

Two-Factor Authentication (2FA)

Two-factor authentication (2FA) asks, in addition to your password, for a 6-digit code produced by an app on your phone. Even if someone learns your password, they cannot enter your account without your phone.

Note: the 2FA setup and code screens are currently shown in Turkish only. This page gives each Turkish label with its English meaning in parentheses.

What is it for?

It protects your account and your guests' personal data. 2FA is **mandatory** in the Useroam panel: every user sets it up at first sign-in and types a code on every sign-in.

When do I use it?

- On your first sign-in (the setup screen opens by itself).
- On every sign-in (the 6-digit code is asked).
- When you change phones or delete the app (you reset and set it up again).
- When you reset your password with **Forgot Password** (2FA is reset too and setup is asked again).

Before you start

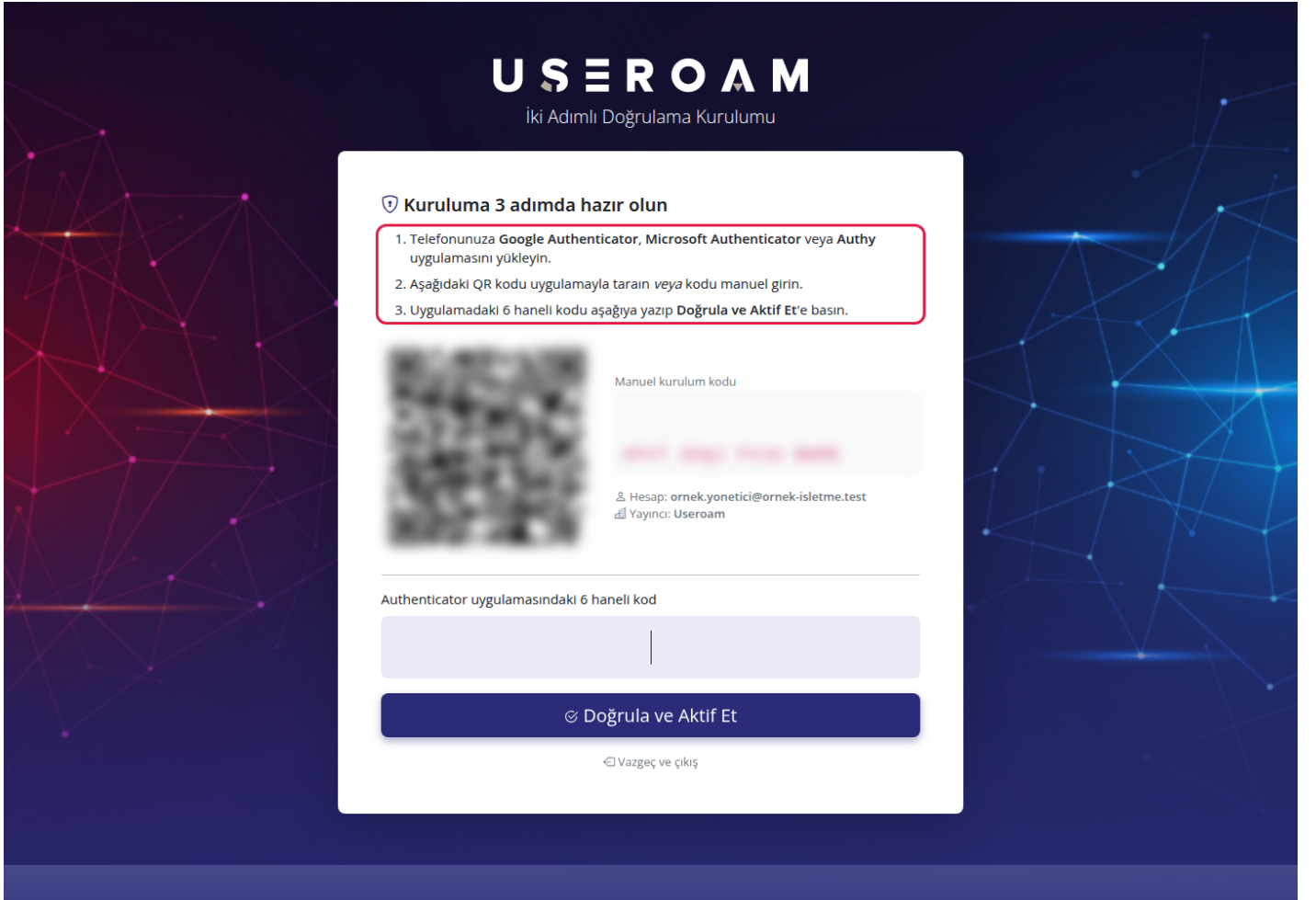
- Install one of these free apps from the App Store or Google Play: **Google Authenticator**, **Microsoft Authenticator** or **Authy**. They work without internet.
- Make sure your phone's date and time are set automatically. If the clock is a few minutes off, codes are rejected.

