



Enabling Two-Step Authentication  
with Zearn Administrator Accounts

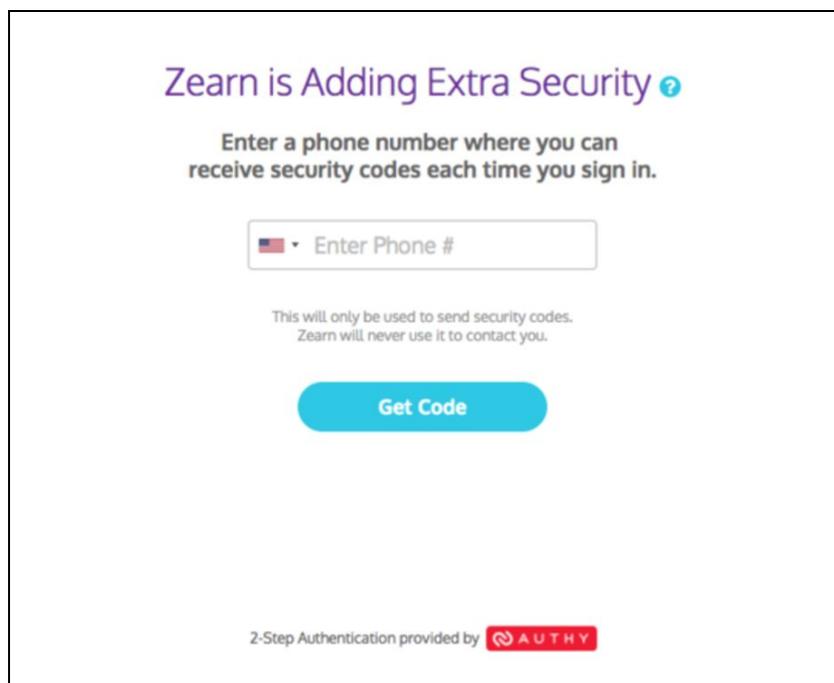
Zearn School Account administrators have access to Admin Reports, including exportable data for custom reports and analysis. To keep this data secure, Zearn requires that all Zearn Administrator Accounts enable Two-Step Authentication. Two-Step Authentication is an extra layer of security designed to protect your Zearn Administrator Account. Below, you will find a step-by-step guide to enabling this security protection.

### Step 1: Log in to your Zearn Administrator Account

Depending on how you access Zearn, you will either enter a username and password, log in through Google SSO, or sign in through your Clever portal.

### Step 2: Enter your phone number.

After you've logged in, you will initially be prompted to enter a phone number that will be associated with your account. This phone number will be used to authenticate your account going forward. This number will receive unique codes that you need to log in to Zearn. This can be a mobile number or direct landline number.



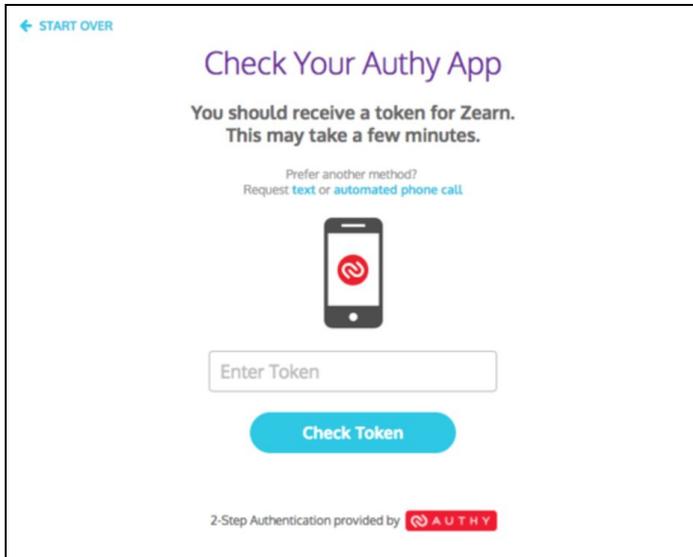
The screenshot shows a web interface for setting up two-step authentication. At the top, it says "Zearn is Adding Extra Security" with a help icon. Below that, it instructs the user to "Enter a phone number where you can receive security codes each time you sign in." There is a text input field with a dropdown menu for country selection (currently showing the US flag) and the placeholder text "Enter Phone #". Underneath the input field, a disclaimer states: "This will only be used to send security codes. Zearn will never use it to contact you." A prominent blue button labeled "Get Code" is centered below the disclaimer. At the bottom of the screen, it says "2-Step Authentication provided by" followed by the AUTHY logo.

