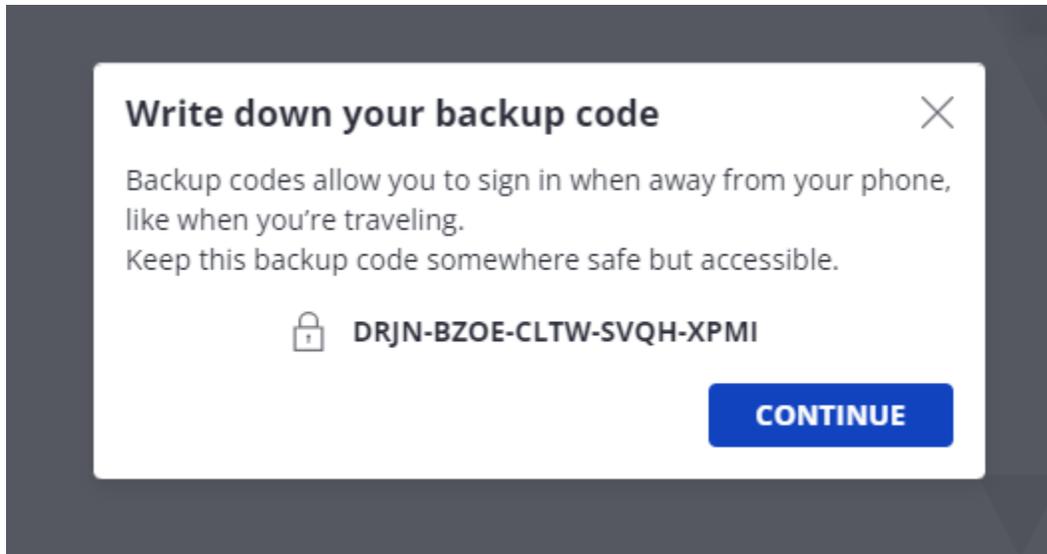


# How to Reset your 2FA with your One Time Backup Code

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

## Welcome to Azets Cozone

Email or username

Password

Remember me      [Forgot your password?](#)

[SIGN IN WITH COMPANY ID](#)

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

## Google Authenticator



Get a verification code from the Google Authenticator app

6-digit code

Remember me

**VERIFY**

**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

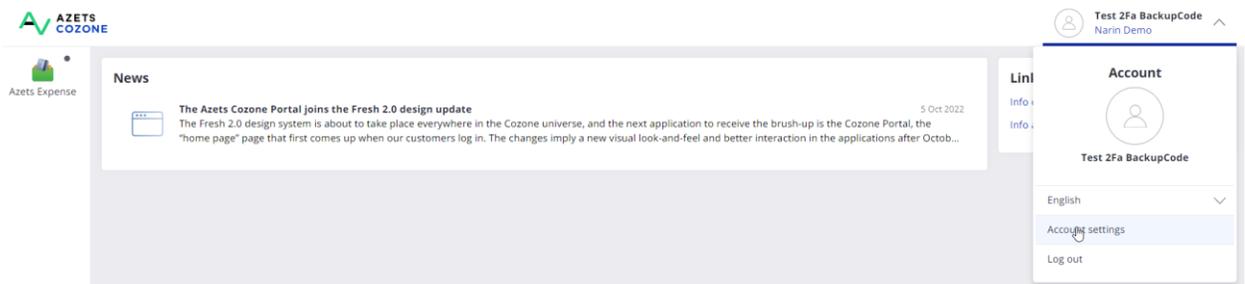
You have successfully logged in with your emergency code

