

Two-Step Verification Set Up

What you'll learn

Two-Step Verification helps protect against unauthorized use of your account

When you sign in to an account with Two-Step Verification enabled, you'll enter your Seller Central user name and password like you normally would. Then, you'll be prompted to enter a temporary one time code. This code is sent either to your SMS-enabled phone number through a text message, received via an automated voice call, or obtained from an authenticator app that does not require phone connectivity. If an unauthorized user tries to log in to your account, they would also be prompted for a one time code. But without access to your phone or authenticator app, they won't be successful.

In this document, you will learn how to set up Two-Step Verification using a SMS (text message) enabled phone number, a voice number (ie. landline), or an authenticator app.

To enable Two-Step Verification, you'll need to choose two methods (SMS, voice call, or authenticator app) and set them up as a default and backup method to receive one time passwords. We require a backup method so you won't have issues accessing your Seller Central account in case you lose access to your default method. If you lose access to both your default and backup methods, you will have to go through account recovery, which can take 1-2 days. So make sure your methods are something you have access to.

To get started, you will need to have at least your default method ready and accessible before you begin enrollment in Two-Step Verification.

Option #1:

Setting up an SMS-enabled (text message) phone

Note: Ensure your phone can receive text messages. Check with your phone provider if you are unsure.

1. Select **Phone number** and **Text message (SMS)**.
2. Select the country code of your SMS-enabled phone number.
3. Enter your phone number and click **Send code**.

Step 1 of 3

Choose how you'll receive codes

☒ **Phone number** Receive codes on your phone

Tell us the phone number where you'd like to receive Two-Step Verification codes. You should have this phone available whenever you sign into your Amazon account.

Receive code by:

☒ **Text message (SMS)**

☐ ~~Voice delivery~~ you will receive an automated phone call

Enter the phone number where you want to receive codes.

United States +1 (e.g., 201-555-5555)

Send code

Message and data rates may apply.

☐ **Authenticator App** Generate codes even when you don't have cell service

4. You will receive an SMS message to your phone within a couple of minutes with a unique one time code. This code will expire after 15 minutes.



Option #1:

Setting up an SMS-enabled (text message) phone

Note: Ensure your phone can receive text messages. Check with your phone provider if you are unsure.

5. Enter the code and click **Verify code and continue**.

Step 1 of 3

Choose how you'll receive codes

☒ **Phone number** Receive codes on your phone

Tell us the phone number where you'd like to receive Two-Step Verification codes. You should have this phone available whenever you sign into your Amazon account.

Receive code by:

☒ Text message (SMS)

☐ Voice delivery--you will receive an automated phone call

Enter the phone number where you want to receive codes.

United States +1

Send code

We have texted you a code. It may take a few minutes to arrive.

Enter the code that is sent to your device

Verify code and continue

Message and data rates may apply.

☐ **Authenticator App** Generate codes even when you don't have cell service

6. Congratulations! Your SMS-enabled phone is now registered to receive codes for Two Step Verification.

Option #2:

Setting up an voice phone

Note: A voice phone can be a landline or cell phone which can receive incoming calls.

1. Select **Phone number** and **Voice delivery**.
2. Select the country code of your SMS-enabled phone number.
3. Enter your phone number and click **Call me now**.

The screenshot shows the Amazon Two-Step Verification setup interface. At the top, the 'Phone number' option is selected with a radio button. Below it, a text box explains: 'Tell us the phone number where you'd like to receive Two-Step Verification codes. You should have this phone available whenever you sign into your Amazon account.' Under the heading 'Receive code by:', two options are shown: 'Text message (SMS)' (which is crossed out with a red line) and 'Voice delivery--you will receive an automated phone call' (which is selected with a radio button). Below this, a text prompt says 'Enter the phone number where you want to receive codes'. This is followed by a dropdown menu showing 'United States +1' and a text input field containing '(e.g., 201-555-5555)'. A yellow 'Call me now' button is positioned below the input field. At the bottom of the form, there is a note 'Message and data rates may apply.' and an unselected radio button for 'Authenticator App' with the text 'Generate codes even when you don't have cell service'.

