

# Tips and Tricks to Handling Two-Factor Authentication Calls More Effectively

**Has a customer accidentally turned  
on Two-Factor Authentication?**



Dear [REDACTED],

Thank you for enabling two-factor authentication for your Apple ID ([REDACTED]@me.com).

Two-factor authentication is an additional layer of security designed to prevent unauthorized access to your account and protect the photos, documents, and other data you store with Apple.

From now on, whenever you sign in with your Apple ID on a new device or browser, you will verify your identity by entering your password plus a six-digit verification code sent to your other devices or a trusted phone number. To learn more, read the [FAQ](#).

#### **Additional security information**

If you didn't enable two-factor authentication and believe an unauthorized user has accessed your account, you can use the link below to return to your previous security settings.

[Turn off Two-Factor Authentication.](#)

This link and your Apple ID security questions will expire two weeks from today. After that, the only way to turn off two-factor authentication will be to sign in to your Apple ID account page with your password and a six-digit verification code.

**Check to see if they turned it on in the last 2 weeks. If they did, you can turn Two-Factor Authentication off quickly and easily from the Verification Email.**

**This is especially helpful with voiceover customers.**



Full Name : [REDACTED]

DS ID : [REDACTED]

DS Person Type: Customer Lite

VIP : No

DS Language : English

DS Lockout : No

Alternate Apple ID (Login Alias) : [REDACTED]@icloud.com

Quick Links [Send iForgot Email](#) | [View Storage](#) | [View Mail Preferences](#) |

- Account
- Backup
- Bookmarks
- Calendars
- Contacts
- Documents
- iCloud Drive
- Family Sharing
- Find My ...
- Keychain
- Mail

- Identity
- Account Manipulation
- General
- Security**
- Devices
- Partition List
- Storage
- Commerce
- Apple Music

**Find Similar Accounts**

[Find accounts with the same card number](#)

[Verify Credit Card...](#)

Two-Step Verification opt-in date	NA
Two-Step Verification opt-out date	NA
Two-Factor Authentication Opt-In Date	<b>August 04, 2016 08:44 PM</b>
Two-Factor Authentication Opt-Out Date	NA
Account Recovery Pending	False
Two-Factor Authentication Recovery Embargo Start Date	NA
Password Last Modified Date	<b>August 20, 2014 12:54 PM</b>
Password Last Modified App	NA (App Id: NA)
Challenge Response Last Reset Date	NA
Date of Birth Last Modified	NA

[Two-Factor Authentication Trusted Devices](#)

The start date of Two-Factor Authentication can be verified in the iCloud Support Tool under the Security Tab.

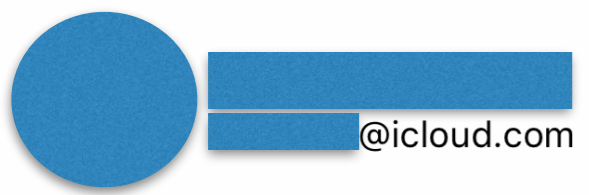
# Has a customer forgotten their password?

- First check to see if they have access to a trusted device and they're able to use it.
- If they are, resetting the password through the iCloud settings will be far faster and easier than going through the recovery embargo process.

This is what the process looks like.

First tap on the User Account.





- Contact Information >
- Password & Security >
- Devices >
- Payment Visa >

Update the contact information, security details, and payment method associated with your Apple ID.  
[About Apple ID & Privacy...](#)



Then choose Password & Security.

Hit Change Password.

Change Password



Two-Factor Authentication On

Your trusted devices and phone numbers are used to verify your identity when signing in. Manage this setting at [appleid.apple.com](https://appleid.apple.com)

TRUSTED PHONE NUMBER

+1 [Redacted] Verified

[Add a Trusted Phone Number](#)

Trusted phone numbers are used to verify your identity when signing in and help recover your account if you forget your password.

[Get Verification Code](#)

Get a verification code to sign in on another device or at [iCloud.com](https://icloud.com).





Cancel

# Two-Factor Authentication

A message with a verification code has been sent to your trusted devices. Enter the code to continue.

— — — — —



Enter verification code.

[Didn't get a verification code?](#)

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

Verifying

# Two-Factor Authentication

A message with a verification code has been sent to your trusted devices. Enter the code to continue.

3 7 2 1 2 9

[Didn't get a verification code?](#)

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	



Cancel Change Password Change

Current required

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New enter password

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Verify re-enter password

Your password must be at least 8 characters, include a number, an uppercase letter, and a lowercase letter.

q w e r t y u i o p

a s d f g h j k l

z x c v b n m

.?123 space return

This even works if they are asked to enter their password before you get to the step after this.

Have the customer enter the wrong password a few times until it prompts you to reset your password.

It will ask the customer if they would like to reset their password using their Passcode.