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

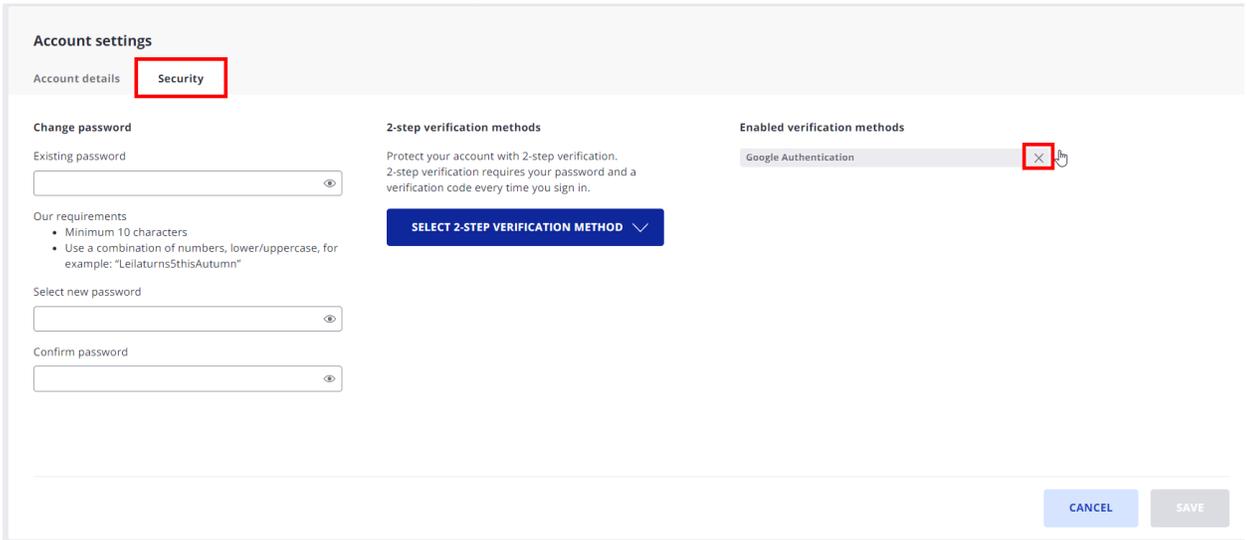
**FDQS-CUBL-TAZY-WRJN-PIME**

**I HAVE WRITTEN DOWN THE NEW BACKUP CODE**

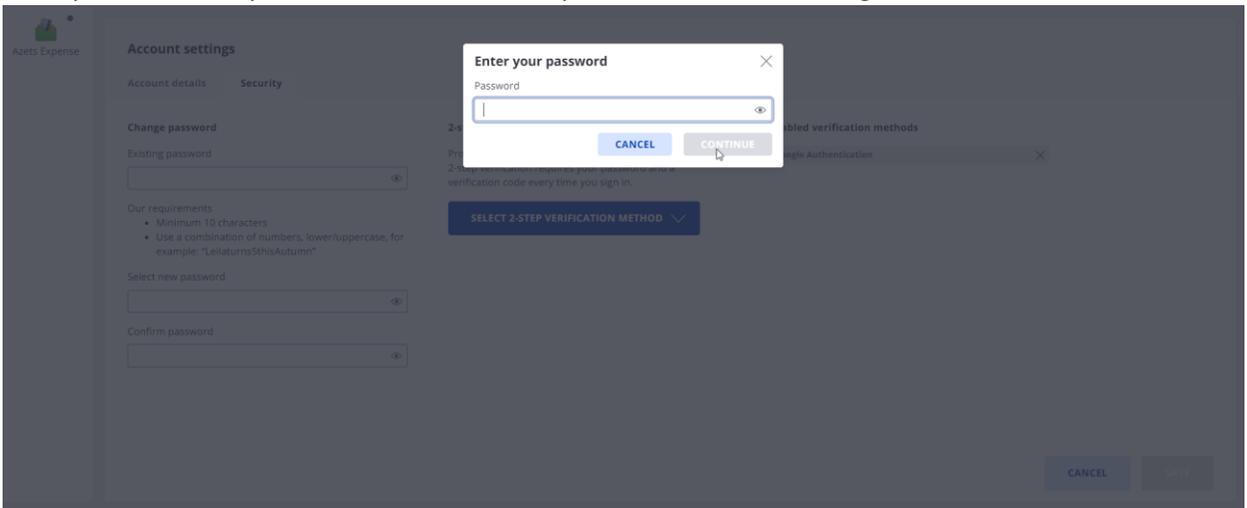
6. You are now logged into the account. In the upper right corner, click on your Name and then on Account Settings



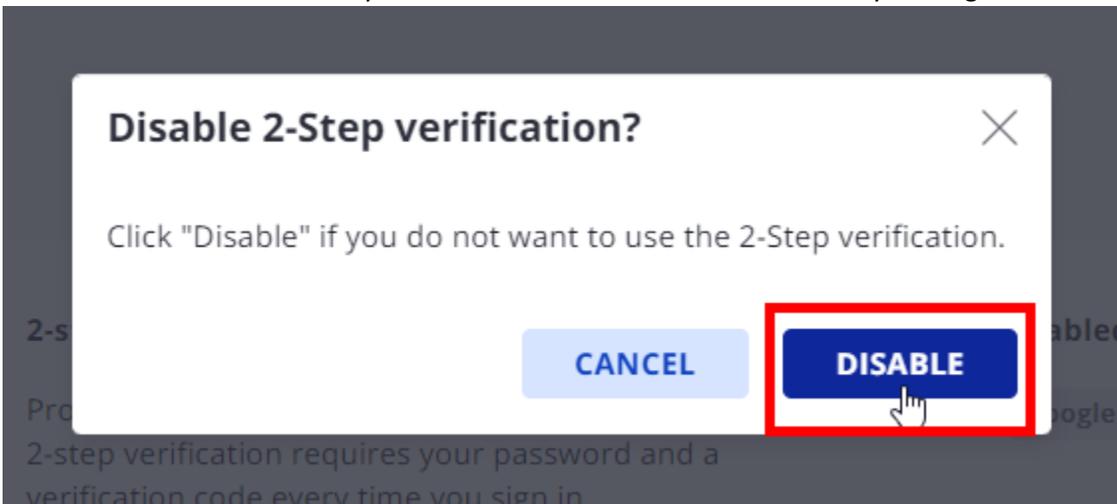
7. On the Account Settings Page, Click on the Security Tab. Here you can remove the previous 2FA Authenticator you had set up by pressing the X mark



