select the option to add an account in your authenticator app

3. Scan the QR code from Keap or enter the code manually

4. Rename your Keap account to something identifiable and meaningful to you

5. If the authenticator prompts you to select the type of code to be used, choose **time based**
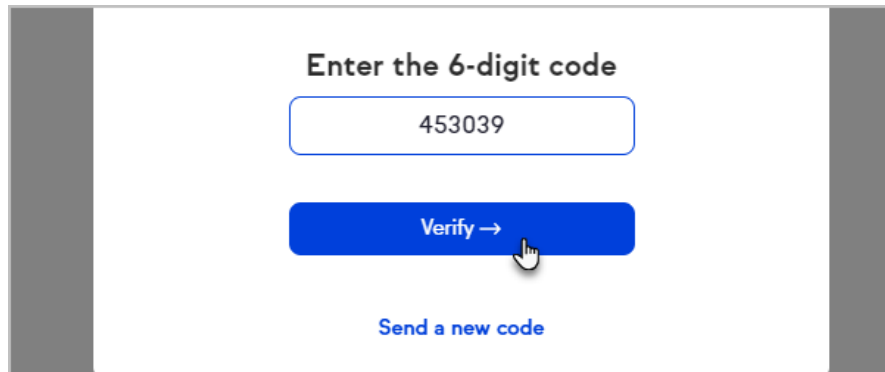
Enable 2-step authentication via text message

1. After enabling 2-step authentication in Account Central, login with your email and password

Log in

Email address
login@keap.com

Password
•••••••

Log In

2. Enter your mobile phone number and click **Send Code**

Text message authentication

Enable mobile 2-step authentication via text

🇺🇸 +1 ▾   201-555-0123

Send Code

3. Enter your 6-digit code and click **Verify**

**Enter the 6-digit code**

453039

Verify →

Send a new code

4. Name your saved browser and click **Next** or click **Skip this step** to continue without saving your browser

Save your browser so we know it's really you.
Your saved browsers are authenticated for 90 days or
when you clear your cache

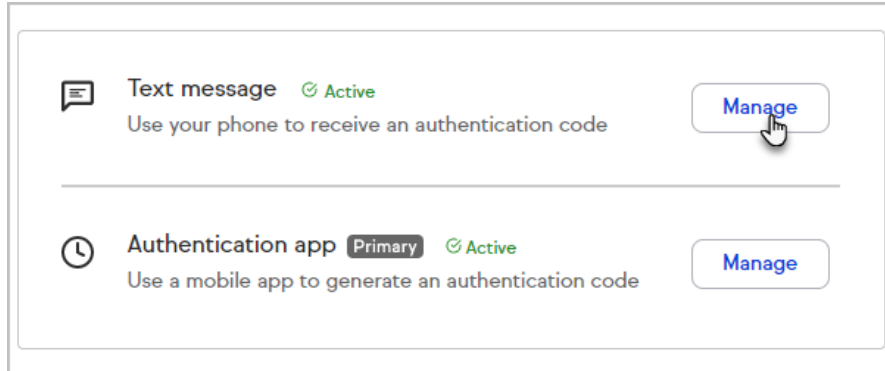**Name your browser (i.e. MacBook Chrome)**

