

This version of GitHub Enterprise was discontinued on 2023-03-15. No patch releases will be made, even for critical security issues. For better performance, improved security, and new features, [upgrade to the latest version of GitHub Enterprise](#). For help with the upgrade, [contact GitHub Enterprise support](#).

Recovering your account if you lose your 2FA credentials

In this article

Using a two-factor authentication recovery code

Authenticating with a security key

Further reading

If you lose access to your two-factor authentication credentials, you can use your recovery codes, or another recovery option, to regain access to your account.

Using a two-factor authentication recovery code [↗](#)

Use one of your recovery codes to automatically regain entry into your account. You may have saved your recovery codes to a password manager or your computer's downloads folder. The default filename for recovery codes is `github-recovery-codes.txt`. For more information about recovery codes, see "[Configuring two-factor authentication recovery methods](#)."

- 1 Type your username and password to prompt authentication.

Warning: If you protect your personal account with two-factor authentication but do not know your password, you will not be able to follow these steps to recover your account. GitHub can send a password reset email to a verified address associated with your account. For more information, see "[Updating your GitHub access credentials](#)."

- 2 Under "Having problems?", click **Use a recovery code**.
- 3 Type one of your recovery codes, then click **Verify**.

Authenticating with a security key [↗](#)

If you configured two-factor authentication using a security key, you can use your security key as a secondary authentication method to automatically regain access to your account. For more information, see "[Configuring two-factor authentication](#)."

Further reading [↗](#)

- ["Configuring two-factor authentication recovery methods"](#)

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