4. You will receive an automated phone call within a couple of minutes with a voice prompt with your unique one time code. This code will expire after 15 minutes.

Option #2:

Setting up a voice phone

Note: A voice phone can be a landline or cell phone which can receive incoming calls.

5. Enter the code you receive and click **Verify code and continue**.

The screenshot shows the Amazon Two-Step Verification setup interface for a voice phone. At the top, the 'Phone number' option is selected with a radio button. Below this, a text prompt asks for the phone number. Under 'Receive code by:', the 'Voice delivery' option is selected. A phone number field shows 'United States +1' and a masked number '1234'. A 'Call me now' button is present. A green message states: 'We have called you with a code. It may take a few minutes to arrive.' Below this, a text input field for the code is highlighted with an orange border, next to a 'Verify code and continue' button. At the bottom, the 'Authenticator App' option is visible but unselected. A small note at the bottom left says 'Message and data rates may apply.'

☒ **Phone number** Receive codes on your phone

Tell us the phone number where you'd like to receive Two-Step Verification codes. You should have this phone available whenever you sign into your Amazon account.

Receive code by:

☐ Text message (SMS)

☒ Voice delivery--you will receive an automated phone call

Enter the phone number where you want to receive codes.

United States +1 1234

Call me now

We have called you with a code. It may take a few minutes to arrive.

Enter the code that is sent to your device

| Verify code and continue

Message and data rates may apply.

☐ **Authenticator App** Generate codes even when you don't have cell service

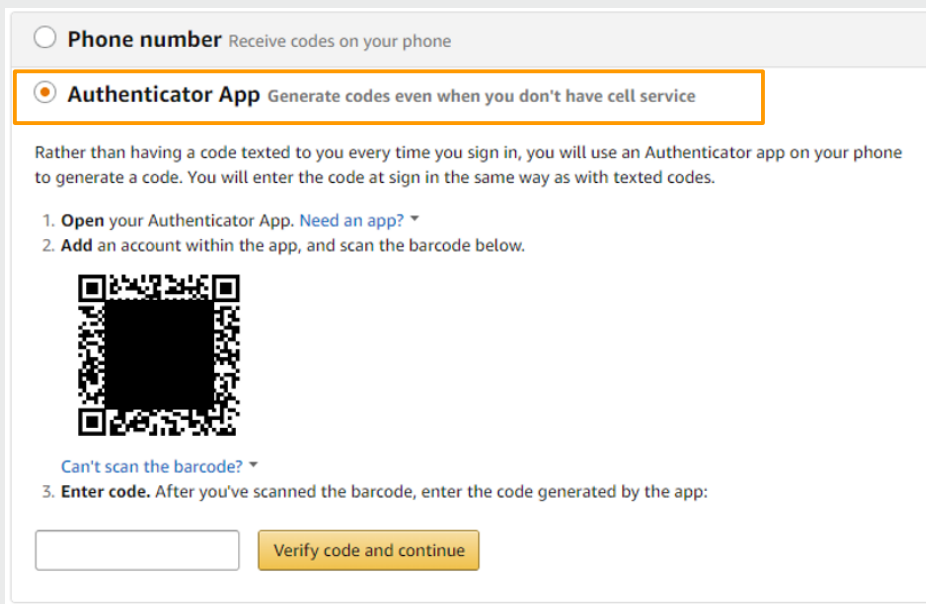
6. Congratulations! Your voice phone is now registered to receive codes for Two Step Verification.

Option #3:

Setting up an authenticator app

Note: You will need a smart device with access to the app store for the initial set up. Subsequent use does not require any connectivity.

1. Select Authenticator app.



☐ Phone number Receive codes on your phone

☒ **Authenticator App** Generate codes even when you don't have cell service

Rather than having a code texted to you every time you sign in, you will use an Authenticator app on your phone to generate a code. You will enter the code at sign in the same way as with texted codes.

