



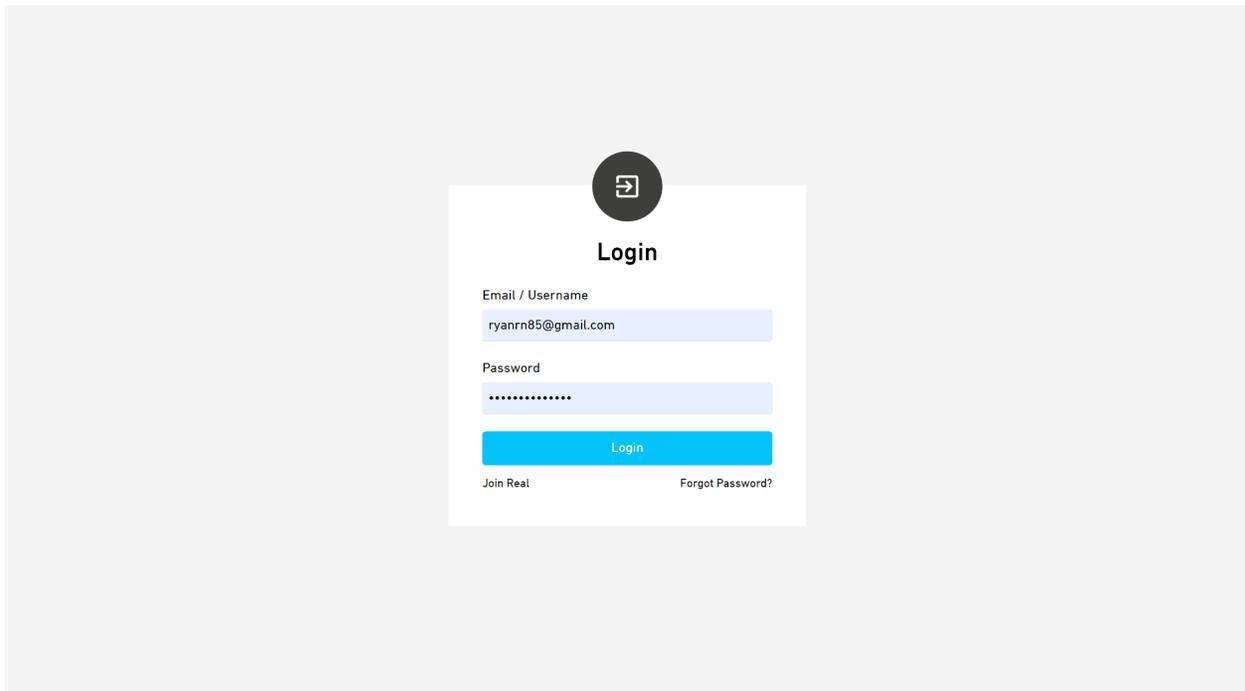
Set up or Remove 2-Factor Authentication

What is 2-Factor Authentication

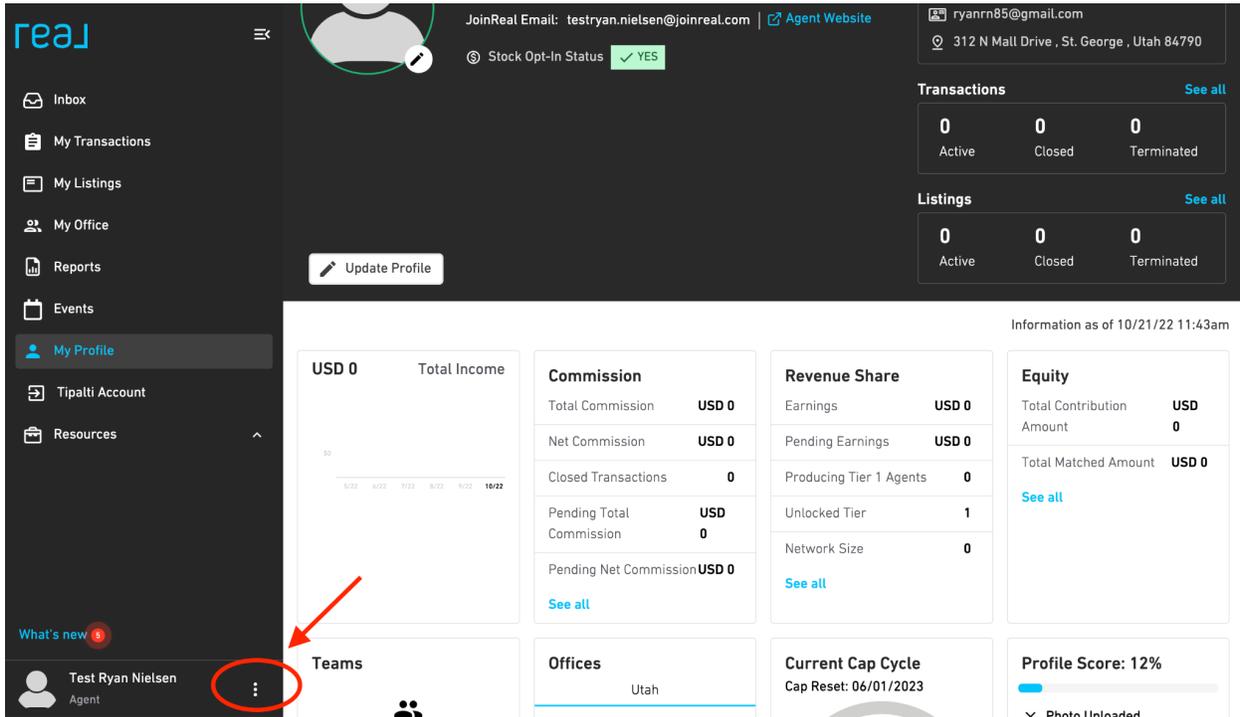
Two-factor authentication (2FA) provides an additional layer of security beyond passwords and is strongly recommended. Once enabled, your account is protected by requiring both your password and an authentication code from an authenticator app or your mobile device in order to log in to reZEN.

Where can I set up 2-factor authentication?