Step by step: first setup

After signing in with e-mail and password, the **İki Adımlı Doğrulama Kurulumu** (Two-Factor Authentication Setup) screen opens. Follow the same order as its "Kurulumu 3 adımda hazır olun" (Get ready in 3 steps) list.

Step 1: Install the verification app

The first item of the list says: install Google Authenticator, Microsoft Authenticator or Authy on your phone. Open the app and tap "add account" (+).



Step 2: Scan the QR code (or type the key)

In the app choose "scan a QR code" and point the camera at the QR code on the screen. If you cannot use the camera, choose "enter a setup key" and type the **Manuel kurulum kodu** (manual setup key, letters and digits in groups of 4) shown next to the QR code. A new **Useroam** entry showing your e-mail appears in the app.

USEROAM

İki Adımlı Doğrulama Kurulumu

Kurulum 3 adımda hazır olun

1. Telefonunuza **Google Authenticator**, **Microsoft Authenticator** veya **Authy** uygulamasını yükleyin.
2. Aşağıdaki QR kodu uygulamayla taratın veya kodu manuel girin.
3. Uygulamadaki 6 haneli kodu aşağıya yazıp **Doğrula ve Aktif Et**'e basın.



Manuel kurulum kodu

1234 5678 9012 3456

Hesap: ornek.yonetici@ornek-isletme.test
Yayıncı: Useroam

Authenticator uygulamasındaki 6 haneli kod

Doğrula ve Aktif Et

Vazgeç ve çıkış

Under the QR code you see **Hesap** (Account: your e-mail) and **Yayıncı** (Issuer: **Useroam**). The QR code and key are blurred in this image for security; on your screen they are sharp. Never share this key.

Step 3: Type the 6-digit code

Type the 6-digit number the app shows for Useroam into the **Authenticator uygulamasındaki 6 haneli kod** (6-digit code from the Authenticator app) box. The form submits by itself as soon as you type the 6th digit; you can also press **Doğrula ve Aktif Et** (Verify and Activate). The code changes every 30 seconds; if it is about to expire, wait for the next one.

USEROAM

İki Adımlı Doğrulama Kurulumu

Kurulum 3 adımda hazır olun

1. Telefonunuza **Google Authenticator**, **Microsoft Authenticator** veya **Authy** uygulamasını yükleyin.
2. Aşağıdaki QR kodu uygulamayla taratın veya kodu manuel girin.
3. Uygulamadaki 6 haneli kodu aşağıya yazıp **Doğrula ve Aktif Et**'e basın.