Home desktop
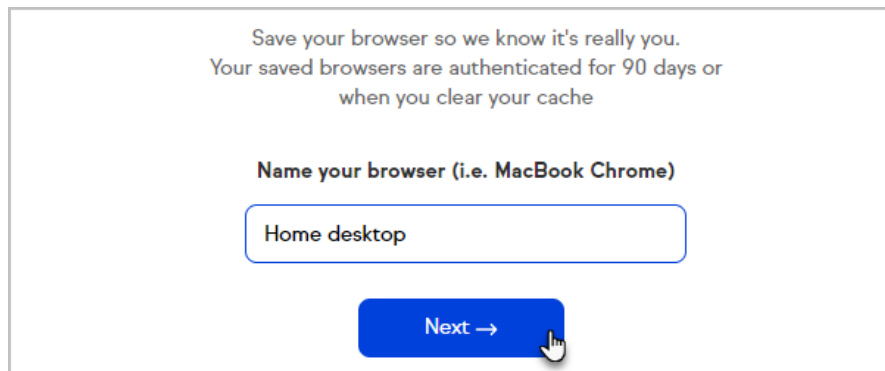
Next →

5. You'll be logged in to Keap

Set your primary verification method
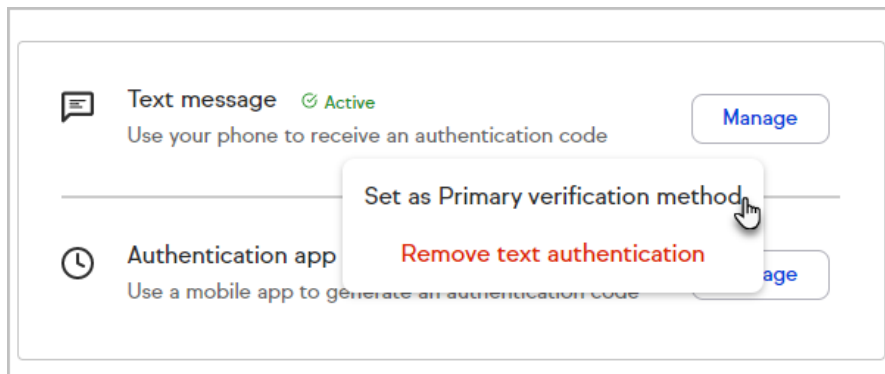
1. Navigate to Account Central

2. Click **Security Settings**
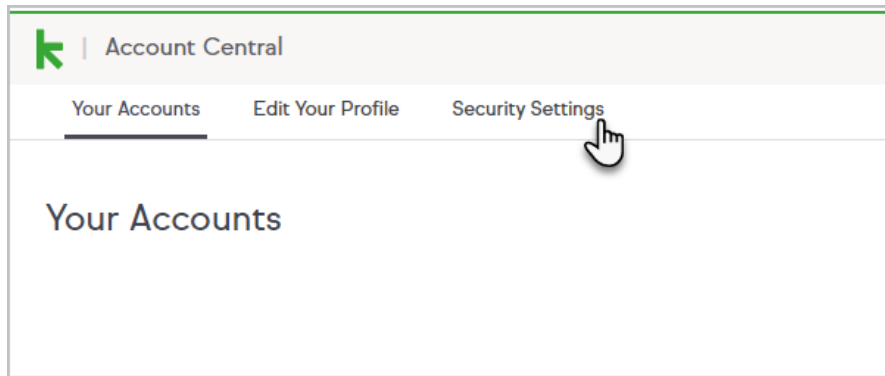
3. Click **Manage** next to the verification method you want to use

4. Click **Set as Primary verification method**

Saved browsers

You can view and remove saved browsers that you previously saved via 2-step authentication in Account Central. The **Saved browsers** section will list your saved browsers and display the date each browser was added. Each saved browser will be saved for 90 days or until the cookie for signin.infusionsoft.com is cleared.