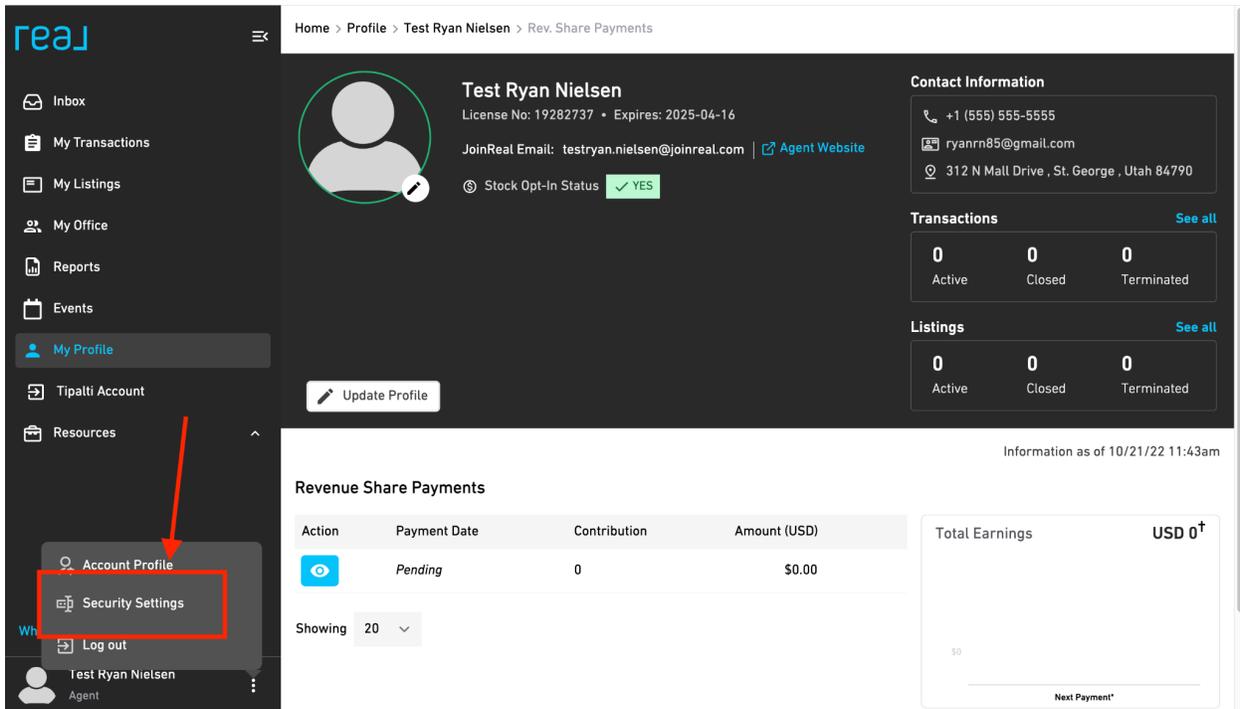
You can set up 2-factor authentication by logging into reZEN either through the app or by logging in online. You can access the online version of reZEN at bolt.therealbrokerage.com and use the same credentials you use to log into the This example is done on the online version of reZEN:



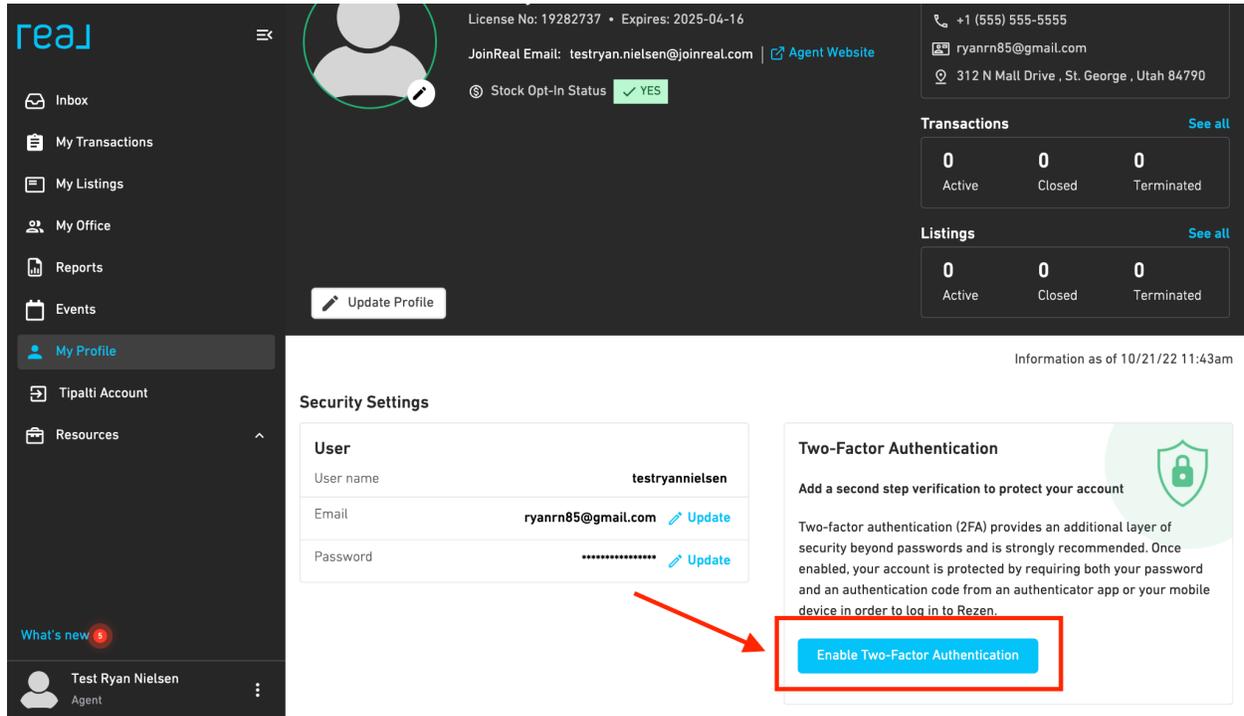
After logging in, click on the bottom left-hand corner to open up the security options