### Step 3: Select how you want to receive your unique code.

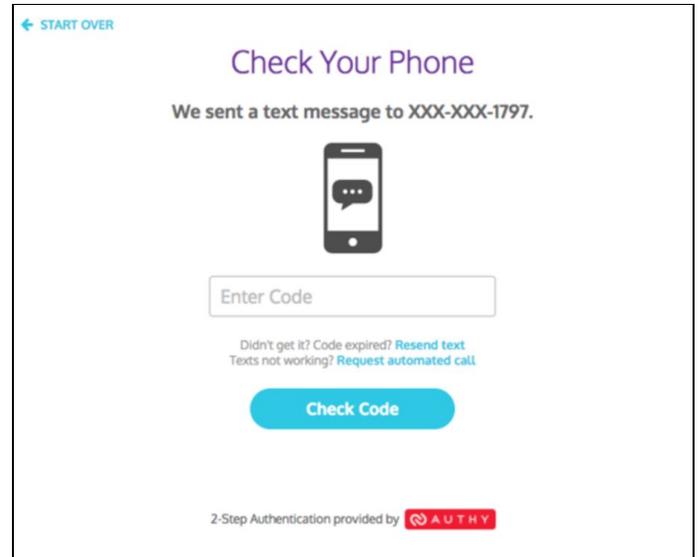
Your phone will receive unique codes that you need to log in to Zearn. After entering your phone number, you will see a screen with instructions for accessing your unique code. If you have the Authy App downloaded on the device connected to your phone number, you will receive a Code via the Authy App automatically. If you do not have the Authy App downloaded on your device, you will receive a Code via SMS. Each code can only be used once.

We recommend downloading the Authy App to receive unique codes. It can be downloaded for iOS and Android devices. For more information about Authy, please visit their site [here](#).

