

Using a Third-Party Authenticator App?

Salesforce supports any authenticator app that generates temporary codes based on the OATH time-based one-time password (TOTP) algorithms (specified in [RFC 6238](#)).

To log in with this type of verification method, get a code from the app, then enter that code during the Salesforce login process.

TOTP apps don't require a data or internet connection.

Widely-Used Apps

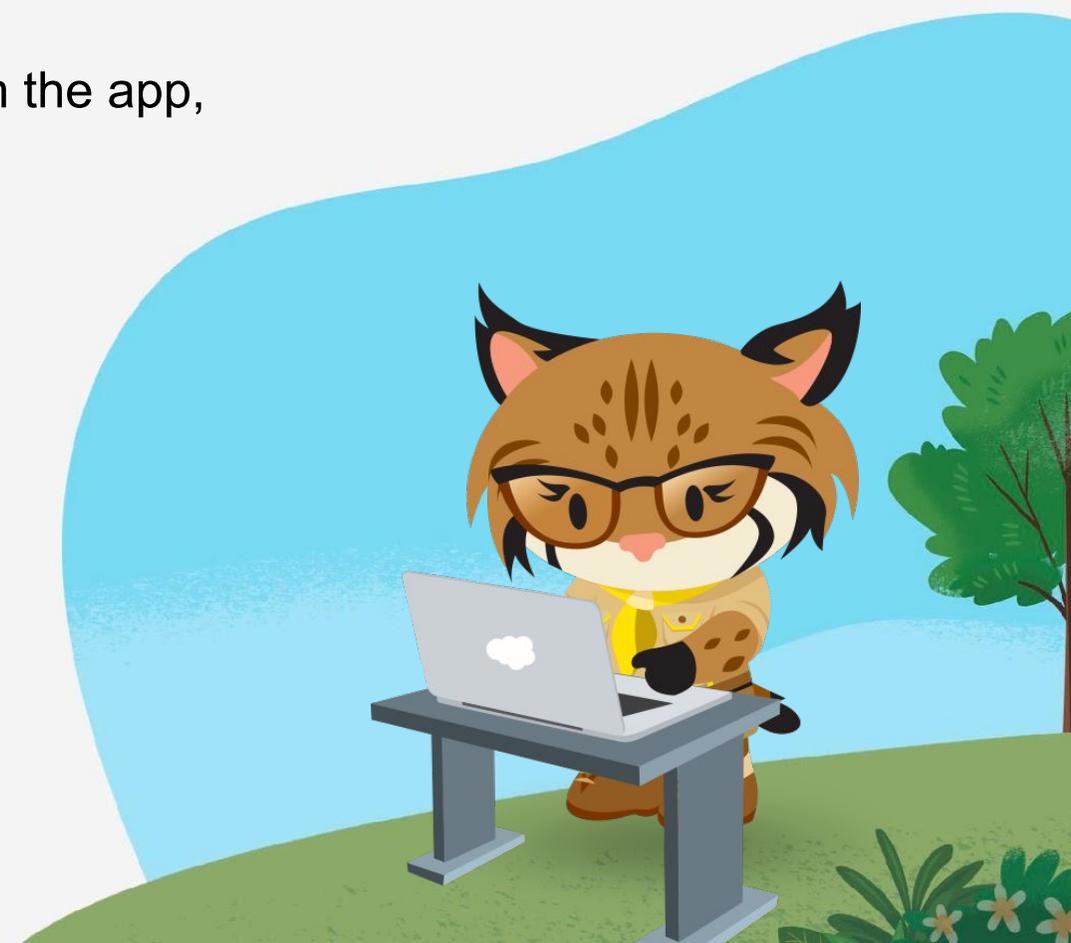
Microsoft
Authenticator



Authy



Google
Authenticator



Third-Party Authenticator Apps: Register an App

1. Install a third-party authenticator on your mobile device. Apps are available from the Apple App Store or Google Play.

2. On your computer, log in to your account. You may be prompted to verify your identity with a one-time passcode via email or text message.

3. The Connect Salesforce Authenticator screen displays by default. Click **Choose Another Verification Method**.

4. Select **Use verification codes from an authenticator app**.



The screenshot shows the Salesforce login page with the Salesforce logo at the top. Below the logo are two input fields for 'Username' and 'Password'. A blue 'Log In' button is positioned below the password field. At the bottom left, there is a 'Remember me' checkbox, and at the bottom right, there are links for 'Forgot Your Password?' and 'Use Custom Domain'.