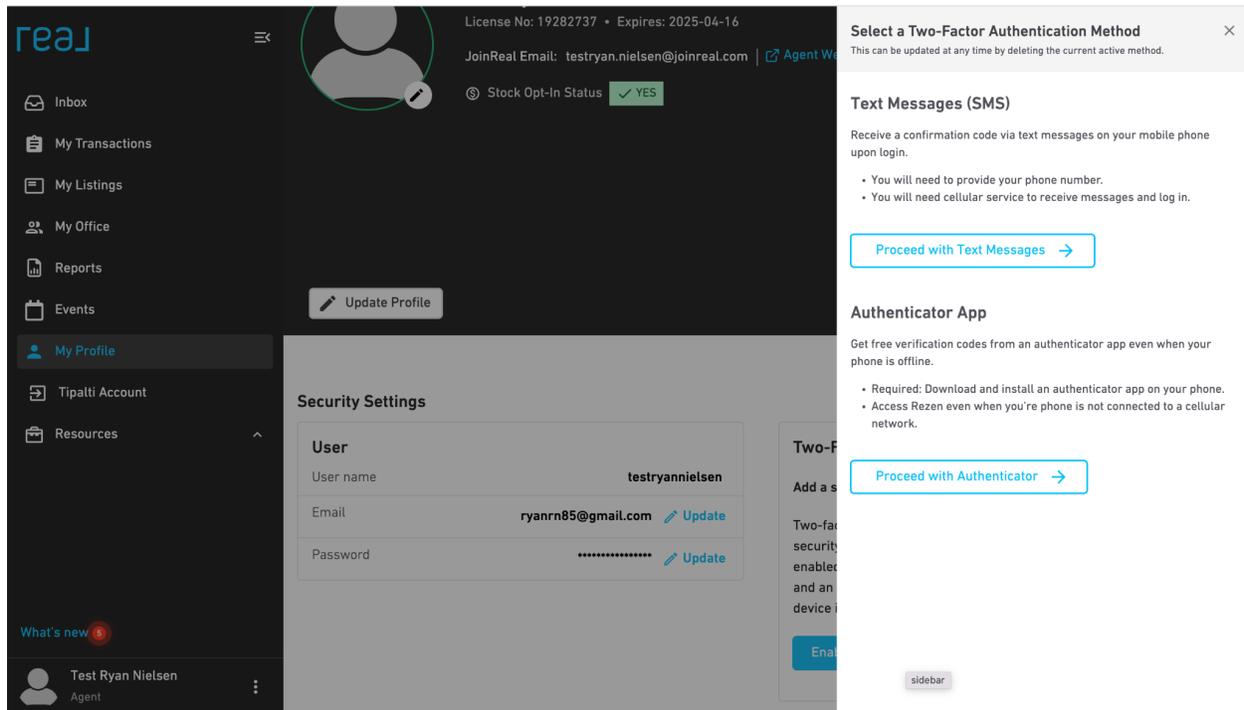
This box will appear and click on "Security Settings"



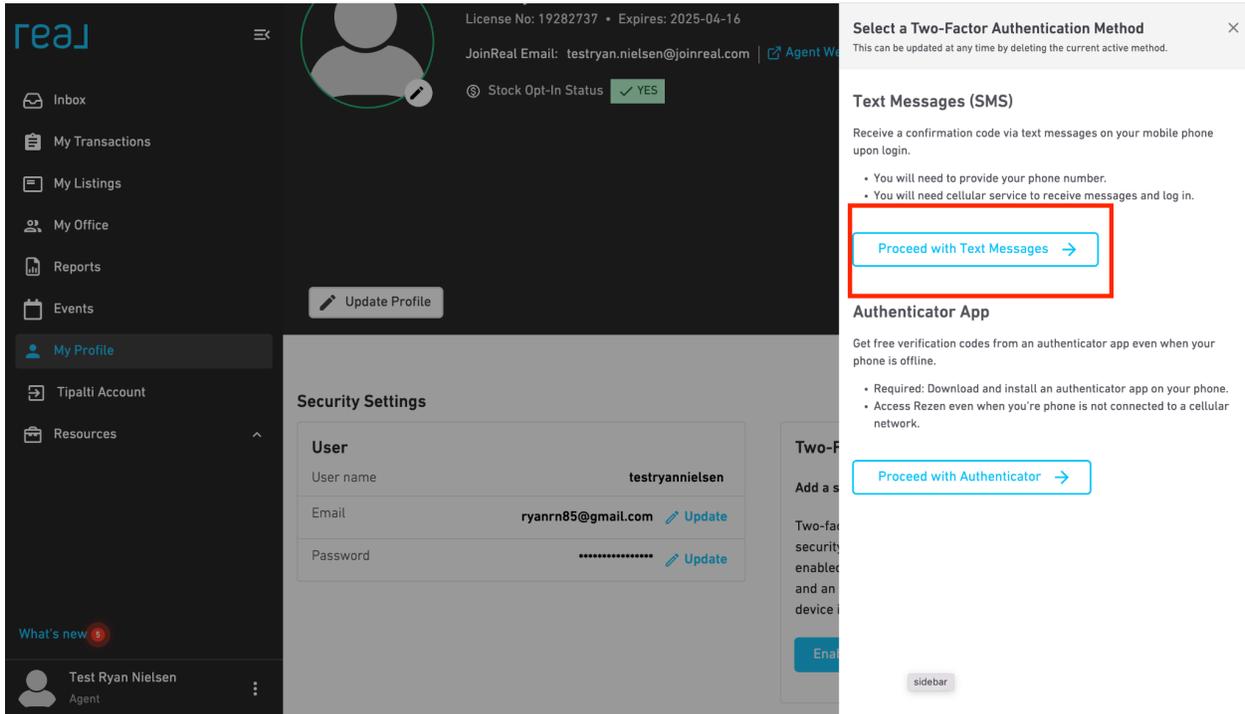
Click on "Enable Two-Factor Authentication"



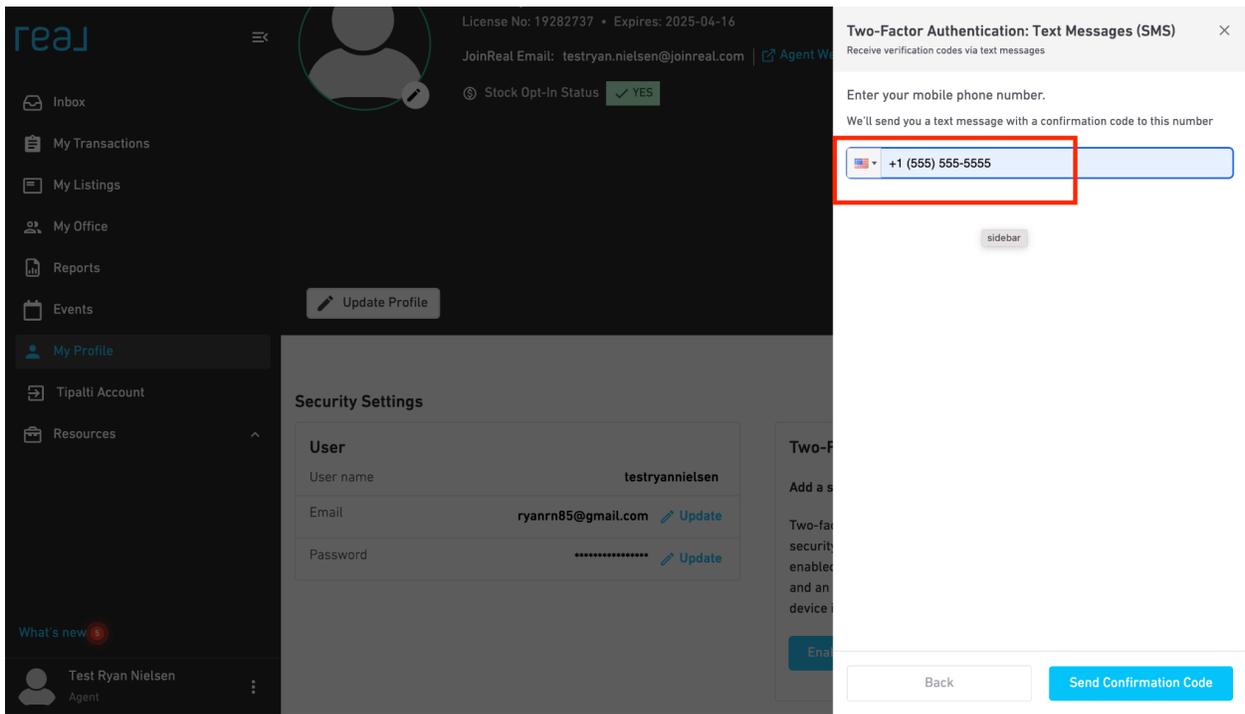
There are two different options for how to set up Two-Factor Authentication