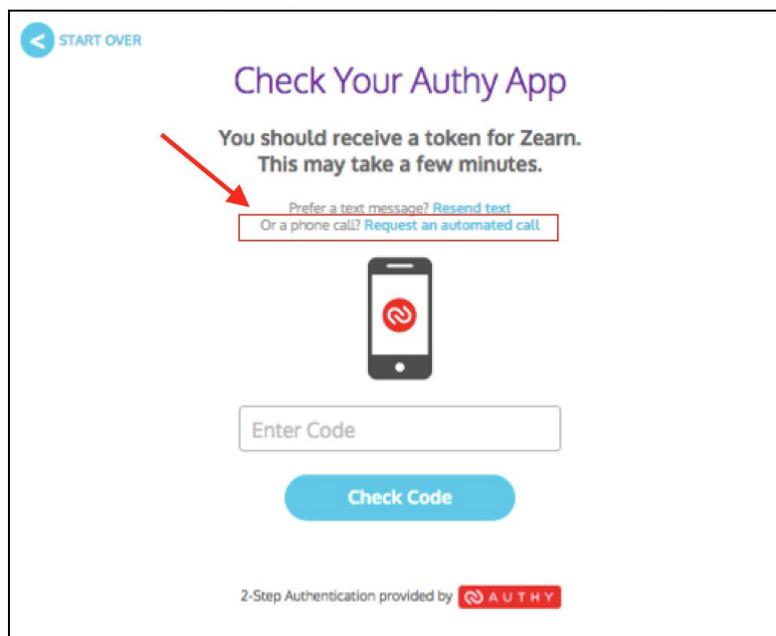
#### Code via Authy App



#### Code via SMS



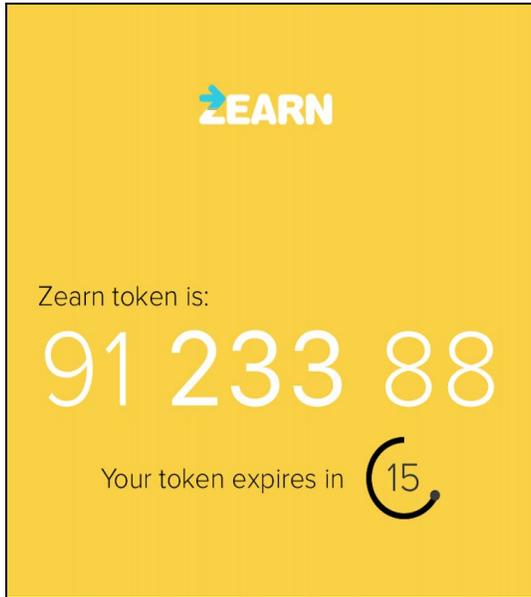
Note that in either case, you can also request an automated call, where you will receive the unique code via a call to the phone number you provide. Please note that the code cannot be delivered to non-direct phone numbers (e.g., phone numbers with extensions).



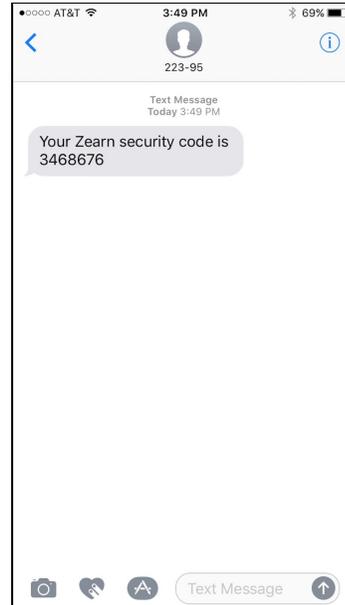
**Step 4: Receive your unique code.**

Next, you will receive a unique code to your phone, shown below, either via Authy App or via SMS.

