

Troubleshooting 2FA & Google Authenticator

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Knowledge Hub » My Account

This guide covers setting the correct date & time settings, and correct Google Authenticator codes.

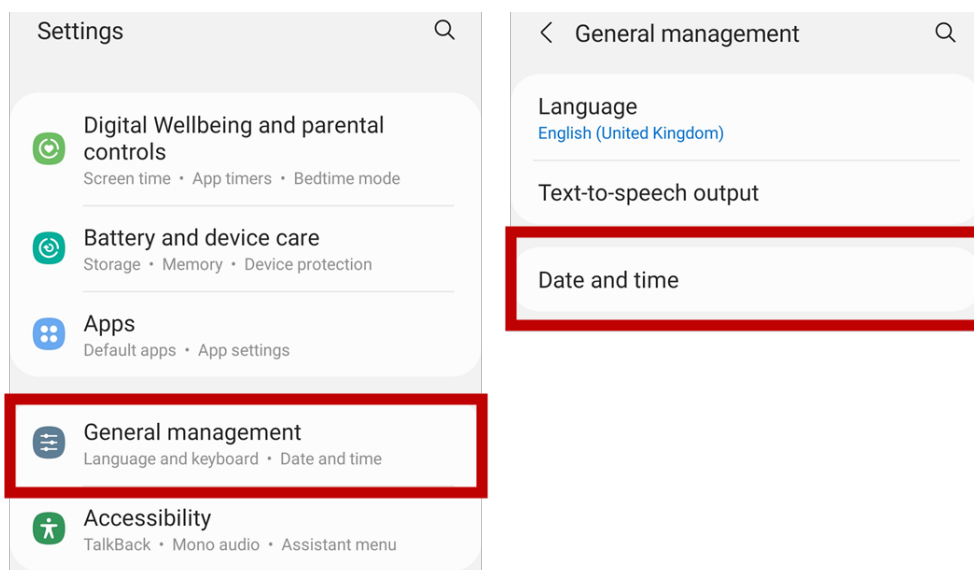
If you are using Microsoft Authenticator you solely require the correct date & time settings so please scroll to your device type.

For Google Authenticator, scroll to your device type to see then guide and then follow the guide for the Google Authenticator which is towards the end.

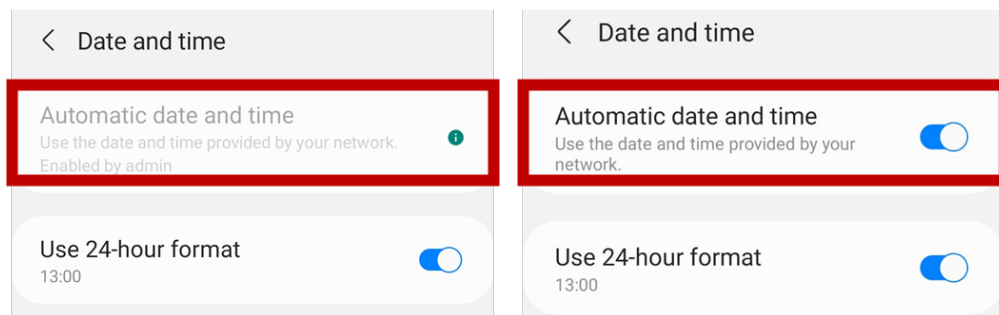
For Android:

Go to your device settings where date and time setting are. This may differ slightly for your device.

Settings -> General management -> Date and time



You will have two options but we are interested in the one for automatic date and time.