1. Navigate to Account Central

2. Click **Security Settings**
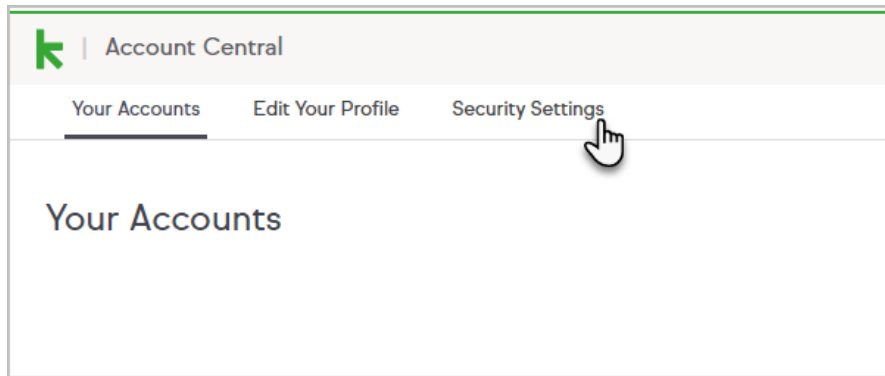
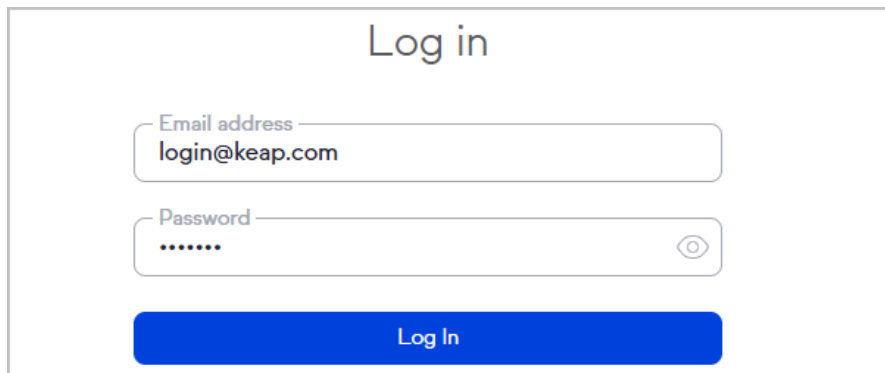3. Click the trash bin button to delete a saved browser and require 2-step authentication the next time that browser is used
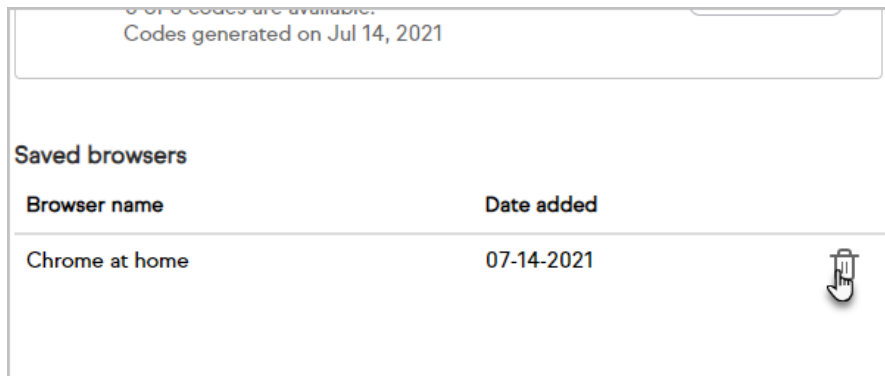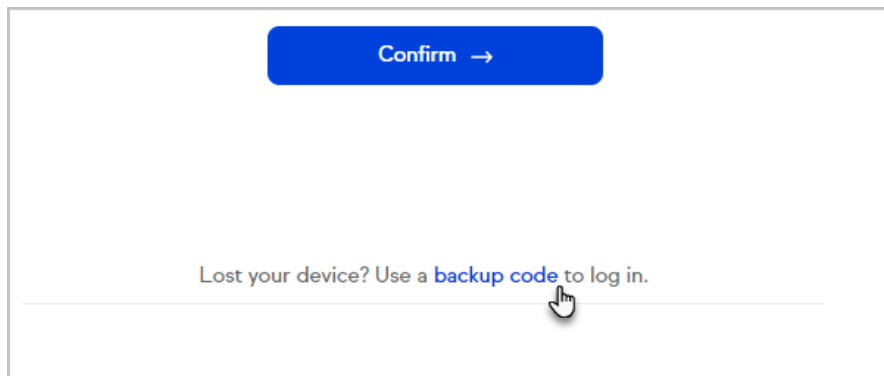

Use a backup code to log in

If you're unable to use your authenticator application, you may use one of your 8-digit backup codes to access your account. Each backup code may only be used once.

