

# Accessing your organization if your identity provider is unavailable

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Organization owners can sign into GitHub Enterprise Cloud even if their identity provider is unavailable by bypassing single sign-on (SSO) and using their recovery codes.

### Who can use this feature

Organization owners can use a recovery code to bypass SAML SSO.

## About recovery codes

Organization owners can use one of their downloaded or saved recovery codes to bypass single sign-on. You may have saved these to a password manager. For more information about downloading recovery codes, see "[Downloading your organization's SAML single sign-on recovery codes](#)."

You can only use recovery codes once and you must use your codes in consecutive order. Recovery codes grant access for 24 hours.

## Using a recovery code

- 1 Attempt to access the organization.
- 2 Under the single sign-on dialog, click **Use a recovery code**.
- 3 In the "Recovery Code" field, type your recovery code.
- 4 Click **Verify**.

After you've used a recovery code, make sure to note that the code is no longer valid. You will not be able to reuse the recovery code.

### Legal