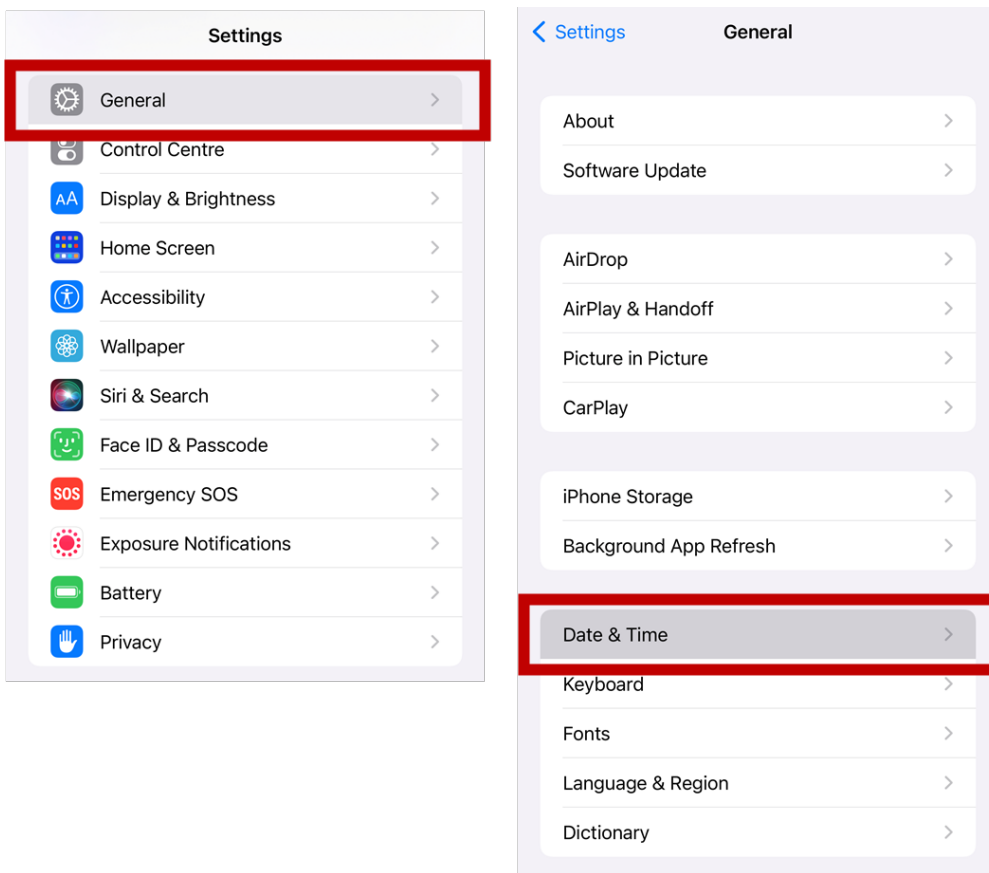
If you are using a device provided by your force you may be unable to update this setting as it is determined by your service delivery team.

If you are using a personal device, **make sure it is toggled on where the icon will be blue for on, and grey for off.** This will ensure your device is attaining the correct data via the internet and world clock.

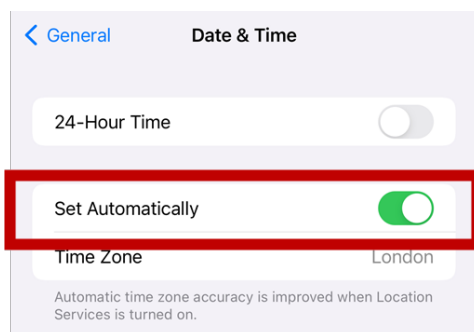
For iOS:

Scroll to your date and time settings through the general option.

Settings - > General -> Date & Time



You will have two options but we are interested in the one for automatic date and time.



If you are using a device provided by your force you may be unable to update this setting as it is determined by your service delivery team.


If you are using a personal device, make sure it is toggled on where the icon will be green for on, and grey for off. This will ensure your device is attaining the correct

data via the internet and world clock.

My Google Authenticator codes don't work:

It may be because the time isn't correctly synced on your Google Authenticator app.

To set the correct time:

1. On your Android device, go to the main menu of the Google Authenticator app.
2. Tap More  > **Settings** > **Time correction for codes** > **Sync now**.

On the next screen, the app confirms the time has been synced. You should be able to sign in. The sync will only affect the internal time of your Google Authenticator app, and will not change your device's Date & Time settings.