The screenshot shows the 'Connect Salesforce Authenticator' screen. At the top is a padlock icon with a checkmark. Below the title, there is explanatory text about connecting the authenticator. A numbered list provides instructions: 1. Download the app from the App Store or Google Play; 2. Open the app and tap to add your account; 3. Enter a two-word phrase. Below the list is a 'Two-Word Phrase' input field. At the bottom, there are 'Back' and 'Connect' buttons. A red box highlights the 'Choose Another Verification Method' link at the very bottom of the page.

The screenshot shows the 'Choose a Verification Method' screen. It features the Salesforce logo and the title. Below the title is the question 'How would you like to verify your identity?' with two radio button options: 'Use a Universal Second Factor (U2F) key' and 'Use verification codes from an authenticator app'. The second option is selected and highlighted with a red box. A blue 'Continue' button is located below the options.

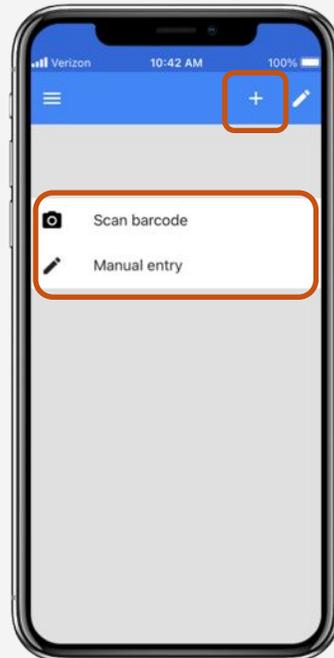
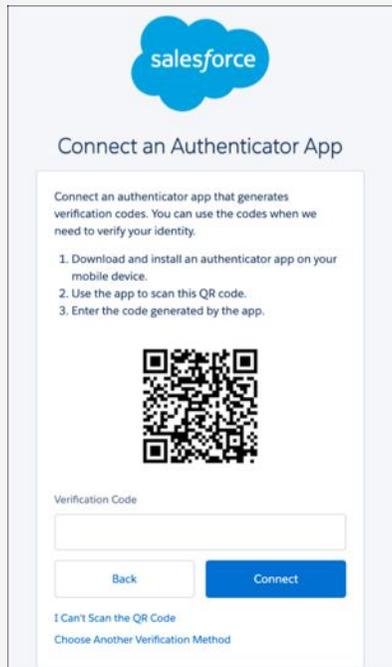
Third-Party Authenticator Apps: Register an App *continued*

5. The Connect an Authenticator app screen displays.

6. On your mobile device, open your authenticator app and select to add a new account.

7. Use the authenticator app to scan the QR barcode that's displayed on your computer.

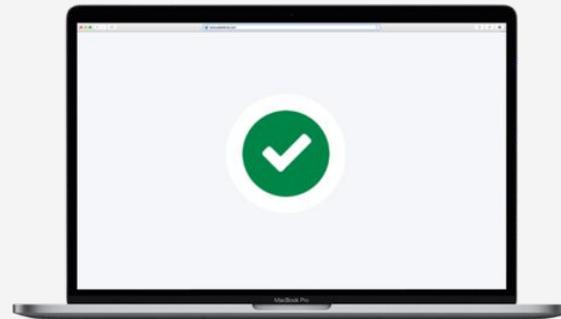
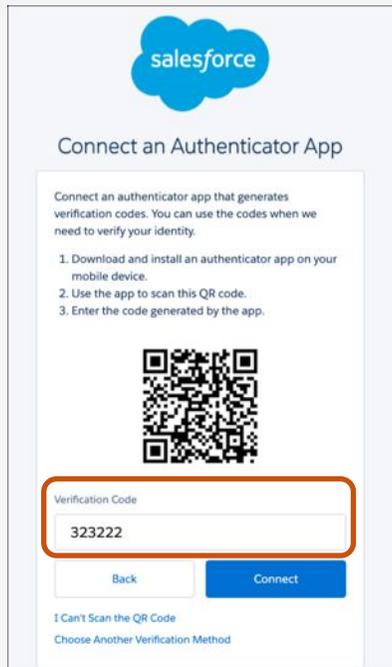
8. The authenticator app is connected to your account. The app automatically starts generating time-based one-time passcodes.