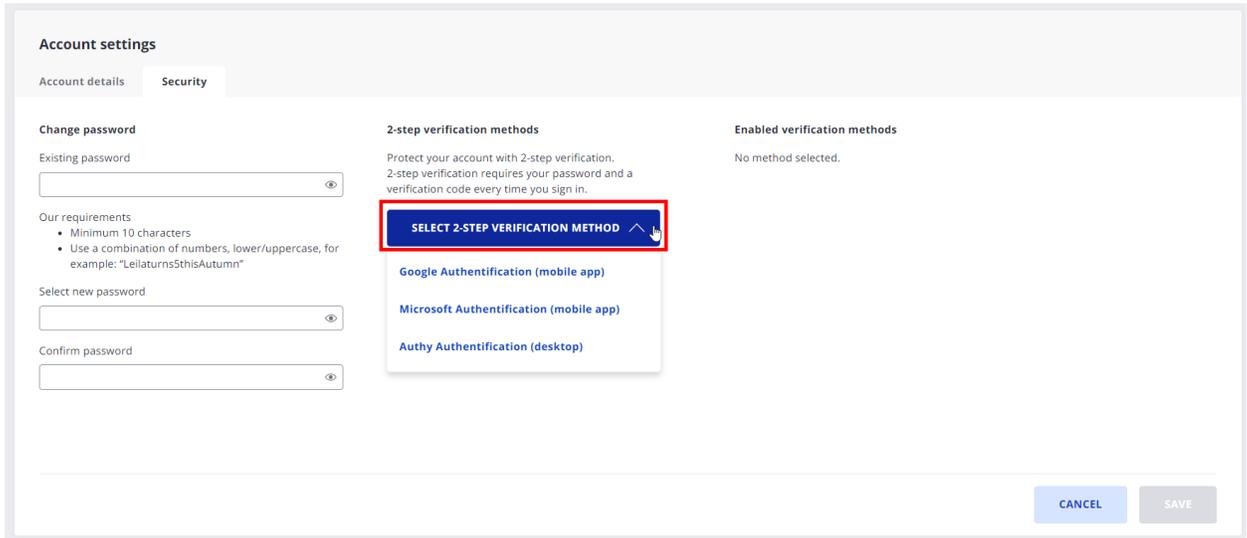
8. Once you click the X you will be asked to enter your Account Password again



9. Once the Password is entered you will be asked to Confirm the removal by clicking on Disable

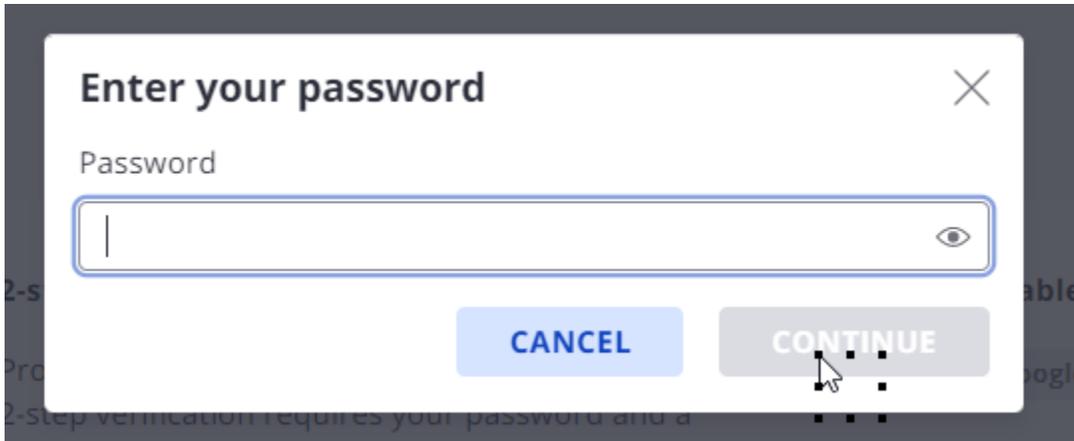


10. Once it is removed, you can then set it back up again by clicking on the Select 2-STEP VERIFICATION METHOD DROPDOWN. Here you will be prompted with all the available methods for the 2FA.



The screenshot shows the 'Account settings' page with the 'Security' tab selected. On the left, there is a 'Change password' section with fields for 'Existing password', 'Select new password', and 'Confirm password'. In the center, the '2-step verification methods' section is active, displaying a dropdown menu titled 'SELECT 2-STEP VERIFICATION METHOD'. The menu lists three options: 'Google Authentication (mobile app)', 'Microsoft Authentication (mobile app)', and 'Authy Authentication (desktop)'. To the right, the 'Enabled verification methods' section shows 'No method selected.' At the bottom right, there are 'CANCEL' and 'SAVE' buttons.

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



The screenshot shows a modal dialog box titled 'Enter your password'. It features a 'Password' label and a text input field with a vertical cursor and an eye icon for toggling visibility. At the bottom, there are two buttons: 'CANCEL' and 'CONTINUE'. A mouse cursor is positioned over the 'CONTINUE' button.

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](mailto:2FA_SEsupport@azets.com) .