| NAME | DATE TIME | MESSAGE |
|---|---|---|
| Muhammad | 09/02/2024, 14:16 PM | Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks. |
| Muhammad | 09/02/2024, 14:17 PM | I have a problem with the 2FA for all users, so I want to remove it entirely from the system. |
| Muhammad | 09/02/2024, 14:18 PM | Help is on the way. You've got a spot in line. |
| Muhammad | 09/02/2024, 14:21 PM | ok |
| Muhammad | 09/02/2024, 14:22 PM | Don't worry, we haven't forgotten about you. You're still in line to talk to one of our experts. |
| Muhammad | 09/02/2024, 14:22 PM | ok |
| Muhammad | 09/02/2024, 14:27 PM | I have a problem with the 2FA for all users, so I want to remove it entirely from the system. |
| Chrismary jade | 09/02/2024, 14:27 PM | Chrismary jade has joined the chat |
| Chrismary jade | 09/02/2024, 14:27 PM | Thank you for contacting Intuit QuickBooks Online Global Support. This is Jade. I hope you are doing well. How can I assist you? |
| Chrismary jade | 09/02/2024, 14:27 PM | Hi Muhammad! |
| Muhammad | 09/02/2024, 14:28 PM | hello |
| Muhammad | 09/02/2024, 14:28 PM | I have a problem with the 2FA for all users, so I want to remove it entirely from the system. |
| Chrismary jade | 09/02/2024, 14:29 PM | Do you mean you'd like to turn off the 2FA? |
| Muhammad | 09/02/2024, 14:29 PM | yes |
| Muhammad | 09/02/2024, 14:29 PM | for all users |
| Chrismary jade | 09/02/2024, 14:32 PM | I see. Thanks for confirming, Muhammad. |
| Chrismary jade | 09/02/2024, 14:32 PM | Before we proceed, once we've successfully disabled two-factor authentication and you're able to log in, is there anything else you'd like to do next? Perhaps you need assistance with your invoices? |
| Muhammad | 09/02/2024, 14:33 PM | no I just need to remove the OTP sending to the email and SMS for the logins and registering because it's not working and getting late for a really long time |
| Chrismary jade | 09/02/2024, 14:35 PM | I understand. Thanks for clarifying! No worries, we'll work on that together to turn off your 2FA option. |
| Chrismary jade | 09/02/2024, 14:35 PM | To start with, may I please ask for the email address and the company name of the account we are working on? |
| Muhammad | 09/02/2024, 14:36 PM | [WSL For public Transport and Delivery Services](#) |
| Muhammad | 09/02/2024, 14:36 PM | acc@wsl.iq |
| Chrismary jade | 09/02/2024, 14:38 PM | Thank you! Let me verify the account real quick and will proceed to check as well regarding our goal. |
| Muhammad | 09/02/2024, 14:38 PM | ok |
| Chrismary jade | 09/02/2024, 14:38 PM | Please allow me 2-3 minutes of your time. |
| Muhammad | 09/02/2024, 14:38 PM | ok |
| Chrismary jade | 09/02/2024, 14:42 PM | Thanks for patiently waiting, Muhammad. |
| Chrismary jade | 09/02/2024, 14:42 PM | In terms of your concern, please follow these steps to turn off your 2FA option.<br><br>1. Navigate/access to this link: https://accounts.intuit.com/app/sign-in?app_group=Identity&asset_alias=Intuit.cto.iam.ius&start_screen_hint=SignIn&iux_auto_off=true&redirect_url=https%3A%2F%2Faccounts.intuit.com%2Fapp%2Faccount-manager<br>2. Log in using your QB login ID and password<br>3. Select **Sign in & Security**.<br>4. Select the option **Turn Off.** |
| Muhammad | 09/02/2024, 14:44 PM | it's off, not on |
| Muhammad | 09/02/2024, 14:44 PM | I want to remove the phone number SMS OTP! |
| Muhammad | 09/02/2024, 14:45 PM | and 2fa is off as well |
| Chrismary jade | 09/02/2024, 14:48 PM | I understand. As an alternative, we can remove the phone number linked to your account, Muhammad. However, please note that the OTP will be sent to your email address instead. |
| Chrismary jade | 09/02/2024, 14:48 PM | To confirm, can you able to receive OTP through your email? |
| Muhammad | 09/02/2024, 14:49 PM | it takes a lot of time as well to use email otp up to 1 to 1.5 hor |
| Muhammad | 09/02/2024, 14:49 PM | hour* |
| Chrismary jade | 09/02/2024, 14:50 PM | May I ask if have you recently cleared your browser's cache or cookies, or are you using a new browser or device in signing in to your QBO account? |
| Muhammad | 09/02/2024, 14:52 PM | i tried multiple browsers as i mentioned in the phone call with your agent, and finally got to login on firefox, but our new users are struggling to login |
| Chrismary jade | 09/02/2024, 14:55 PM | Could you please tell me if you're using the same browser you typically use for logging in right now? If you're using a different browser, the system might request verification codes because it doesn't recognize your usual sign in browser. However, if you're still having issues even with your default browser, I apologize, and I'll need to reach out to our backend team for further investigation, Muhammad. |

| NAME | DATE TIME | MESSAGE |
|---|---|---|
| Muhammad | 09/02/2024, 14:59 PM | ok what about the neww userrss |
| Chrismary jade | 09/02/2024, 15:00 PM | For new users, typically they'll need to undergo verification, Muhammad, as required. |
| Muhammad | 09/02/2024, 15:05 PM | i need to remove it |
| Muhammad | 09/02/2024, 15:05 PM | i want the phone number removed |

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| Muhammad | 09/02/2024, 14:59 PM | ok what about the neww userrss |
| Chrismary jade | 09/02/2024, 15:00 PM | For new users, typically they'll need to undergo verification, Muhammad, as required. |
| Muhammad | 09/02/2024, 15:05 PM | i need to remove it |
| Muhammad | 09/02/2024, 15:05 PM | i want the phone number removed |