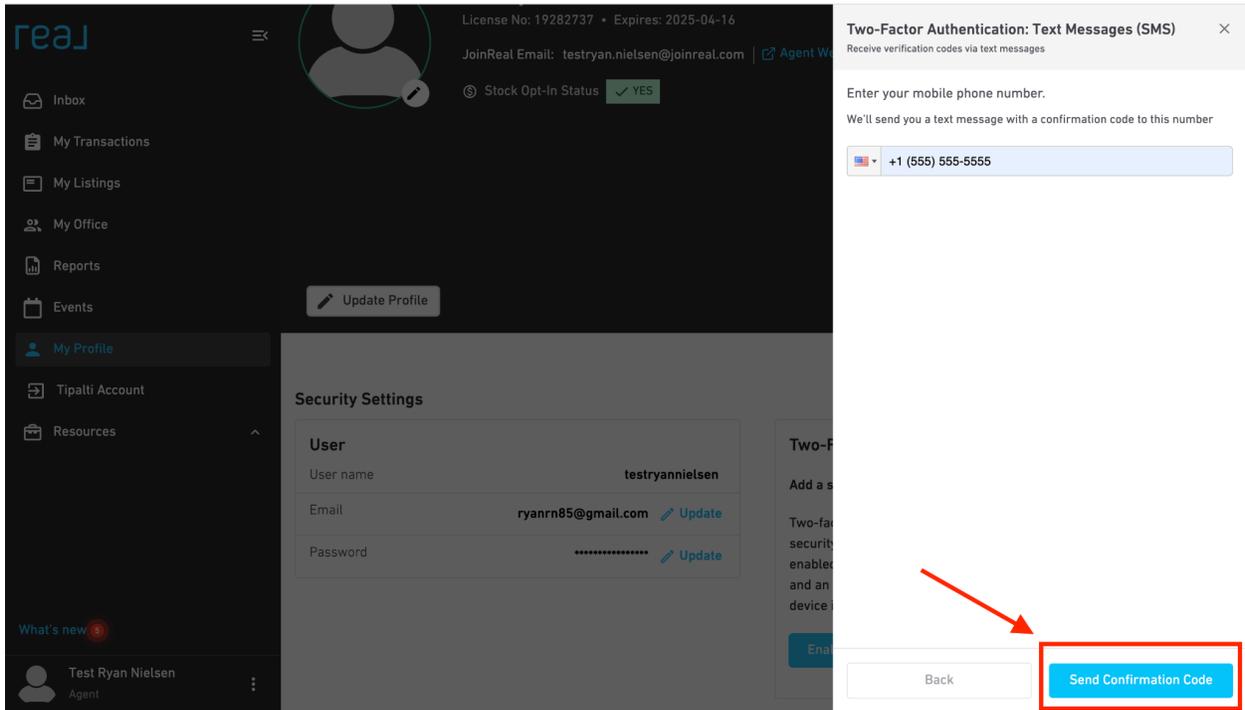
This example shows how to set up Two-Factor Authentication with text messaging. Click on “Proceed with Text Messages”



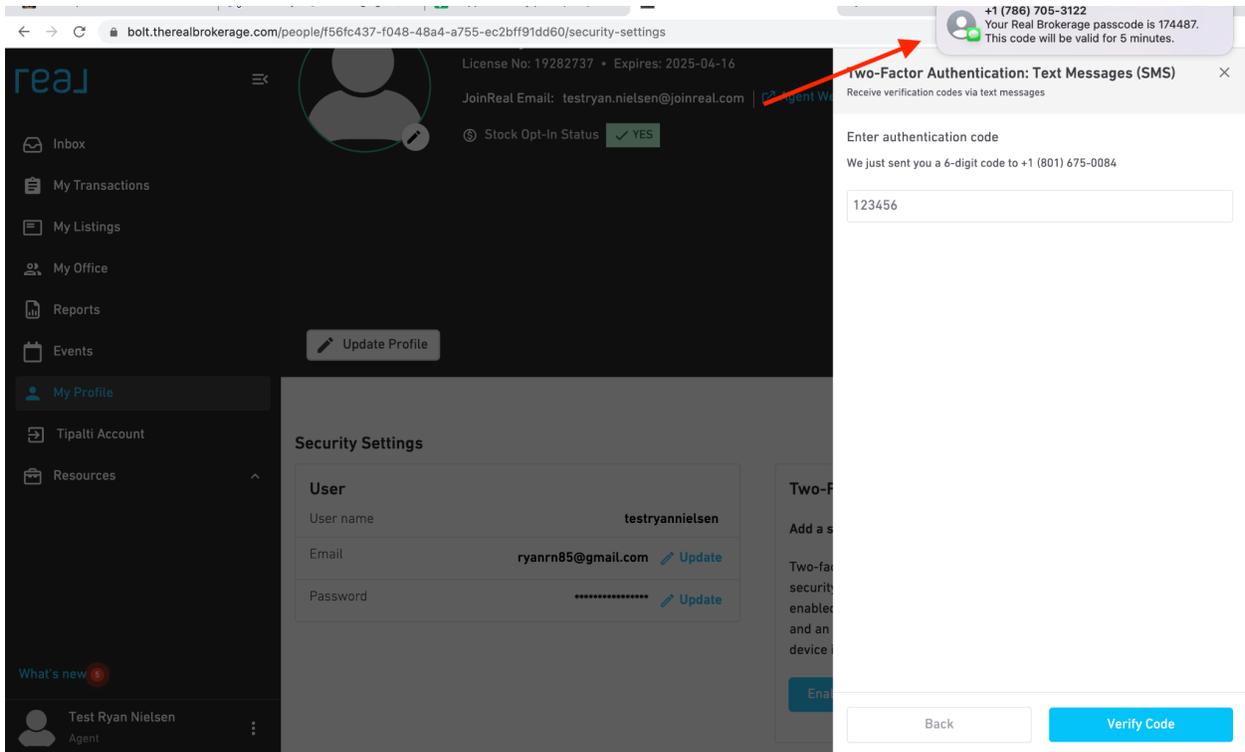
After you click on “Proceed with Text Messages” you will need to enter the cell phone number where you want to receive the authentication code



