## FTW Password Reset 2FA Troubleshooting Guide

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If you are having trouble receiving your password reset code or email, please follow the steps below based on the method you are using.

## **Text Message Troubleshooting**

- SMS Compatible Device: Ensure your device can receive SMS messages and is not a business/landline.
- Check Signal Strength: Ensure your device has a strong cellular connection.
- Refresh Your Connection: Toggle Airplane Mode on and off to reset your network.
- Request a New Code: Sometimes there's a delay—try requesting the code again.
- Restart Your Device: A quick restart can resolve minor issues.
- Disable VPN: If you're using a VPN, turn it off as it may interfere with message delivery.
- Review Text Message Settings
  - Turn off **Do Not Disturb** mode.
  - Ensure Filter Unknown Senders is disabled or that the text are not going to a Spam & blocked text folder.
  - Check your **Blocked Numbers** list to confirm **844-910-0193** isn't blocked.

## **Email Troubleshooting**

- Wait a few minutes: Sometimes there can be a slight delay in receiving the email.
- Check your spam or junk folder: The email may have been mistakenly filtered.
- Verify the email address: Double-check for typos in the email address in your account profile.
- Email forwarding: Forwarding can disrupt authentication protocols and cause issues with password reset emails.
- Add the sender to your safe list: Some email providers or corporate domains may block emails from certain senders.
  - Add donotreply@ftwilliam.com to your trusted list.

## **Important**

- Password reset emails come from donotreply@ftwilliam.com.
- Reset codes are sent via text from 844-910-0193.