

Two-factor authentication

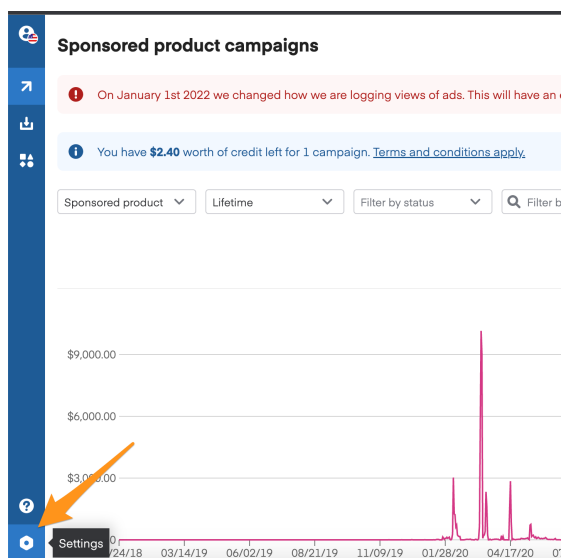
To better secure your Ads Manager account, you can set up two-factor authentication.

If you enable two-factor authentication, we send a unique code whenever you attempt to login, update your email address/password, or update your authentication settings. You must enter the code in order to access or update your account.

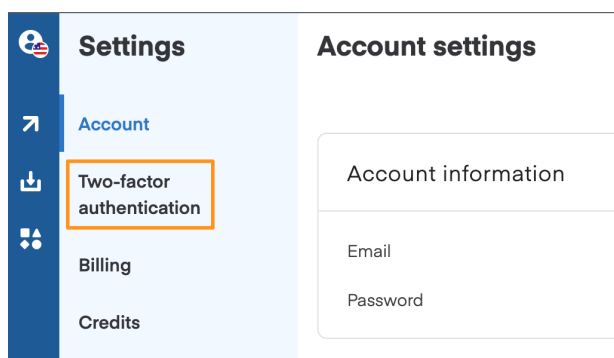
Enable two-factor authentication

To set up two-factor authentication—

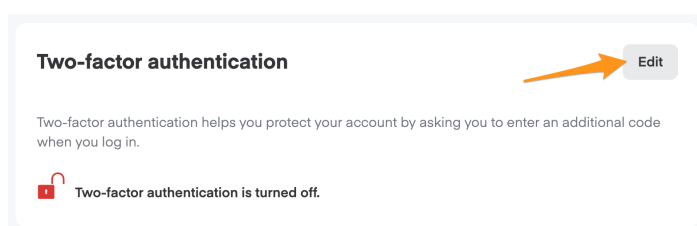
1. After logging in to Ads Manager, click **Settings** in the lower left corner of your screen.



2. Click **Two-factor authentication** in the left-hand menu.



3. Click **Edit**.



4. Choose how to receive your code—

- Email: receive a 1-time code delivered to your email address.
- Authenticator app: scan a QR code using a third-party authenticator app on your phone. You can use any standard authenticator app, including Google Authenticator, Microsoft Authenticator, Twilio, Authy, and Duo Mobile.

5. Click **Next**.

Set up two-factor authentication [X]

Choose an authentication method

Email (using the same email address on Instacart Ads)

Authenticator app

Cancel Next

- If you chose email, look for an email with the subject line “Instacart Ads verification code.” Enter the code and click **Submit**.

Set up two-factor authentication [X]

Enter the code we sent to your email address.

Confirmation code

[Input field]

If you didn't get the code, we can resend it.

Resend code Back Submit

- If you chose authenticator app, scan the QR code in your authenticator app, enter the code from your app, and click **Submit**.

Set up authenticator app [X]

1. Open any authenticator app (e.g. Google Authenticator, Duo Mobile).
2. Pair the app with your Instacart email by scanning the following QR code:

[QR code]

3. Enter the 6-digit code you see in your authenticator app.

6-digit code

[Input field]

Can't scan it? Back Submit

- If you can't scan the QR code, click **Can't scan it** and enter the key into your authenticator app.