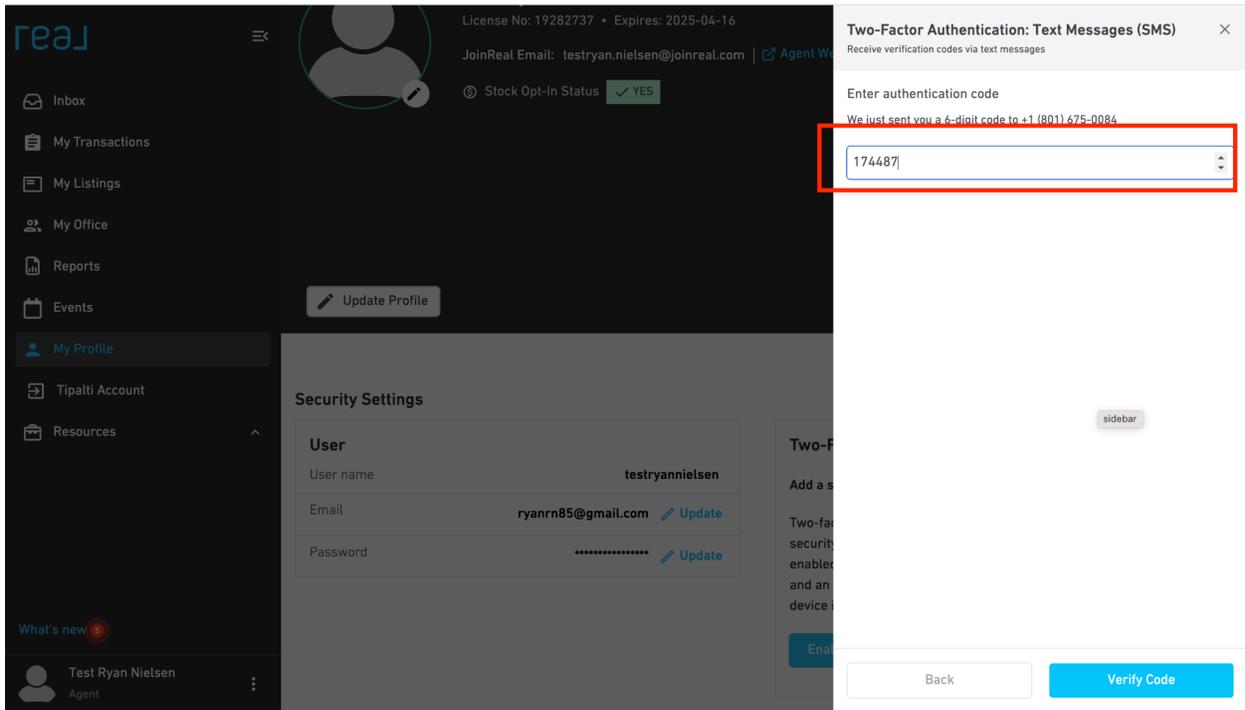
Type in your cell phone number and click "Send Confirmation Code"



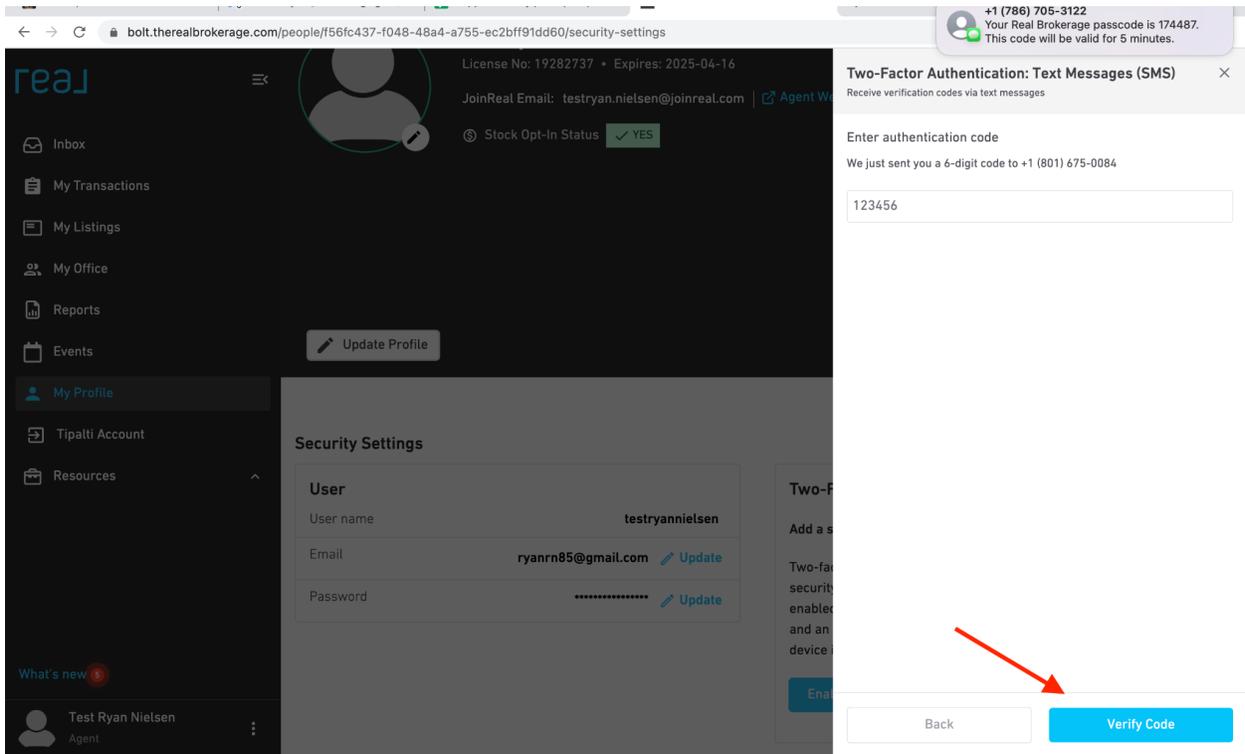
You should receive a text message with a unique 6-digit number



Type that 6-digit code into the box



Then click "Verify Code"



The Two-Factor Authentication is now active on your account

The screenshot shows a user profile for Test Ryan Nielsen. The profile includes contact information, transaction statistics, and listing counts. The Security Settings section is expanded, showing user details and two-factor authentication status. A red box highlights a success message: "Successfully enabled two factor authentication." with a close button. A red arrow points from the "Update" link next to the email address to the success message.

