



# Troubleshooting: Invalid OTP

## PART 1 - Start with your smart phone:

1. **Open the Settings** app on your phone.
2. Scroll down and tap **General management** or **General**.
3. Tap **Date and time**.
4. Turn **ON** both:
  - **Automatic date and time**
  - **Automatic time zone**
5. (Optional but helpful) Restart the phone to ensure changes are applied.

**Tip:** If the phone was set to manual time or timezone, this could easily cause the Authenticator codes to go out of sync.

## PART 2 - Sync Time and Timezone on the Computer:

1. Click the **Start Menu**, then go to **Settings**.
2. Click on **Time & Language**.
3. Under **Date & Time**, make sure:
  - **Set time automatically** is turned ON.
  - **Set time zone automatically** is turned ON (or at least the correct timezone is selected).
4. Click **Sync now** under the “Synchronize your clock” section.
5. Restart the computer (optional but recommended).

**For Mac:**

1. Click the **Apple menu** and go to **System Settings** or **System Preferences**.
  2. Click **Date & Time**.
  3. Turn ON:
    - **Set date and time automatically**
    - **Set time zone automatically using current location**
  4. Restart the Mac.
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### **PART 3: Test Authenticator Again**

Once the time is synced on both devices:

1. Open the Authenticator app.
2. Try entering the code again.

If the time was the issue, it should now work.