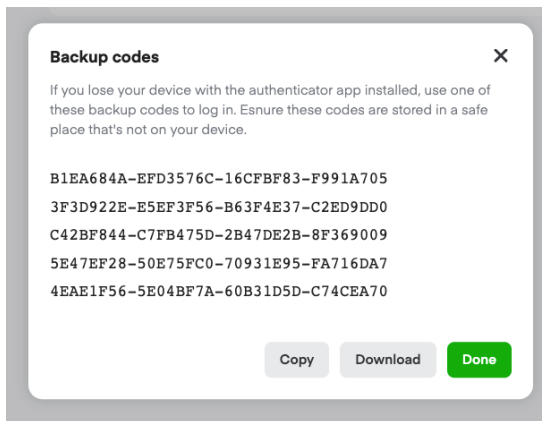
Set up authenticator app [X]

Enter the following key manually to setup your authenticator app.

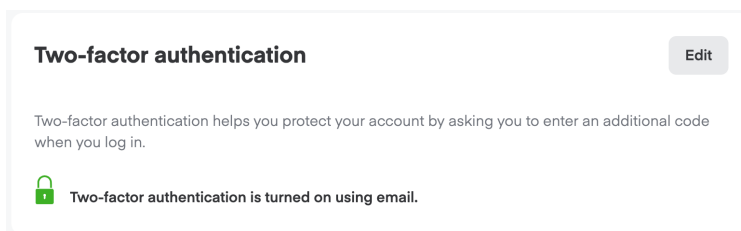
[Blurred input field]

Back Next

- If you chose authenticator app, we provide a list of one-time backup codes to use if you lose your device. You can't view these backup codes again after leaving this screen. We recommend storing them somewhere other than the device your authenticator app is installed on.



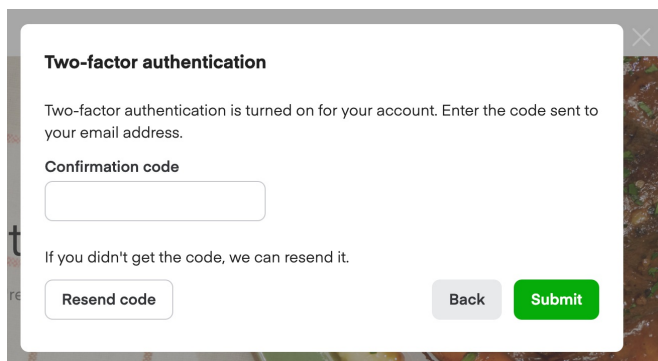
-
- 6. Ads Manager confirms you turned two-factor authentication on. You also receive a confirmation email.



Log in with two-factor authentication

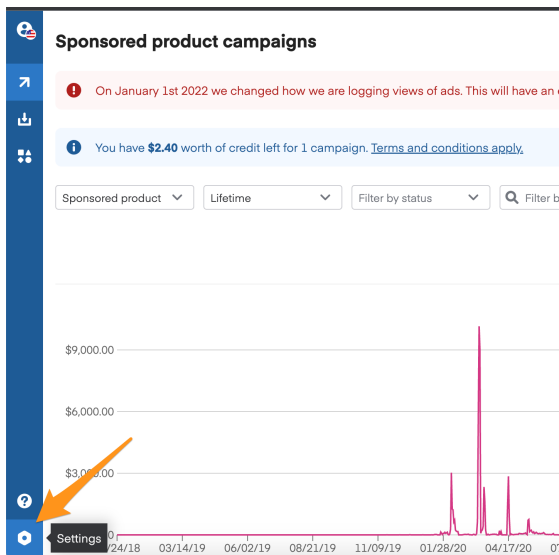
To login after enabling two-factor authentication—

1. Start logging in as you normally would with your email address and password.
2. Check your email or authenticator app for the confirmation code.
3. Enter the code and click **Submit**.