User Profile: Test Ryan Nielsen, License No: 19282737, Expires: 2025-04-16, JoinReal Email: testryan.nielsen@joinreal.com, Agent Website, Stock Opt-In Status: YES.

Contact Information: +1 (555) 555-5555, ryanrn85@gmail.com, 312 N Mall Drive, St. George, Utah 84790.

Transactions: 0 Active, 0 Closed, 0 Terminated.

Listings: 0 Active, 0 Closed, 0 Terminated.

Security Settings:

- User: testryannielsen
- Email: ryanrn85@gmail.com (Update)
- Password: [Redacted] (Update)
- Two-Factor Authentication: Status: Enabled
- Method: Text Messages (SMS)
- Phone: +1 (801) 675-0084

Success Message: Successfully enabled two factor authentication. X

The next time you log in to your reZEN app you will see this screen after putting in your username and password

The screenshot shows a verification screen for Two-Factor Authentication. It includes a title, a message about the enabled feature, a 6-digit code input field, and a Verify button. A Resend code link is also present.

Two-Factor Authentication

Two-factor authentication is enabled for your account.
Enter the code we texted to (***) *** - 0084.

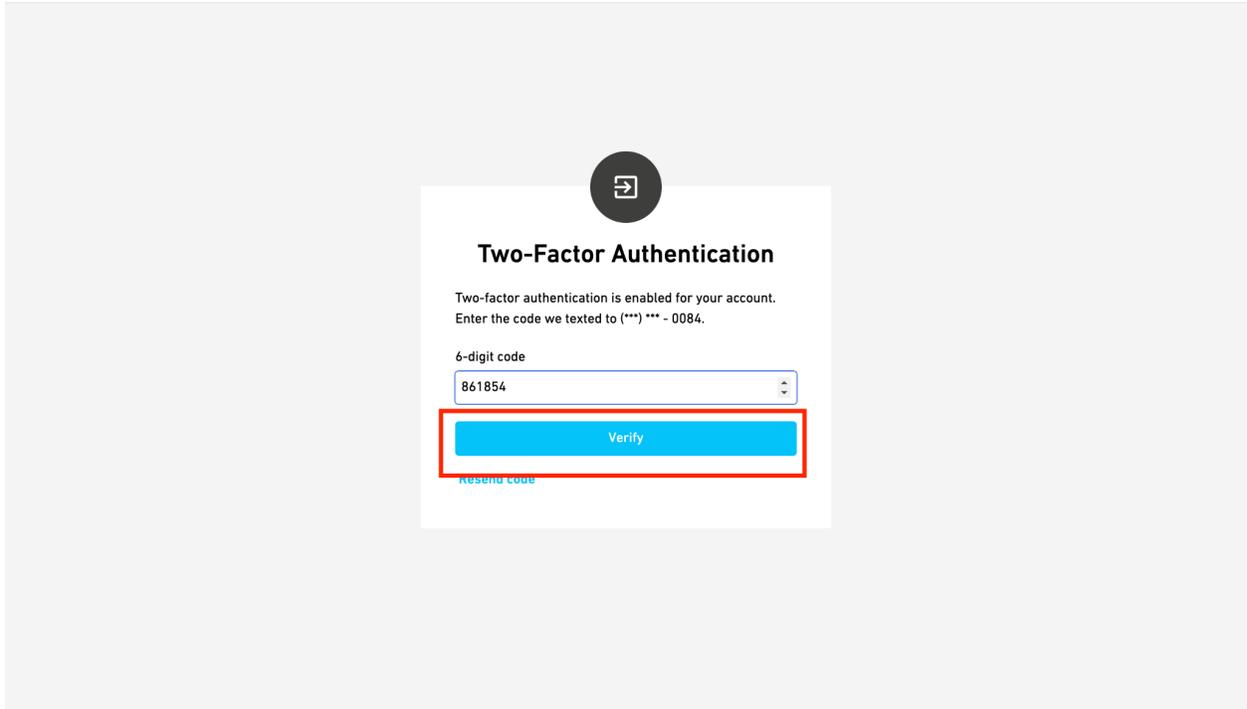
6-digit code

123456

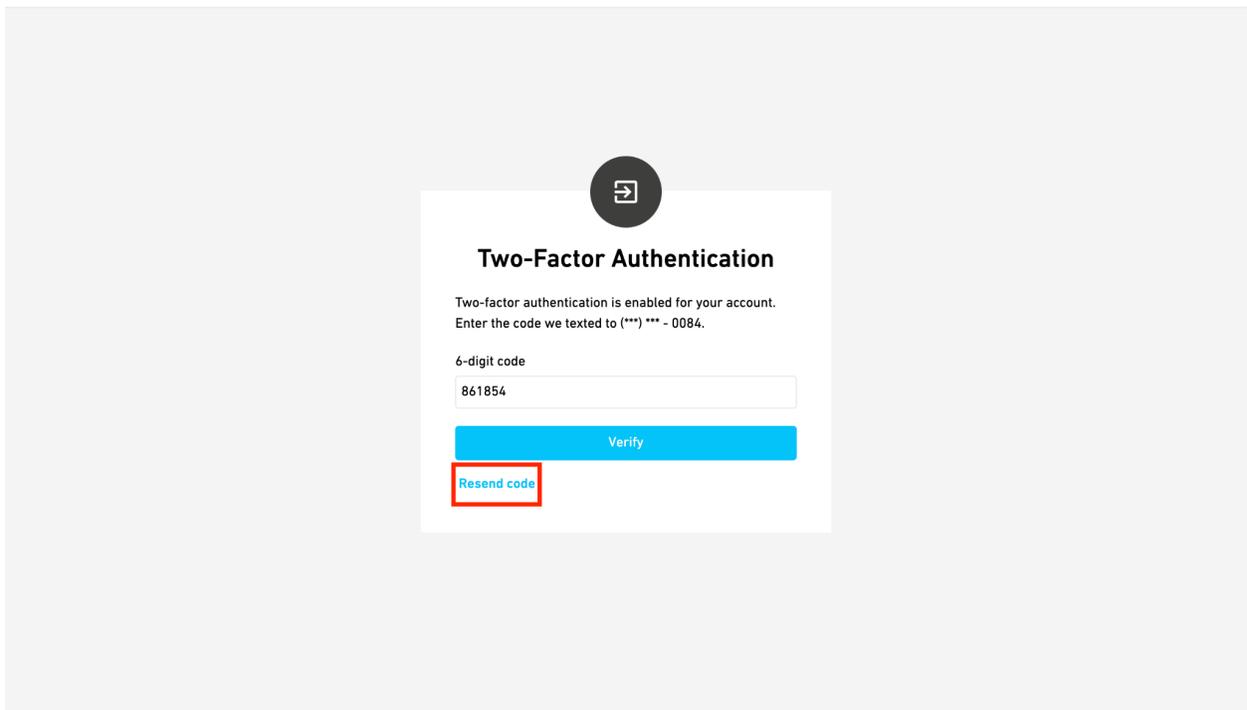
Verify

[Resend code](#)