1. Login with your email and password


2. Click the **backup code** link

3. Enter one of your 8-digit backup codes into the field

4. Click **Confirm**

5. Enter a name to save your browser and click **Next** or click **Skip this step** to continue without saving your browser
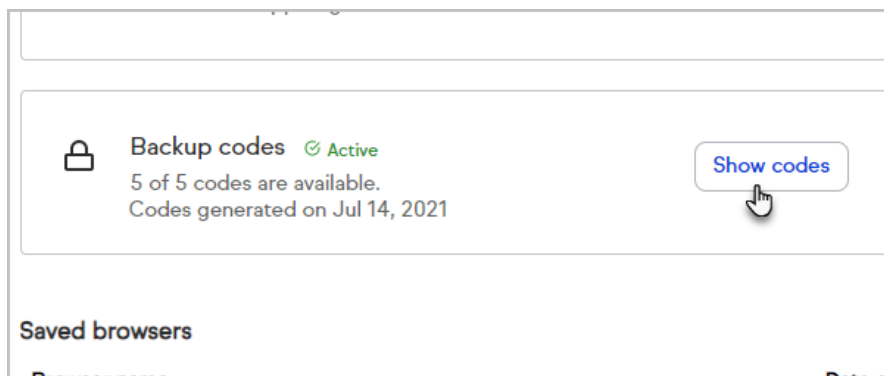
6. You'll be logged in to Keap

View backup codes

You can securely view your backup codes within Keap if needed.
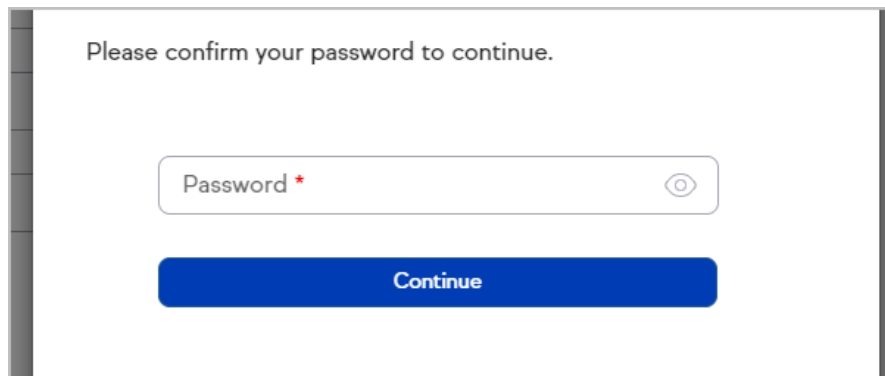
1. Navigate to Account Central