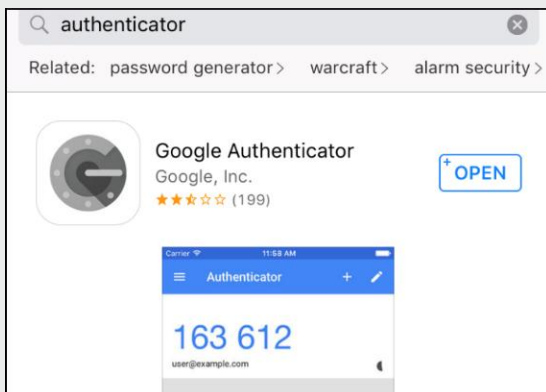
1. **Open** your Authenticator App. [Need an app?](#) ▾
2. **Add** an account within the app, and scan the barcode below.



[Can't scan the barcode?](#) ▾

3. **Enter code.** After you've scanned the barcode, enter the code generated by the app:

2. Download an Authenticator App, such as Google Authenticator or Microsoft Authenticator from the app store.

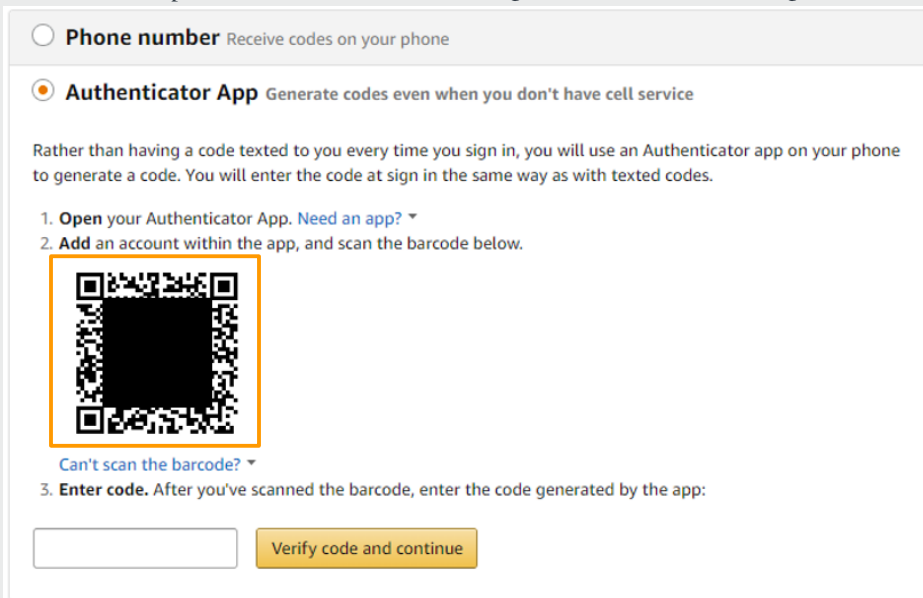


Option #3:

Setting up an authenticator app

Note: You will need a smart device with access to the app store for the initial set up. Subsequent use does not require any connectivity.

5. Open the authenticator app and follow instructions to add an account. For Google Authenticator, click **Begin Setup**.
6. Choose the option to scan a barcode or QR code and scan the QR code on the registration screen.



☐ **Phone number** Receive codes on your phone

☒ **Authenticator App** Generate codes even when you don't have cell service

Rather than having a code texted to you every time you sign in, you will use an Authenticator app on your phone to generate a code. You will enter the code at sign in the same way as with texted codes.

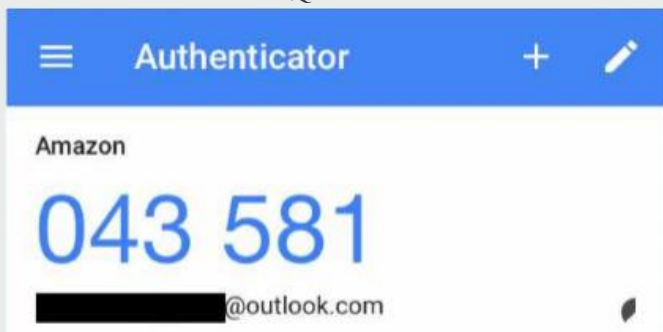
1. Open your Authenticator App. [Need an app?](#)
2. Add an account within the app, and scan the barcode below.



