

How to find your 2-factor authentication (2FA) code

If you do not have a 2FA app set up on your phone with Brainomix, then you will need to **contact your local IT**.

You should have an authenticator app on your phone. These are usually from Google (left, below) or Microsoft (right, below).



Click on the app and enter the code under “**Brainomix 360 [Cloud]**” for your username.



Should you encounter any further issues, please contact your local IT and provide them the following details. Your IT manages your account.

They may be able to provide you a set-up code for 2FA.

IT will need to ensure the following:

- Brainomix can connect to a valid LDAP server
- Your user profile contains the following attributes:
 - First name
 - Surname
 - Email
- Your user object is in the correct security group

N.B. User names usually match the username used for log-in to your organisational PC (this usually does not include your email domain, e.g. @domain.com)