2. Click **Security Settings**
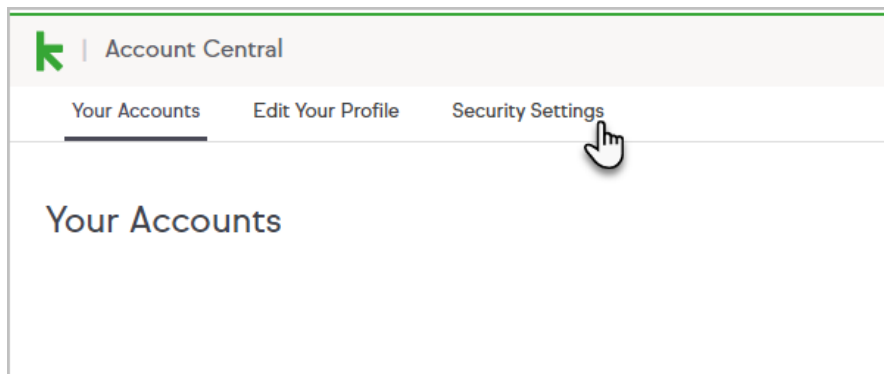
3. Click **Show codes**


4. Enter your password to view or download your backup codes

Disable 2-step authentication

You can disable 2-step authentication so that only your password is required to log in. This will also remove all of your saved browsers from your account. You must remove all enabled forms of verification to fully disable 2-step authentication on your account.
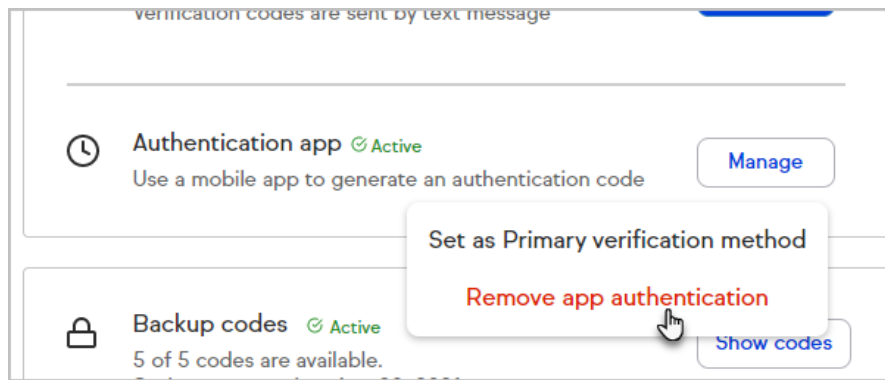
1. Navigate to Account Central

2. Click **Security Settings**
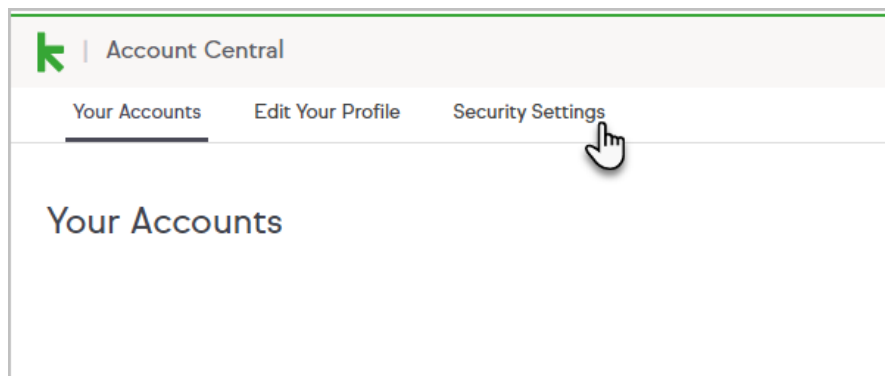
3. Click **Manage** in the Authentication app section
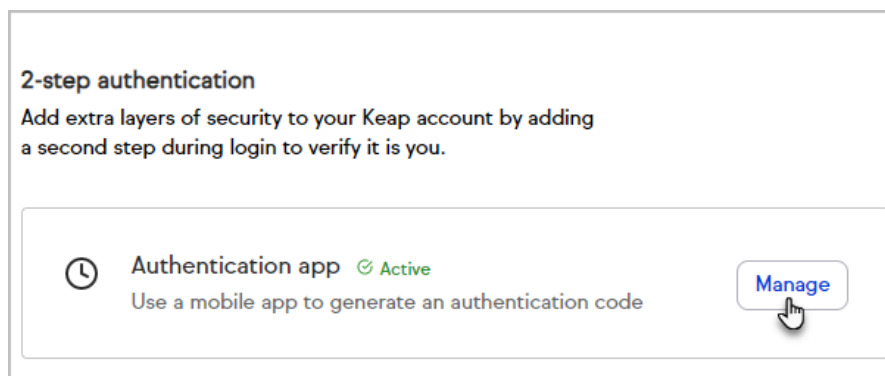
4. Click **Remove app authentication**

5. Enter your password and click **Verify**

FAQs

I'm using my authenticator app, but Keap says my code is rejected. What should I do?
Your authenticator may not be synced properly. This may be resolved by setting your device to automatically update it's time. Check your device settings and ensure that date and time are automatically set.

I've used all of my backup codes. Can I get more?
You can generate new backup codes by removing and re-enabling 2-step authentication on your account.

I no longer have access to my authenticator and lost my backup codes. How can I access my account?
Please contact Keap Support for assistance.

What is a saved browser?
A saved browser is one that you have successfully logged into Keap while 2-step authentication was enabled and identified as a non-shared computer. This browser will not require you to pass 2-step authentication to log in.

How long will my browser be saved?
Your browser will be saved for 90 days or until the browser cookie for signin.infusionsoft.com is deleted.