You will receive the 6-digit code via text message to the number you previously provided



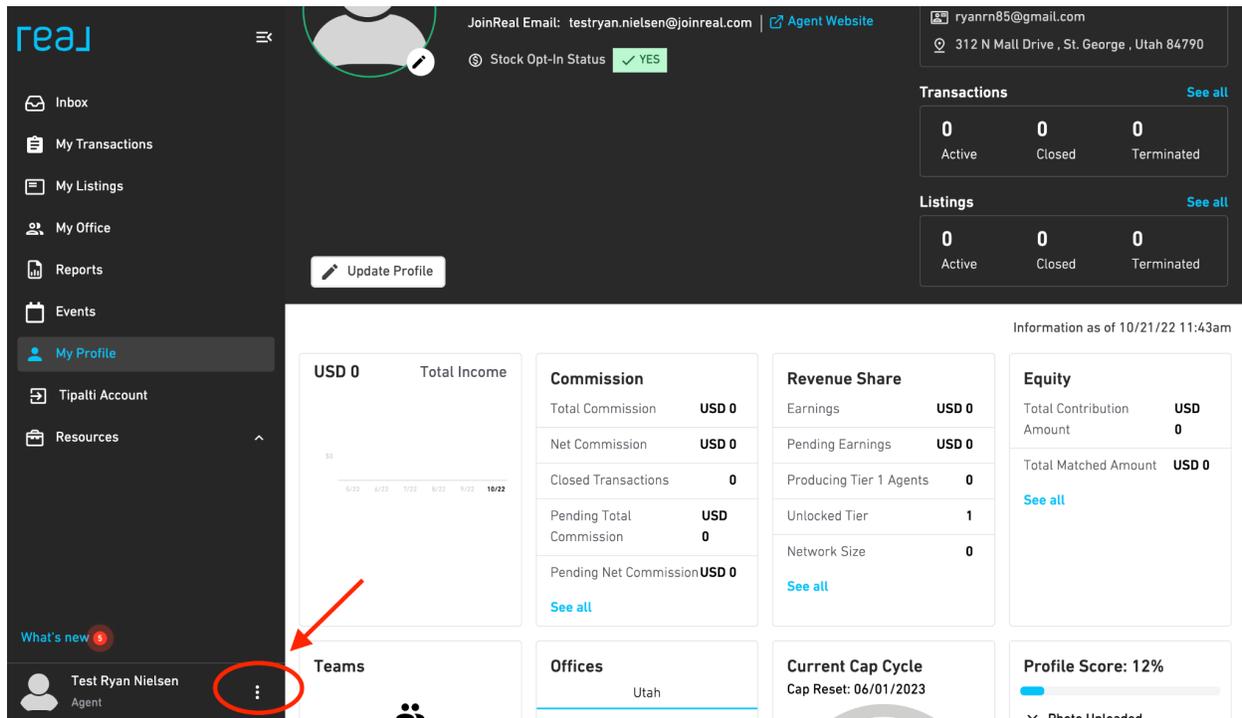
If you do not receive the code or you take longer than five minutes to enter the code, simply click on "Resend Code" and another 6-digit code will be sent to you



How to remove Two-Factor Authentication

If you would like to remove the two-factor authentication from your account, follow these instructions.

After logging in, click on the bottom left-hand corner to open up the security options



The screenshot shows the JoinReal dashboard interface. At the top, the user's profile information is displayed, including the email address 'testryan.nielsen@joinreal.com', a link to the 'Agent Website', and the address '312 N Mall Drive, St. George, Utah 84790'. The dashboard is divided into several sections: a left-hand navigation menu, a top navigation bar, and a main content area. The left-hand navigation menu includes options like 'Inbox', 'My Transactions', 'My Listings', 'My Office', 'Reports', 'Events', 'My Profile', 'Tipalti Account', and 'Resources'. The top navigation bar features an 'Update Profile' button. The main content area displays various financial and performance metrics, including 'Total Income' (USD 0), 'Commission' (Total Commission: USD 0, Net Commission: USD 0, Closed Transactions: 0, Pending Total Commission: USD 0, Pending Net Commission: USD 0), 'Revenue Share' (Earnings: USD 0, Pending Earnings: USD 0, Producing Tier 1 Agents: 0, Unlocked Tier: 1, Network Size: 0), 'Equity' (Total Contribution Amount: USD 0, Total Matched Amount: USD 0), 'Teams', 'Offices' (Utah), 'Current Cap Cycle' (Cap Reset: 06/01/2023), and 'Profile Score: 12%'. A red circle highlights the three-dot menu icon in the bottom left corner of the dashboard, and a red arrow points to it from the text above.

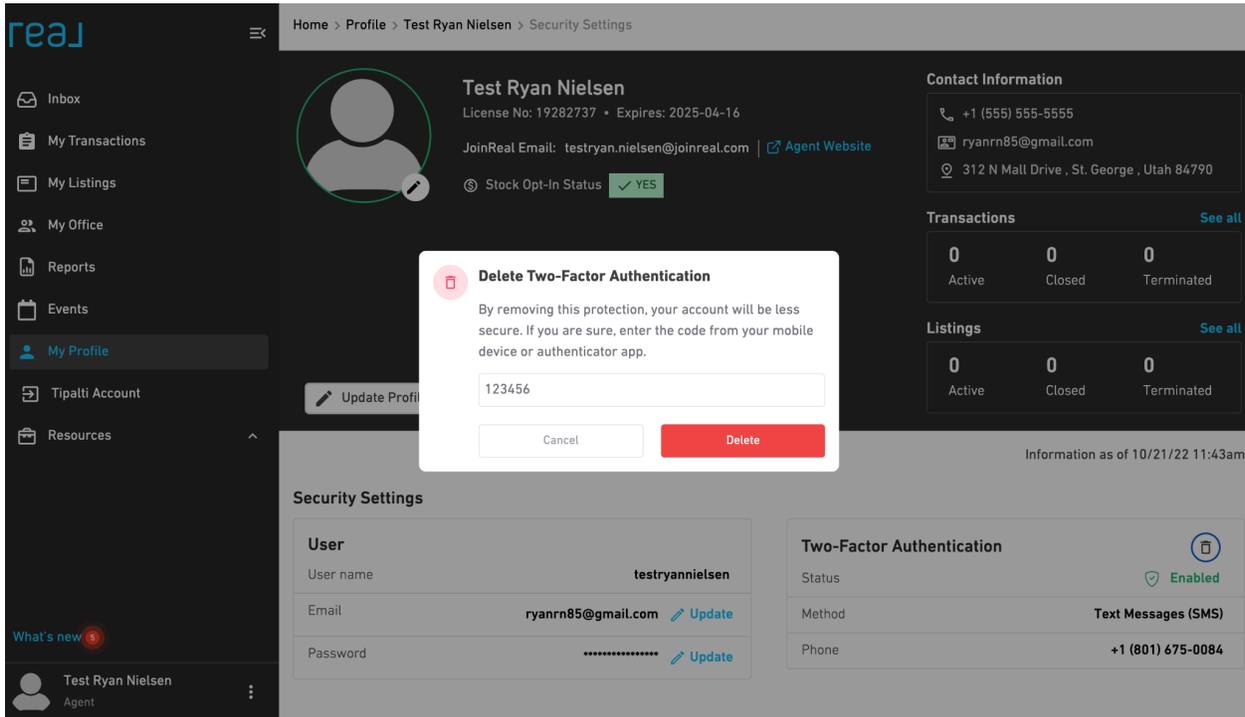
This box will appear and click on "Security Settings"