Manuel kurulum kodu

1234567890123456

Hesap: ornek.yonetici@ornek-isletme.test
Yayıncı: Useroam

Authenticator uygulamasındaki 6 haneli kod

Doğrula ve Aktif Et

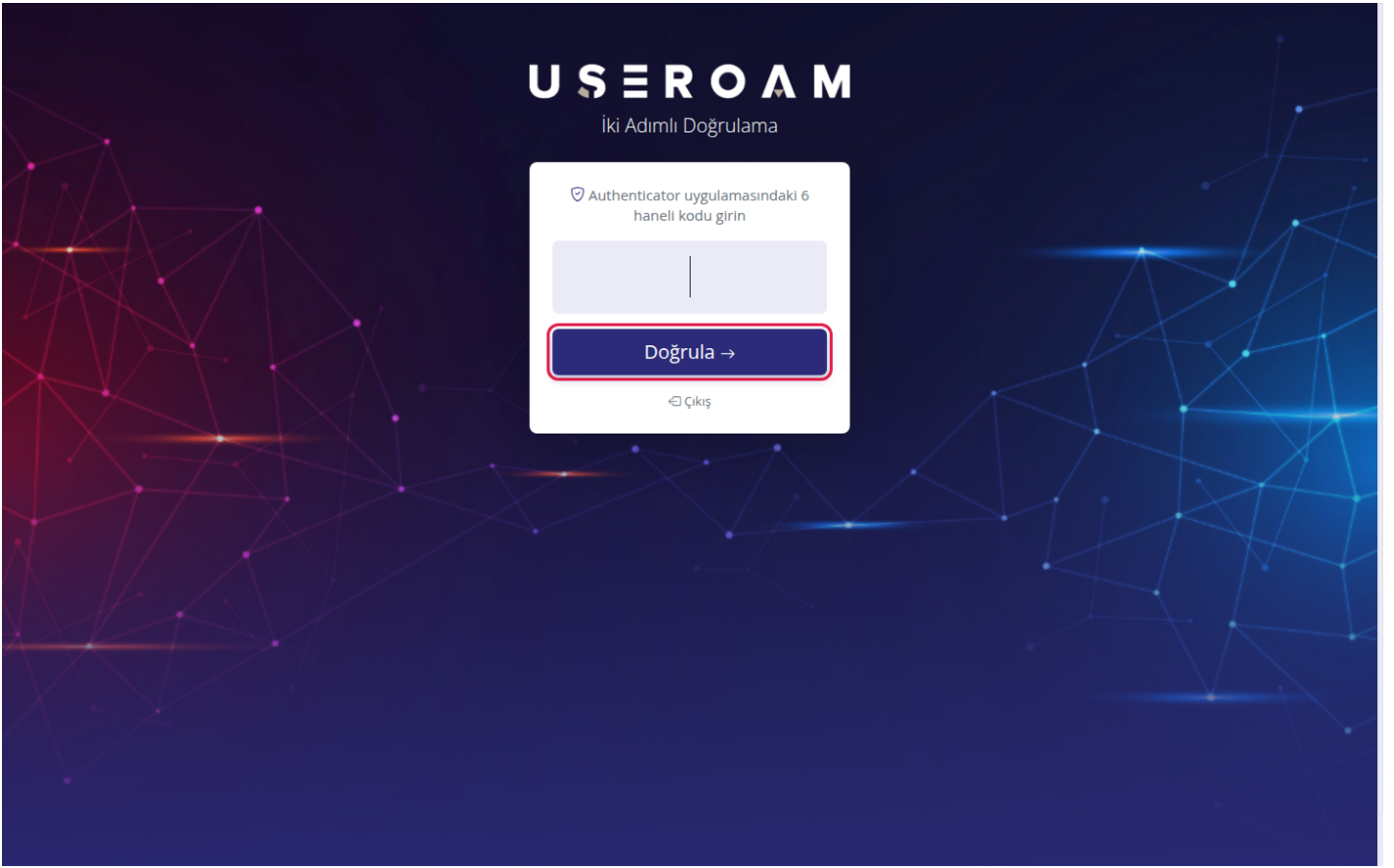
Vazgeç ve çıkış

If the code is correct, 2FA is activated and you continue to **Device Selection**. **Vazgeç ve çıkış** (Cancel and sign out) closes the session; setup is asked again next time.

Step by step: later sign-ins

Step 1: Type the code

After e-mail and password, the **İki Adımlı Doğrulama** (Two-Factor Authentication) screen opens: "Authenticator uygulamasındaki 6 haneli kodu girin" (enter the 6-digit code from the Authenticator app). Type the current code; the form submits on the 6th digit (or press **Doğrula**, Verify). **Çıkış** (Sign out) cancels.



Step by step: when you change phones (reset)

If your old phone still works, you can reset 2FA yourself inside the panel.

Step 1: Reset from My Profile, 2FA Management

Click the person icon (**My Profile**) in the top bar and open the **2FA Management** tab. The green box says "Two-factor authentication (Authenticator) is **active**." Type your password in **Current Password (verification)**, tick the "2FA'yi sıfırlamak istedigimi onayliyorum." (I confirm I want to reset 2FA) box and press the red **Reset 2FA** button. The browser asks "2FA will be reset and setup will be required again. Continue?"; confirm with **OK**.

 **Profilim**
Manage your account details, password and 2FA settings here.

Dashboard > Profilim

[Bilgilerim](#) [* Change Password](#) [2FA Management](#) [API Keys](#)

 Two-factor authentication (Authenticator) is **active**.

If you changed your phone or lost access to your Authenticator kaybettiyseniz 2FA'yi sıfırlayıp yeniden kurabilirsiniz. After resetting, a new QR code will be requested at your next sign-in.

