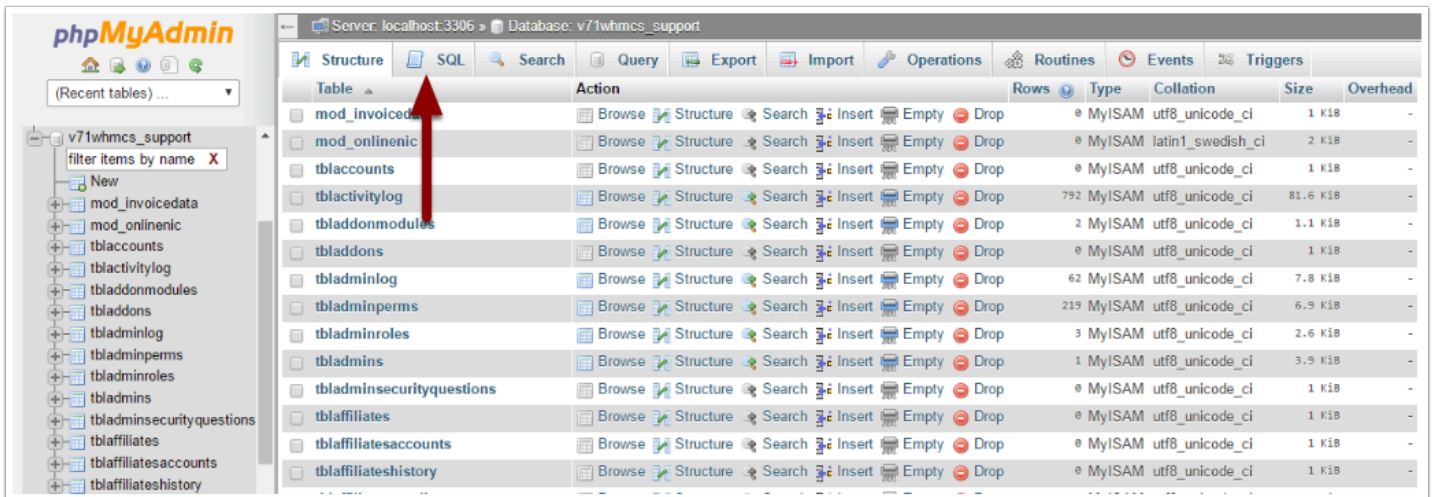


Handling Lost Backup Code

If you have lost both your two factor token (ie. phone) and the backup code, this article explains how to restore admin access.

1. Access the WHMCS MySQL database using your preferred method. This could be via the server's command line or a GUI such as phpmyadmin.
2. Click the SQL tab:

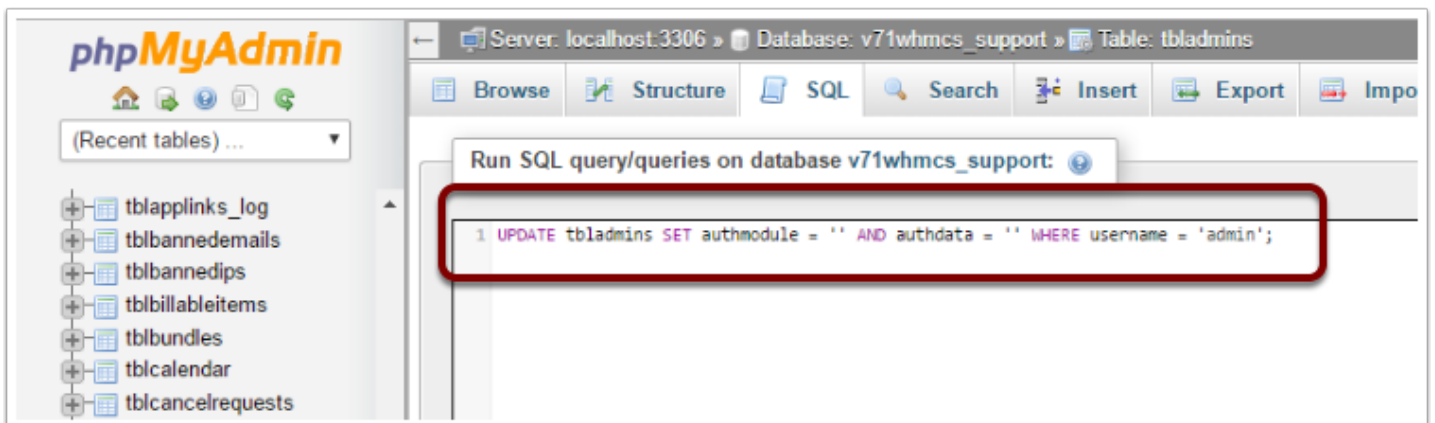


3. Execute the following command:

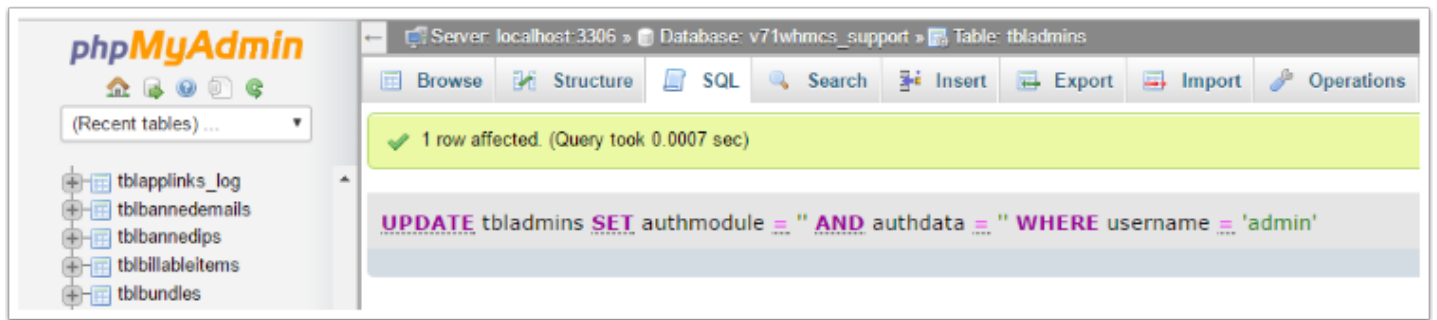
```
UPDATE tbladmins SET authmodule = '' AND authdata = '' WHERE username = 'youradminusername';
```

Replace *youradminusername* with your actual WHMCS Administrator Username.

In this example the username is "admin".



4. Click "Go"
5. If done correctly you will see a success message like this:



Two Factor Authentication is now disabled for the administrator account specified, so you can now login without the token.