[Can't scan the barcode?](#)

3. Enter code. After you've scanned the barcode, enter the code generated by the app:

7. The authenticator app will automatically create a revolving one time password generator based on the information from the QR code.

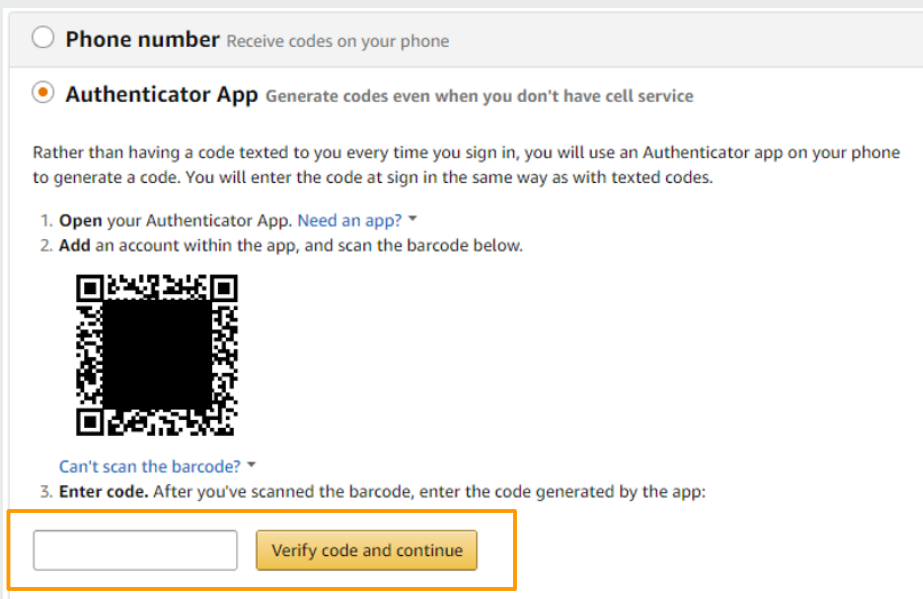


Option #3:

Setting up an authenticator app

Note: You will need a smart device with access to the app store for the initial set up. Subsequent use does not require any connectivity.

5. Enter the code from the authenticator app back into the registration screen and click **Verify code and continue**.



The screenshot shows the Amazon account setup interface for an authenticator app. At the top, there are two radio button options: "Phone number" (with the subtext "Receive codes on your phone") and "Authenticator App" (with the subtext "Generate codes even when you don't have cell service"). The "Authenticator App" option is selected. Below this, a paragraph explains that instead of receiving codes via text, the user will use an authenticator app. Two numbered steps are listed: 1. "Open your Authenticator App. [Need an app?](#)" and 2. "Add an account within the app, and scan the barcode below." A large QR code is displayed for scanning. Below the QR code is a link "Can't scan the barcode?". Step 3, "Enter code. After you've scanned the barcode, enter the code generated by the app:", is followed by a text input field and a yellow button labeled "Verify code and continue". The input field and the button are highlighted with an orange border.

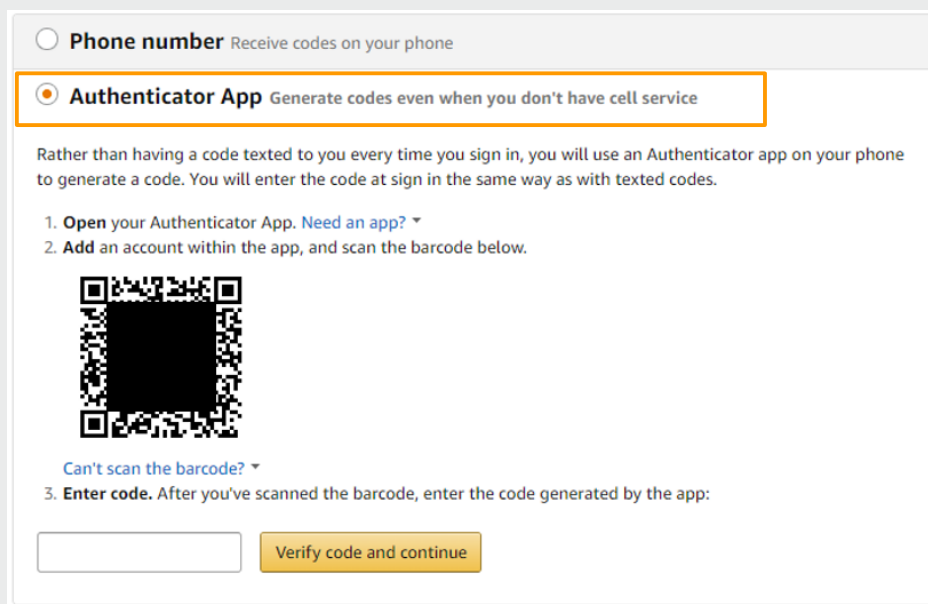
7. Congratulations! Your authenticator app is now set up. The app will continuously create codes without needing connectivity.

