SeekingArrangement Help Center

2 Factor Authentication

Customer Support - 2020-05-13 - in SeekingArrangement

What is Two-Factor Authentication?

Two-factor authentication (2FA, two-step verification, or dual-factor authentication) is a security process in which users provide two different authentication factors to verify themselves.

These steps provide added protection for your account credentials and details

Is 2FA required to maintain my membership?

No, Two-Factor Authentication is not required to be a member of SeekingArrangement. It is heavily encouraged, however, to ensure the utmost security for your information.
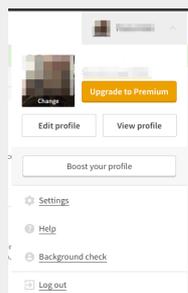
How does it work?

The first time you log in from **any** device (or when you reset your password) you will be sent a unique code using either of our methods explained below.
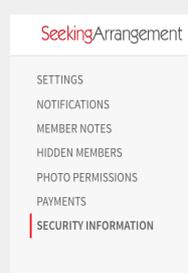
This code will be then required to log in -- meaning someone would need both your password and access to your phone to log into your account.

Follow the steps below to get started!

1. Once you're signed into your account, click on your profile photo at the top-right of your toolbar and select "Settings"

2. Next, select "Security Information" from the menu on the left side of your screen.

(You can also simply visit the following link: https://www.seeking.com/settings/security)

3. You can enable or disable security settings from here, including Security Questions and 2FA.

Security Information

Here are our options to give your account some additional security:

Security Questions

Security questions will be used for password recovery if you forget your password and cannot access your email.

Enable **Disable**

Two-Factor Authentication

Two-Factor authentication adds an extra layer of security to your account. The first time you log in from any device (or when you reset your password) you will be sent a text message with a unique code. This code will be required to log in, meaning someone would need both your password and access to your phone to log into your account.

Enable **Disable**

4. Once you select "Enable" under the Two-Factor Authentication field, you'll need to choose between one of two Authentication methods:

How would you like to receive verification codes?

◯ **Text messages**
We will send verification codes to your primary phone number via text message.

◯ **Google Authenticator**
Use the Google Authenticator app on your phone to generate verification codes. Choose this option if you do not want to receive verification codes via text message.

A. Text Messages - you will receive a verification code via text message, at the phone number we have on file. You'll then be prompted to enter this verification code on the website.

B. Google Authenticator - this is the recommended method of authentication. Simply download the "Google Authenticator" app on your device to quickly generate future verification codes.

A. Text Message Verification
Enter your phone number and country code, then select "Send Verification Code".

Register your mobile device to activate your security key   ✕

Mobile Phone Number: 🇺🇸 ▾ Enter phone number

Send Verification Code

Review and accept the terms and conditions to register and activate your mobile number.

Once you receive the text message containing your code, enter it into the Verification Code field and select "Verify Code".

Authenticate your security key   ✕

Authentication for ▓▓▓▓ edit

Verification Code: [   ]

Didn't get a code? We'll resend it

Verify Code

B. Google Authenticator
Download the app to your device and follow the on-screen instructions.
Scanning the barcode with your phone will take you directly to Google Authenticator for your account verification code.

Google Authenticator   ✕

To use Google Authenticator for two-factor authentication:

1. Download the Google Authenticator app on your mobile phone.
2. Tap the '+' button in the app to add Seeking Arrangement
3. Tap the "Scan Barcode" and scan the screen

[QR code]   6-digit verification code:
[   ] **Verify**

Can't scan barcode?

If you're unable to use the barcode for any reason, click the red text ("Can't scan barcode?") underneath it.

Google Authenticator   ✕

To use Google Authenticator for two-factor authentication:

1. Download the Google Authenticator app on your mobile phone.
2. Tap the '+' button in the app to add Seeking Arrangement
3. Type or copy & paste this authentication code:

[▓▓▓▓▓▓]

6-digit verification code:

4. Get verification code and enter here: [   ] **Verify**

A secondary code will be generated. You can copy and paste this into Google Authenticator to link your account. The app will then provide your final account verification code, which you'll submit on the website.

Your Recovery Code

As an added precaution, you'll also be provided with a recovery code. This is very important and should be written down and stored somewhere secure -- you'll need this code later on if your Two-Factor Authentication requires a reset.

Save this recovery code!

In the event that you require a reset of your two-factor authentication service (new device, new phone number, etc.) we will need this recovery code from you to be able to provide you the ability to do so.

We strongly suggest that you take a moment to write down this recovery code and store it in a safe place. Without this code, you may become unable to access your account should you lose access to your device.

Recovery code:

[▓▓▓▓▓▓]

Done

Reset two-factor authentication

When you enabled two-factor authentication you were issued a recovery code in the event a reset was required. Please insert that code below.

Recovery code: [   ]

Reset two-factor authentication

Lost your recovery code? Contact Support

Can't Find Your Recovery Code?

That's okay! Simply reach out to our team for assistance at *support@seeking.com* -- we can reset it for you.
(We will ask to verify your identity first, so it may save time to include the necessary details in your request.)

If you are a Premium/paying member:
Please verify the billing address associated with the account and/or the last transaction ID.

If you are a Standard member:
Please verify the date of birth and username associated with the account.

We can also verify your account using a photo or scanned copy of your government-issued Photo ID. The image must display both a clear ID photo (matching that of the account holder) and a clear/legible date of birth.

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