Third-Party Authenticator Apps: Register an App *continued*

9. On your computer, enter a code generated by the authenticator app in the Verification Code field, then click **Connect**.

10. And that's it! You've successfully connected your third-party authenticator app to your account, and you finish logging in.



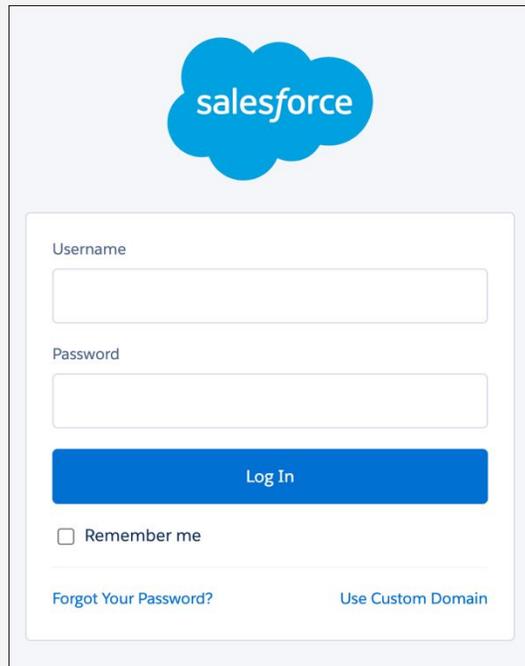
Third-Party Authenticator Apps: Logging In

1. On the login screen, enter your username and password, as usual.

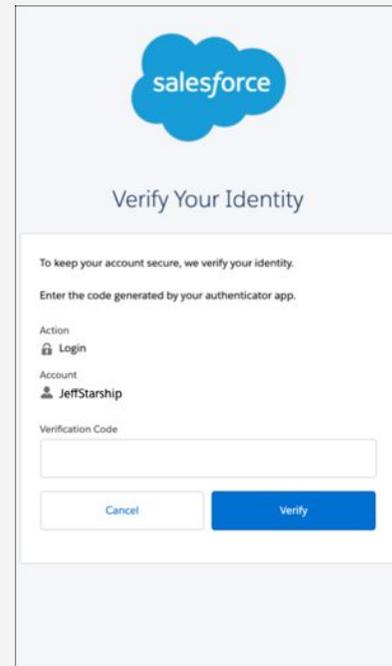
2. You're prompted to enter a code from your authenticator app to verify your identity.

3. On your mobile device, open your authenticator app to get a time-based one-time passcode.

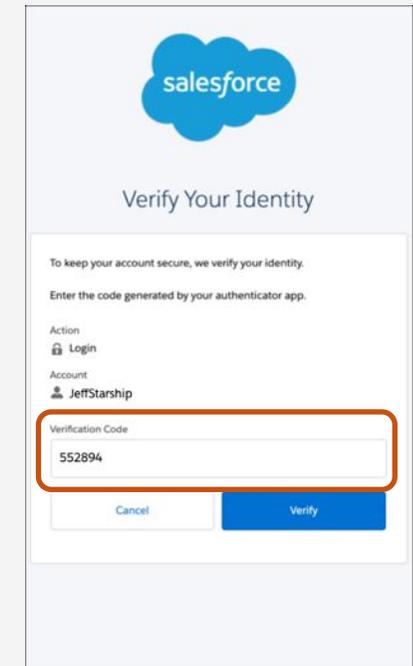
4. On your computer, enter the code generated by the authenticator app, then click **Verify**. You're successfully logged in to your account.



The screenshot shows the Salesforce login page. At the top is the Salesforce logo. Below it are two input fields: "Username" and "Password". A blue "Log In" button is positioned below the password field. At the bottom left, there is a "Remember me" checkbox and a link for "Forgot Your Password?". At the bottom right, there is a link for "Use Custom Domain".



The screenshot shows the "Verify Your Identity" screen. It features the Salesforce logo and the heading "Verify Your Identity". Below the heading is a message: "To keep your account secure, we verify your identity. Enter the code generated by your authenticator app." The screen displays the user's action as "Login" and their account as "JeffStarship". There is a "Verification Code" input field and two buttons: "Cancel" and "Verify".



The screenshot shows the "Verify Your Identity" screen with the code "552894" entered into the "Verification Code" field. The "Verify" button is highlighted in blue, indicating it is the active action.

thank
you

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