Option #4:

Setting up a USB security key

Note: Certain USB security keys which have a corresponding desktop authenticator program can be used for Two-Step Verification.

1. Select Authenticator app.



The screenshot shows the Amazon Two-Step Verification setup interface. At the top, there are two radio button options: "Phone number" (with the subtext "Receive codes on your phone") and "Authenticator App" (with the subtext "Generate codes even when you don't have cell service"). The "Authenticator App" option is selected and highlighted with an orange border. Below this, a paragraph explains that instead of receiving texted codes, the user will use an Authenticator app to generate codes. Two numbered steps are listed: 1. "Open your Authenticator App. [Need an app?](#)" and 2. "Add an account within the app, and scan the barcode below." A large QR code is displayed for scanning. Below the QR code is a link: "Can't scan the barcode?". Step 3 is "Enter code. After you've scanned the barcode, enter the code generated by the app:". At the bottom, there is a text input field and a yellow button labeled "Verify code and continue".

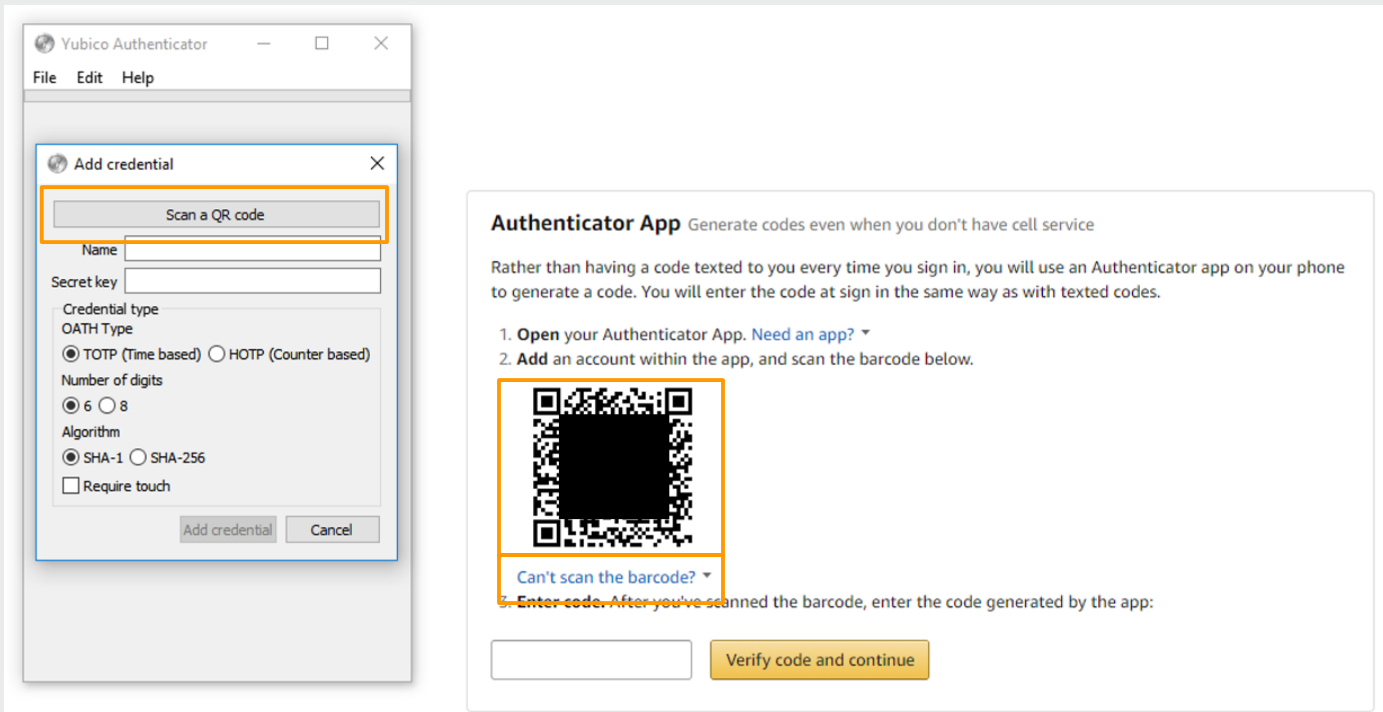
2. You can purchase a USB security key that has a corresponding desktop authenticator and supports TOTP-OATH (Time-based One-time Password Algorithm for the Initiative for Open Authentication). Examples include YubiKey, which has the Yubico Authenticator, and Nitrokey, which has the Nitrokey App. Standalone USB security keys and security tokens will not work.