Current Password (verification)

☐ 2FA'yi sıfırlamak istedigimi onaylıyorum.

 **Reset 2FA**

Step 2: Complete the setup with the new phone

The setup screen opens immediately. Scan the QR code with the app on your **new phone** and follow the "first setup" steps above. You can delete the Useroam entry on the old phone; it no longer works.

USEROAM

İki Adımlı Doğrulama Kurulumu

Kurulum 3 adımda hazır olun

1. Telefonunuza **Google Authenticator**, **Microsoft Authenticator** veya **Authy** uygulamasını yükleyin.
2. Aşağıdaki QR kodu uygulamayla taratın veya kodu manuel girin.
3. Uygulamadaki 6 haneli kodu aşağıya yazıp **Doğrula ve Aktif Et**'e basın.



Manuel kurulum kodu

123456 789012

Hesap: ornek.yonetici@ornek-isletme.test
Yayıncı: Useroam

Authenticator uygulamasındaki 6 haneli kod

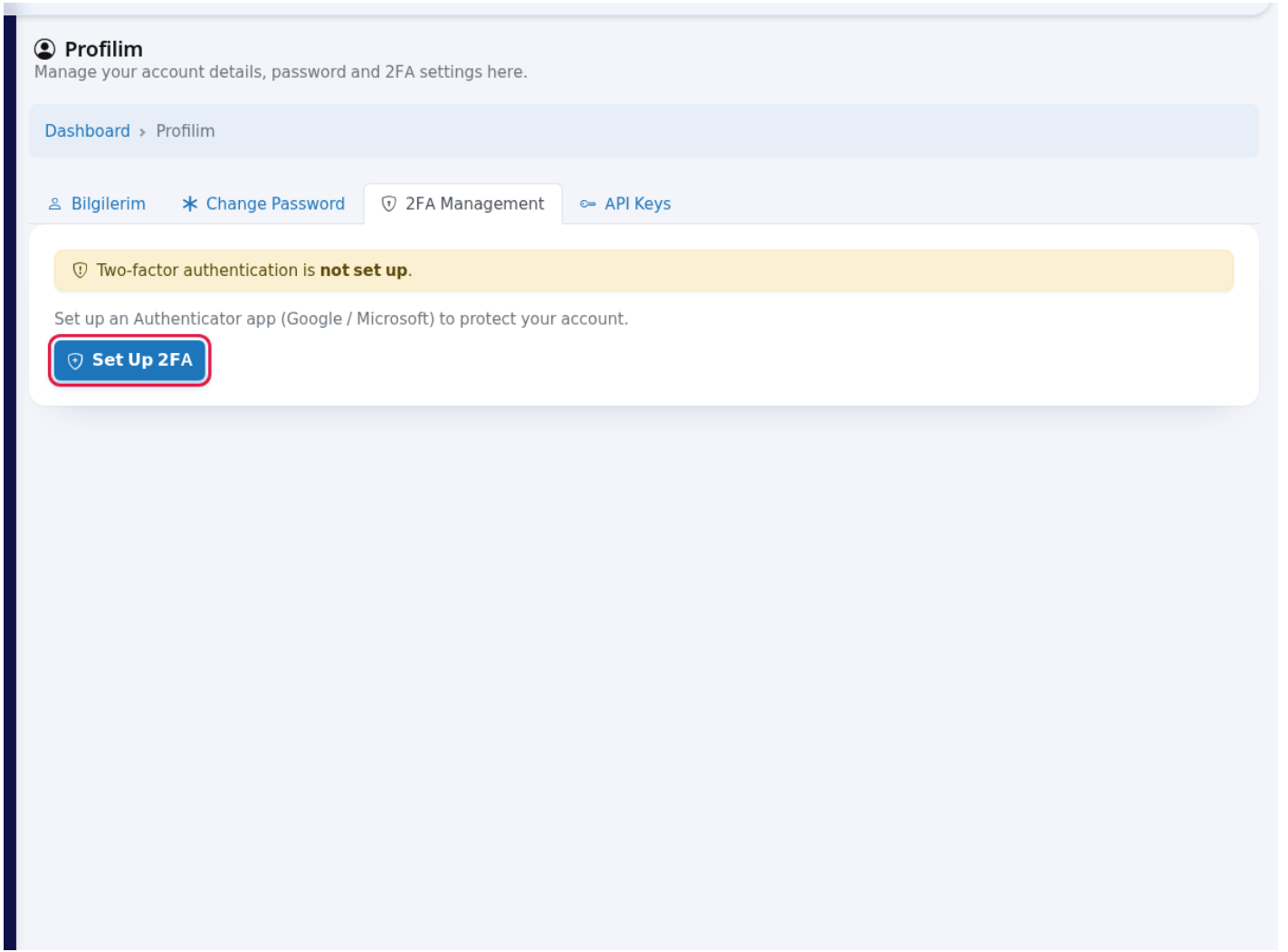
Doğrula ve Aktif Et

Vazgeç ve çıkış

If you no longer have the old phone: use **Forgot Password** on the sign-in screen. A new password is e-mailed and 2FA is reset; setup is asked again at sign-in. See [Quick Start: Your First Sign-in](#).

"2FA not set up" warning

If the **2FA Management** tab shows the yellow box "Two-factor authentication is **not set up**.", you also see "Set up an Authenticator app (Google / Microsoft) to protect your account." and a **Set Up 2FA** button.



The easiest fix is to sign out with the icon at the top right and sign in again; after the password the setup screen opens by itself. (The **Set Up 2FA** button currently sends a signed-in user to the sign-in screen; this is a known issue.)

Every field and button

Field / Button	Where	What it does
QR code	Setup screen	Adds your account to the verification app.
Manuel kurulum kodu (manual setup key)	Setup screen	Key to type into the app if you cannot scan.
Hesap / Yayıncı (Account / Issuer)	Setup screen	Name shown in the app (your e-mail) and issuer (Useroam).
6-digit code box	Setup screen	Current code from the app. Submits on the 6th digit.

Field / Button	Where	What it does
Doğrula ve Aktif Et (Verify and Activate)	Setup screen	Checks the code, turns on 2FA and completes sign-in.
Vazgeç ve çıkış (Cancel and sign out)	Setup screen	Closes the session.
Code box and Doğrula (Verify)	Sign-in code screen	Checks the current code on every sign-in.
Çıkış (Sign out)	Sign-in code screen	Cancels the sign-in.
Current Password (verification)	My Profile, 2FA Management	Confirms that you are the one resetting.
