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How to solve 2FA code error?

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□ How to Fix "2FA Code Error"

If you receive a "2FA code error" message after entering your Google Authenticator code, please try the following troubleshooting steps:

- **Synchronize Time Settings:** Ensure the time on your mobile device is accurate. We recommend setting your device's date and time to "**Set Automatically.**"
- **Check Code Validity:** Be sure to enter the generated code before it expires and refreshes.
- **Network Connection:** Disable any active VPN or try switching from Wi-Fi to your device's mobile data.

Still having issues? If the suggestions above do not resolve the problem, we recommend resetting your Two-Factor Authentication (2FA). To request a 2FA reset, please email the following details and a copy of your "**Proof of Identity**" to support@infinox.com:

1. **First line of your registered address**
2. **Date of birth (DD/MM/YYYY)**
3. **Registered phone number**