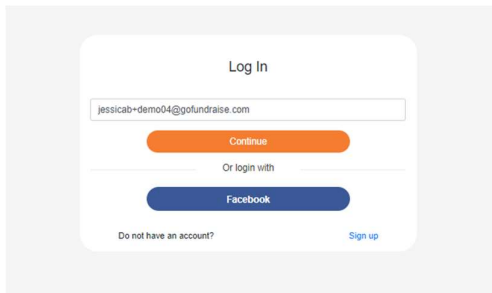


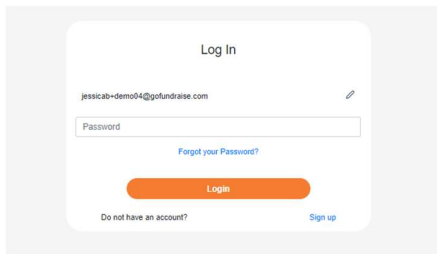
## How to Set Up Two Factor Authentication on GoFundraise

1. Navigate to the GoFundraise Login screen. Enter your email and click Continue.



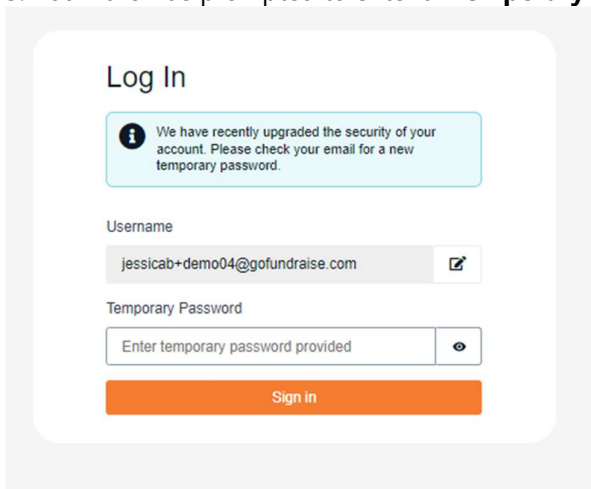
The screenshot shows the GoFundraise login interface. At the top, it says "Log In". Below that is a text input field containing the email address "jessicab+demo04@gofundraise.com". Underneath the input field is an orange "Continue" button. Below the "Continue" button, it says "Or login with" followed by a blue "Facebook" button. At the bottom left, there is a link "Do not have an account?" and at the bottom right, a link "Sign up".

2. Verify your existing GoFundraise account with your current GoFundraise password



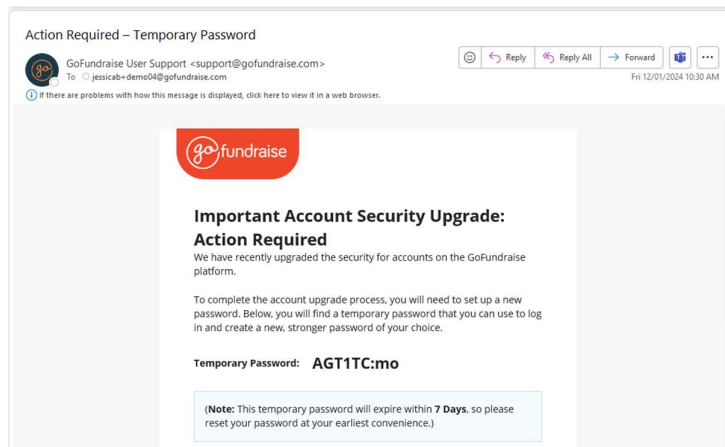
The screenshot shows the GoFundraise login interface. At the top, it says "Log In". Below that is a text input field containing the email address "jessicab+demo04@gofundraise.com". Underneath the input field is a "Password" input field. Below the password field is a blue link "Forgot your Password?". Underneath the password field is an orange "Login" button. At the bottom left, there is a link "Do not have an account?" and at the bottom right, a link "Sign up".

3. You'll then be prompted to enter a **'Temporary Password'** that has been sent to your email.



The screenshot shows the GoFundraise login interface. At the top, it says "Log In". Below that is a light blue information box with an "i" icon and the text: "We have recently upgraded the security of your account. Please check your email for a new temporary password." Below the information box is a "Username" input field containing "jessicab+demo04@gofundraise.com" and a copy icon. Below the username field is a "Temporary Password" input field with the placeholder text "Enter temporary password provided" and a visibility icon. Below the password field is an orange "Sign in" button.

Check your inbox/junk/spam folders for an email with subject **'Action Required – Temporary Password'**



NOTE: If you need this email to be reissued, please contact [support@gofundraise.com](mailto:support@gofundraise.com) and request the temporary password to be reissued. You will not be able to reset your password until you complete this step.

4. Enter the **Temporary Password** into the login screen. You will then be prompted to upgrade your password

Change Password

Password

Enter your Password

Confirm Password

Please confirm your Password

Change Password

[Back to Sign In](#)

5. Once you change your password, you will see a **QR code** to scan into your **Authenticator App**. You can use any Authenticator App but just ensure that the code you enter is the one generated for the QR code you scanned.

6. At Step 3, enter the **6 digit code** that has been generated for the new account you just setup in your Authenticator App

3 Enter 6-digit verification code

Enter the current verification code generated by your authenticator app for the GoFundraise user account you have just setup

6-Digit Code

Confirm

[Sign in with a different account](#)

The next time you login you will only need to enter your new password, and then the current **6-digit code** for the account.

Common Issues

Issue/Error: Code Mismatch / Invalid code received for user	
Cause	Solution
<b>Incorrect code entered</b>	Recheck that the 6-digit code entered matches the code generated for the account in your Authenticator App
<b>Multiple GF accounts in Authenticator App causing confusion</b>	<p>Might occur if you have multiple GoFundraise accounts or have made multiple attempts to setup 2FA. Codes for a previous account/QR code scanned, will not work.</p> <ul style="list-style-type: none"> <li>• Ensure that the 6-digit code you enter is the one generated for the account you have setup.</li> <li>• Delete all the previous GoFundraise accounts from within your Authenticator App list before starting the login process again.</li> </ul>
<b>Time setting on device with app does not match computer</b>	<p>Authenticator apps rely on the time set on your device to generate a time-based code. If the time setting on your device does not match your computer, it will cause a code mismatch.</p> <ul style="list-style-type: none"> <li>• Go to your device 'Date and Time' settings</li> <li>• Toggle the 'automatic time zone' option instead of manually selecting a time zone</li> <li>• Then try to login again</li> </ul> <p><b><u>On iOS (Apple iPhone):</u></b></p> <ul style="list-style-type: none"> <li>• Go to <b>Settings</b> – this will be your phone's system settings, not the Authenticator app settings.</li> <li>• Select <b>General</b></li> <li>• Select <b>Date &amp; Time</b></li> <li>• Enable <b>Set Automatically</b></li> <li>• If it's already enabled, disable it, wait a few seconds, and re-enable.</li> </ul> <p><b><u>On Android</u></b></p> <ul style="list-style-type: none"> <li>• <b>Settings &gt; System &gt; Date &amp; Time</b></li> </ul>

Issue/Error: Invalid session for the user, session is expired.	
Cause	Solution

**The login session has expired**

Start the login process again or refresh the page