Confirmation box	My Profile, 2FA Management	Prevents accidental reset; the button does not work without it.
Reset 2FA	My Profile, 2FA Management	Deletes the old setup and opens a new setup right away.
Set Up 2FA	My Profile, 2FA Management (when not set up)	Intended to open the setup screen; see the note above.

Warnings and errors

Message	Meaning	What to do
6 haneli sayı girin. (Enter a 6-digit number.)	Fewer than 6 digits, or letters.	Type the 6 digits without spaces.
Kod doğrulanamadı. Authenticator uygulamanızdaki güncel kodu deneyin. (Code could not be verified. Try the current code.)	Wrong or expired code during setup.	Wait for a new code. Make sure the phone clock is automatic.
Kod doğrulanamadı. (Code could not be verified.)	Wrong or expired code at sign-in.	Type the current code. If the app has several Useroam entries, use the newest one.
Oturum doğrulaması başarısız. Sayfayı yenileyip tekrar deneyin. (Session check failed.)	The page stayed open too long.	Refresh the page.
Kayıt sırasında hata oluştu. Tekrar deneyin. (An error occurred while saving.)	The setup could not be saved.	Try again; contact support if it continues.
(You are sent back to the sign-in screen)	More than 10 wrong codes in one sign-in; the session is closed for security.	Sign in again and check the phone clock.
Your current password is incorrect.	Wrong password when resetting.	Type your panel password correctly.

Message	Meaning	What to do
2FA has been reset. Scan the new QR code to set it up again.	Reset succeeded.	Scan the new QR code.
2FA could not be reset.	A technical error.	Try again.

Frequently asked questions

Can I turn 2FA off? No. It is mandatory for all panel users.

Can I receive the code by SMS? No. Panel sign-in works only with a verification app, which is safer than SMS and works offline.

Can I set up the same account on two phones? Yes. Scan the same QR code with both phones during setup and both will produce the same code. To add a second phone later, reset and scan with both.

Does every administrator set up their own 2FA? Yes. 2FA is personal. Do not share your account; create a separate user in [Administrators](#).

Codes are always rejected. Set your phone's date and time to automatic and delete old Useroam entries in the app.

Related pages

- [Quick Start: Your First Sign-in](#)
- [My Profile \(Account Info\)](#)
- [Administrators](#)