Option #4:

Setting up a USB security key

Note: Certain USB security keys which have a corresponding desktop authenticator program can be used for Two-Step Verification.

3. If using a YubiKey, install the Yubico Authenticator, which can be downloaded from the Yubico website, and click on **File** and **Add Credential**.
4. If using a YubiKey, ensure the QR code is visible on your desktop and click on **Scan a QR code**. The information will automatically populate as long as the QR code is visible on the screen. Other USB security keys and desktop authenticators may not be able to scan the QR code. If this is the case, click **Can't scan the barcode?** on the Two-Step Verification setup page to display instructions to manually enter the information from the QR code.

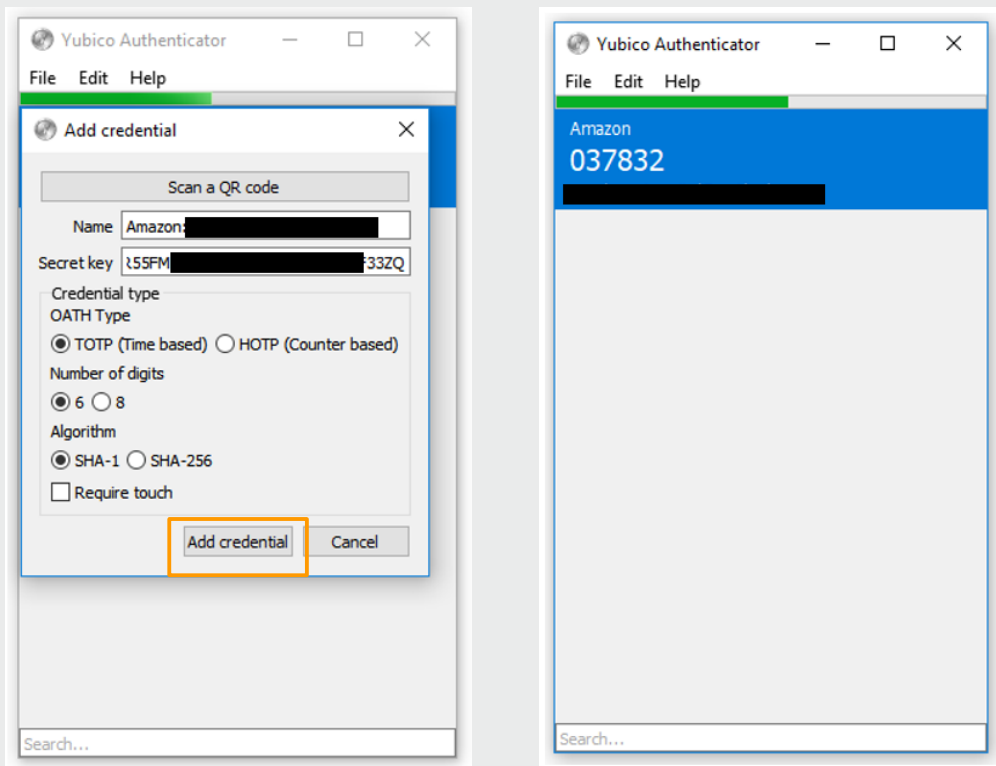


Option #4:

Setting up a USB security key

Note: Certain USB security keys which have a corresponding desktop authenticator program can be used for Two-Step Verification.

5. If using Yubico Authenticator, the fields will auto-populate based on information from the QR code. You do not need to change any of the defaults.
6. Click on **Add credential**. The desktop authenticator will automatically create a revolving one time password in conjunction with the USB security key. The credentials are stored on the USB security key itself and can only be read by the corresponding desktop authenticator.

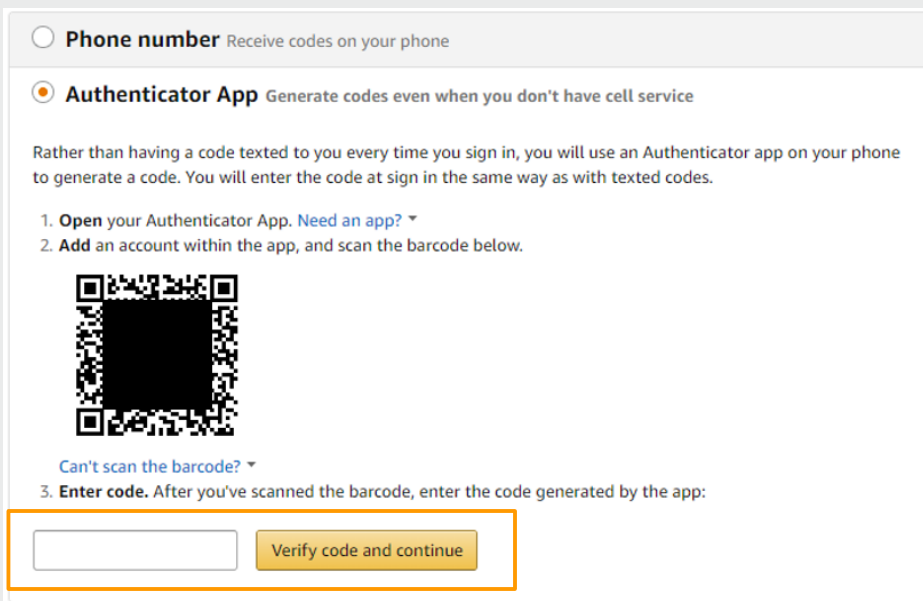


Option #4:

Setting up a USB security key

Note: Certain USB security keys which have a corresponding desktop authenticator program can be used for Two-Step Verification.

7. Enter the code from the desktop authenticator into the registration screen and click **Verify code and continue**.



The screenshot shows the Amazon Two-Step Verification setup interface. At the top, there are two radio button options: "Phone number" (unselected) and "Authenticator App" (selected). Below the "Authenticator App" option, there is explanatory text: "Rather than having a code texted to you every time you sign in, you will use an Authenticator app on your phone to generate a code. You will enter the code at sign in the same way as with texted codes." This is followed by two numbered steps: "1. Open your Authenticator App. Need an app?" and "2. Add an account within the app, and scan the barcode below." A square QR code is displayed in the center. Below the QR code is a link: "Can't scan the barcode?". Step 3 reads: "3. Enter code. After you've scanned the barcode, enter the code generated by the app:". At the bottom, there is a text input field and a yellow button labeled "Verify code and continue". An orange rectangular box highlights both the input field and the button.

8. Congratulations! Your USB security key and desktop authenticator are now set up. You will now receive new codes on the authenticator program when you insert the USB security key into your computer. Keep in mind the desktop authenticator will not generate codes on its own.