The screenshot shows the Real Broker profile page for Test Ryan Nielsen. The left sidebar contains a menu with options: Inbox, My Transactions, My Listings, My Office, Reports, Events, My Profile, Tipalti Account, and Resources. The 'My Profile' option is selected, and a dropdown menu is open, showing 'Account Profile', 'Security Settings' (highlighted with a red box), and 'Log out'. The main content area displays profile information, contact information, and revenue share payments. The revenue share payments table shows one pending payment of \$0.00.

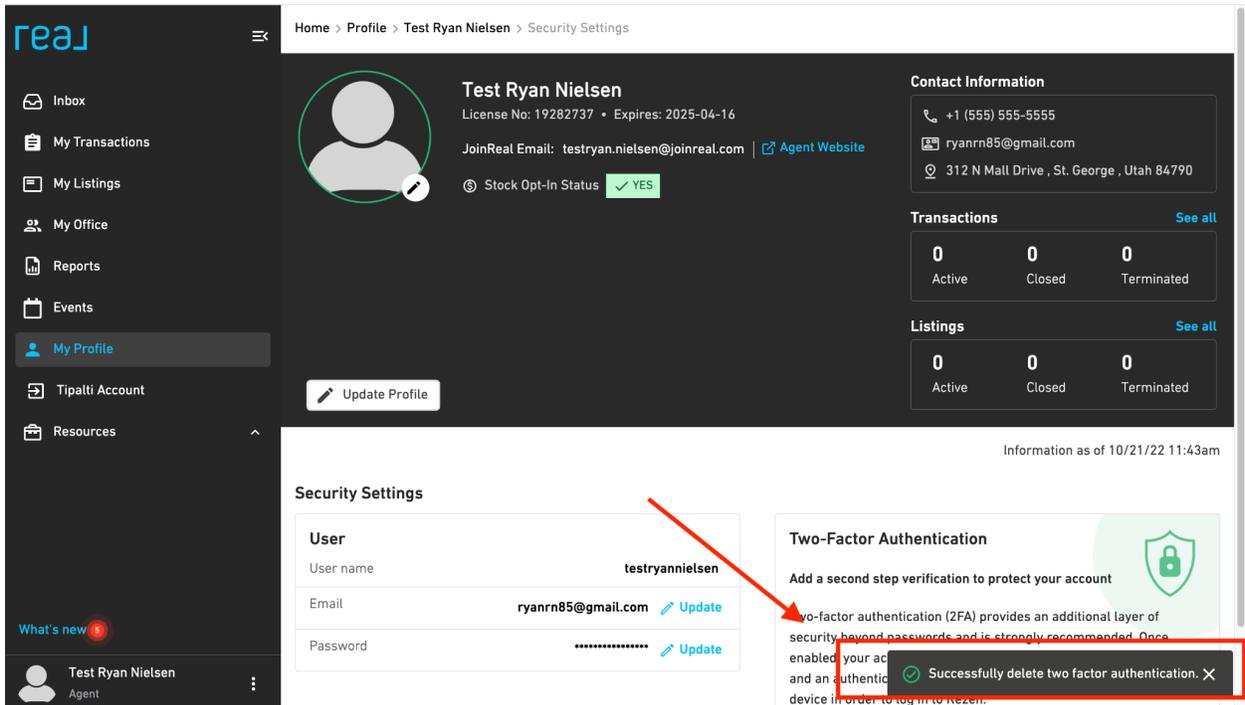
Click on the image that appears to look like a garbage can, located here

The screenshot shows the Real Broker Security Settings page for Test Ryan Nielsen. The page is divided into two main sections: 'User' and 'Two-Factor Authentication'. The 'User' section includes fields for User name (testryannielsen), Email (ryanrn85@gmail.com), and Password (masked with dots). The 'Two-Factor Authentication' section shows the status as 'Enabled' and the method as 'Text Messages (SMS)'. A red box highlights a trash can icon in the top right corner of the Two-Factor Authentication section, which is used to delete the current authentication method.

You will receive a text message with a 6-digit code. This text message will be sent to the same number that you provided when you set up the two-factor authentication.



Once you enter the 6-digit code and click on “Delete” you will receive confirmation in the bottom right corner of the screen indicating that the two-factor authentication was removed.



If you wish to add it back, simply follow the instructions above.

real

License No: 19282737 • Expires: 2025-04-16

JoinReal Email: testryan.nielsen@joinreal.com | [Agent Website](#)

Stock Opt-In Status YES

+1 (555) 555-5555

ryanrn85@gmail.com

312 N Mall Drive, St. George, Utah 84790

Inbox

My Transactions

My Listings

My Office

Reports

Events

Update Profile

My Profile

Tipalti Account

Resources

What's new

Test Ryan Nielsen
Agent

Transactions [See all](#)

0 Active 0 Closed 0 Terminated

Listings [See all](#)

0 Active 0 Closed 0 Terminated

Information as of 10/21/22 11:43am

Security Settings

User	
User name	testryannielsen
Email	ryanrn85@gmail.com Update
Password	***** Update

Two-Factor Authentication

Add a second step verification to protect your account

Two-factor authentication (2FA) provides an additional layer of security beyond passwords and is strongly recommended. Once enabled, your account is protected by requiring both your password and an authentication code from an authenticator app or your mobile device in order to log in to Rezen.

[Enable Two-Factor Authentication](#)

If you have additional questions, please watch this [video](#).

If you need further assistance, please reach out to our Support team by emailing support@therealbrokerage.com or through the Support tab on your mobile app.