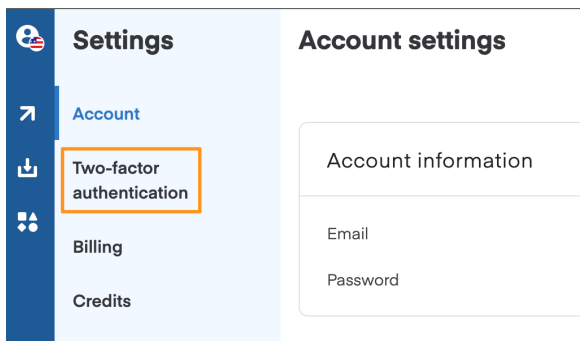


Turn off two-factor authentication

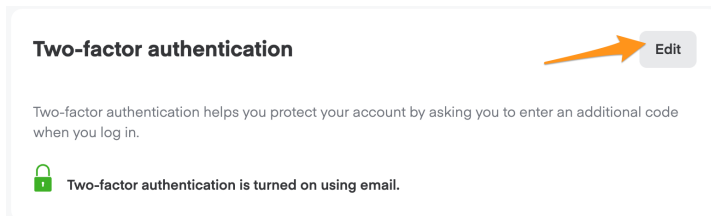
1. After logging in to Ads Manager, click Settings in the lower left corner of your screen.



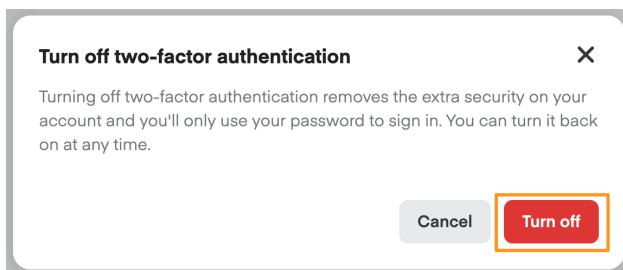
2. Click **Two-factor authentication** in the left-hand menu.



3. Click **Edit**.



4. Click **Turn off**.



5. Check your email or authenticator app for the confirmation code.

6. Enter the code and click **Submit**.

Turn off two-factor authentication ✕

The requested action requires two-factor authentication. Enter the code sent to your email address.

Confirmation code

If you didn't get the code, we can resend it.

Troubleshooting

Lost authentication device

If you lost your device, you can enter one of the backup codes you received when enabling two-factor authentication. Please note, this option is only available if you set up two-factor authentication with an authenticator app.

To use a backup code—

1. Click **Use backup code**.

Two-factor authentication

Two-factor authentication is turned on for your account. Enter the 6-digit code you see in your authenticator app.

6-digit code

2. Enter the backup code and click **Submit**.

Two-factor authentication

Enter one of your backup codes to continue. If you have lost your authenticator device and all of your backup codes, contact support to recover access to your account

Backup code

If you don't have your backup codes, contact your account manager. If you don't have an account manager, email ads-help@instacart.com for further assistance.

Not receiving email code

If you don't receive the email with your authentication code, check your spam/junk folder. You can also receive a new code by clicking **Resend code**.

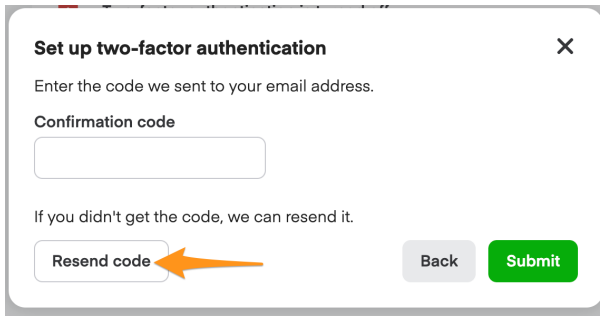
Set up two-factor authentication ✕

Enter the code we sent to your email address.

Confirmation code

If you didn't get the code, we can resend it.

[Resend code](#) [Back](#) [Submit](#)



If this doesn't work, contact your account manager. If you don't have an account manager, email ads-help@instacart.com for further assistance.