**Code via Authy App**

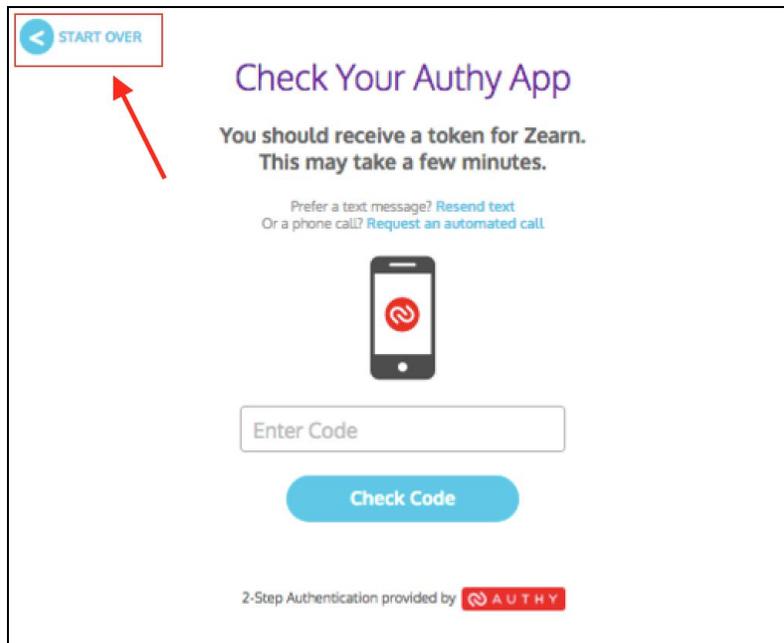


**Code via SMS**



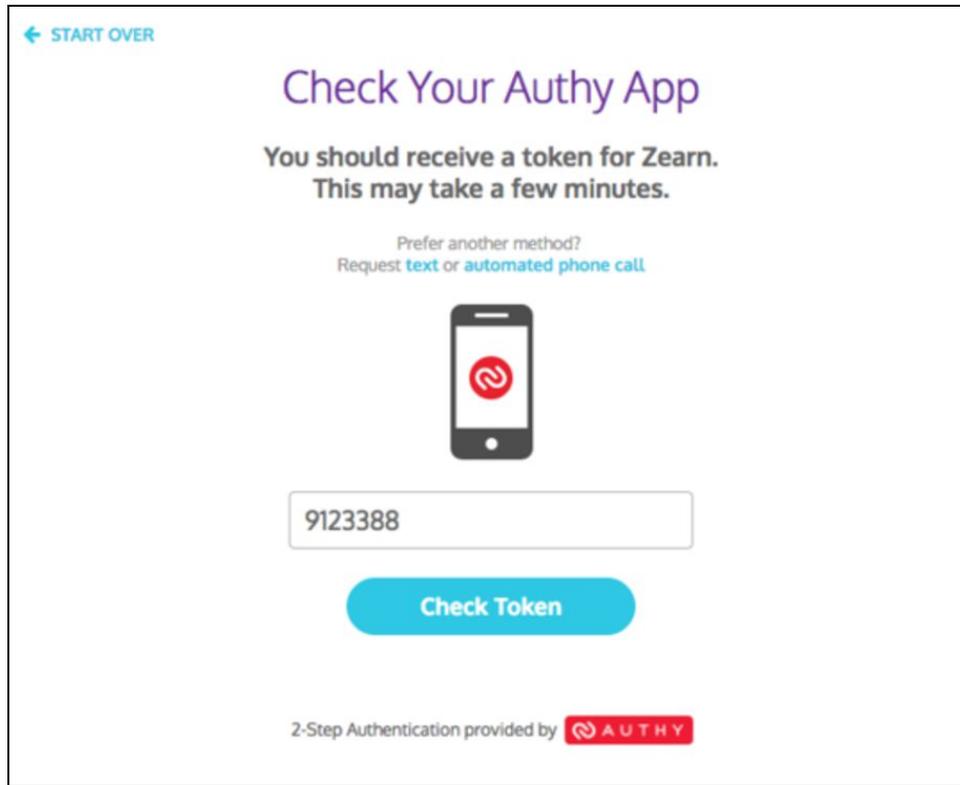
If you choose to receive a phone call, listen to the voice prompts that provide the unique code.

If you aren't able to receive your unique code via Authy App, SMS, or a call - click the "Start Over" button and ensure that you entered the correct phone number.



### Step 5: Enter your code to log in.

Enter your unique code into the login screen, click on "Check Code", and you have successfully enabled Two Step Authentication in your Zearn Administrator Account.



The screenshot shows a login screen with a white background. At the top left, there is a blue arrow pointing left and the text "START OVER". The main heading is "Check Your Authy App" in purple. Below it, the text reads "You should receive a token for Zearn. This may take a few minutes." Underneath, it asks "Prefer another method?" and provides options: "Request text or automated phone call". In the center, there is an icon of a smartphone displaying the Zearn logo. Below the icon is a text input field containing the number "9123388". A blue button with the text "Check Token" is positioned below the input field. At the bottom, it says "2-Step Authentication provided by" followed by the Authy logo.

### Logging in after you have enabled Two Step Authentication

Each time you log in to your Zearn Administrator Account, you will be prompted to enter a unique code delivered to the device associated with your account. You can receive this Code Via the Authy App, Code Via Text Message, or Via a Phone Call, as outlined above.

After you've enabled Two-Step Authentication, you can choose to "Remember this device" on the next or subsequent logins. This will authenticate the device you are accessing Zearn.org with for 90 days. Note that for security reasons, Zearn periodically asks you to authenticate the device using a new unique code delivered to your device.

If you no longer have access to the device /phone number you enabled for Two-Step Authentication, you can reset your account via Authy. Please visit the Authy Site to begin account reset/recovery:

<https://www.authy.com/phones/reset/>.