

Two-Factor Authentication (2FA) Troubleshooting

Delay or failure to receive the security code via text

If you are experiencing delays or not receiving your 2FA code by text message, Flexmls strongly recommends using an authentication app instead. An app such as **Google Authenticator** is free, works without an internet connection, and provides instant access to your security codes.

To switch to an authenticator app:

1. Download the **Google Authenticator** app from the App Store or Google Play.
 2. In Flexmls, go to **Preferences > My Profile > Security**.
 3. Under **Code Delivery**, select **Authenticator App**.
 4. Open the app on your phone and scan the QR code displayed on the Flexmls Security page.
 5. Click **Save**.
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“Remember for 30 Days” is not working

The **Remember for 30 Days** feature relies on browser cookies to store your login status. If those cookies are deleted or blocked, Flexmls will prompt you to enter a new code—even within the 30-day window.

To fix this, please check the following:

1. Allow cookies for Flexmls

- Make sure your browser is not blocking cookies or set to auto-delete them.
- Add Flexmls to your browser’s “Allowed” or “Exceptions” list.

2. Turn off Private/Incognito mode

- Private or Incognito windows do **not** save cookies.
- Log in using a normal browser window.

3. Disable cookie-blocking extensions

- Temporarily turn off ad blockers, privacy tools, or security extensions.

- If the issue stops, add Flexmls to the extension's trusted/allowed sites.

4. Check security software

- Some antivirus or firewall programs delete cookies automatically.
- Add Flexmls as a trusted site or turn off cookie cleanup features.

5. Limit devices and browsers

- Flexmls only allows a limited number of "remembered" devices.
- Logging in on new browsers or computers can remove older saved logins.
- Use the same browser and device when possible.