# Two-factor Authentication

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Beginning June 26, 2024, we'll be enforcing 2FA on all customer accounts. Two-factor authentication significantly enhances the security of your account by requiring two different forms of identification. This helps protect against common threats such as password breaches, phishing attacks, and unauthorized access, providing you with a more secure experience.

- 1. Email 2FA
- 2. Switching to Text 2FA
- 3. Switch back to email 2FA
- 4. Important Notes

Please note that this does not impact Keap Certified Partner sign-ins

You won't be re-challenged by 2FA for 90 days after your most recent challenge or unless a new device attempts to access the account.

You're likely already familiar with Two-Factor Authentication (2FA) in other online software applications. Soft 2FA, also known as software-based 2FA, uses software applications on your device to generate one-time passwords (OTPs) for logins. Once set up, you won't be re-challenged by 2FA for 90 days after your most recent challenge or unless a new device attempts to access the account. Here's how it will work:

### Email 2FA

1. Enter your username and password on the login page as usual

Log in Don't have a Keap account? <u>Start a free trial</u>
Email*
Password* 💿
Log in
G Log in with Google
Forgot your password?

2. If you haven't set up 2FA, you will be prompted to enter a "One Time Password" that will be sent to your email.

3. Navigate to your email inbox.

4. Look for an email from Keap titled Keap 2-step authentication.

Public Messag	es e	
From	Subject	
🗆 Кеар	Keap two-step Authentication	

5. Retrieve the six-digit code from the email.

or a FREE Subscription!	keap	
	Hi Brandyn,	
	Here is the login code you requested:	
	394310	
	Keap will never ask for this information.	
	If you have any questions, please call our support team:	
	US: 866-800-0004, ext. 2	
	UK: +44(0) 808 258 0093	

6. Enter the code on the challenge page.

Email Authentication
Eman Autientication
Please enter the code sent to the email
Brandyn.Phillips.Email.300@mailinator.com
The code will expire in 10 minutes.
Enter the 6-digit code 394310
Verify →
Send a new code

- 7. Click Verify to continue or Send a new code if you did not receive one.
- 8. If you are unable to receive the code or no longer have access to the email on file, contact Keap support for assistance.
- 9. Once you successfully pass the challenge, you will be navigated to your dashboard and can continue using the application as usual.

## Switching to Text 2FA

If you prefer to use your mobile phone to receive the authentication code, please follow these steps:

1. Go to the Security Settings page in Account Central.

1. For Keap Pro, Ultimate, and Max, click on your user icon and select Settings

~	Company —
🔀 Play blueprints	кеар
🔀 Switch account	Website
🕐 🔅 Settings	Street address 1 1280 S Spectrum Blvd
[→ Sign out	
	Street address 2

2. Click My profile

Set	tings
8	My profile Update your profile information like name, address, and email signature.
0	My account Manage subscription, upgrades and payment information for your Keap ac

3. Scroll down and select Edit my Login ID

	Login ID	
	First name Martin	Email martinc@keap.com
0	Last name Cash	Password
	Edit my Login ID	
https://accounts.infusionsoft.co	om/app/profile/editProfil	

4. For Max Classic users, click on the person icon and choose, Edit my profile

또 삶 # 음 ⑦ Q	Find a d	contact	
HI, Martin!	tions	Poports X	Cotti
Edit My Profile	itions	Reports •	Setti
Manage Accounts			
API Settings			
Log Out Your Accounts	verify.		
	ⓒ ☆ # ♀ ② Q   HI, Martin!   Edit My Profile   Manage Accounts   API Settings   Log Out   Your Accounts	ⓒ ☆ # ♀ ? Pind a   HI, Martin! tions   Edit My Profile   Manage Accounts   API Settings   Log Out   Your Accounts	Image Accounts   API Settings   Log Out   Your Accounts

2. Choose Security settings

E

Account Ce	entral	
Your Accounts	Profile	Security settings
Security se	ttings	
Change your pas Change the passwo	s <b>sword</b> ord you use	to log in to all of your Keap accounts.

3. Under the Two-step authentication section, click Set up next to the Text two-step authentication option



4. Click Continue to verification.

	× Verify identity
curity settings	In order to enable two-step authentication, we need to verify your identity with your username and password. This step will require you to login.
	Continue to verification

5. Enter the desired phone number that will be used in Text 2FA and click Send code

Text message authentication
■■ +1 ×
Send Code →

6. Retrieve the six-digit code from your mobile device and verify your code on the challenge page.

Verify your mobile device number by entering the 6-digit code we just sent to:	× Check your phone
the 6-digit code we just sent to:	Verify your mobile device number by entering
	the 6-digit code we just sent to:
Enter the 6-digit code	Enter the 6-digit code
######	######
Varify ->	Verify ->

7. Once verified via login credentials, text 2FA will be your primary form of authentication!

## Switch back to email 2FA

1. Remove the previously configured text 2FA option.

$\square$	Email two-step authentication Codes sent to		
Ē	Text two-step authentication Primary Codes sent to +X (XXX) XXX-7193	Manage	
	Date added: May 29, 2024	Remove	رالس
U	App two-step authentication Use a mobile app to generate a two-step authentication code	Set up	$\sim$

### Important Notes

- Mandatory 2FA requires at least email 2FA to be enabled at all times. Removal of all 2FA methods is not allowed.
- Re-challenge Interval: You won't be re-challenged by 2FA for 90 days after your most recent challenge or unless a new device attempts to access the account.
- Verified devices can be viewed and removed in Account Central under the Security settings page.