

Amazon Two-Step Verification Instructions

If you're facing the issue of [Positive Feedback Integration](#) failing, please follow the instruction as below.


If you haven't enabled the Two-Step Verification [>>>>](#)

If you've already enabled the Two-Step Verification [>>>>](#)

Haven't enabled the Two-Step Verification


*****NOTE: please use the email login you grant access for BQool*****

– Positive Feedback Integration off

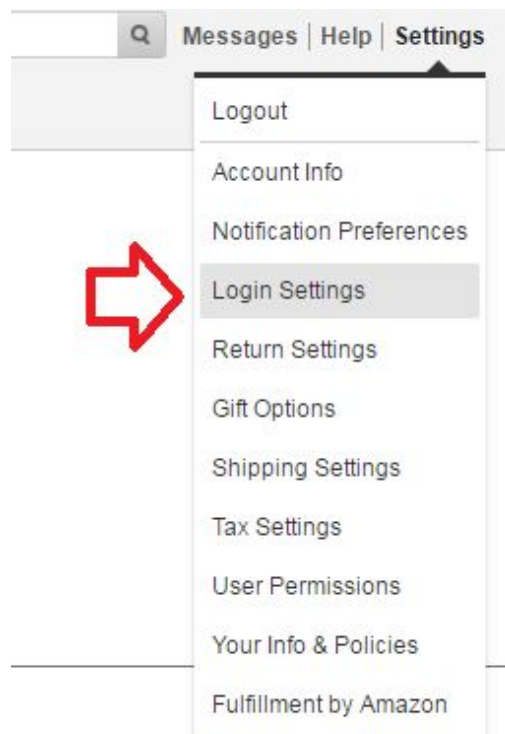
Seller Central Email: 

Seller Central Password:

Confirm Password:

Barcode Key: 

1. Please enable the 2-step verification in Seller Central. Log in to **Seller Central**. Go to **[Settings] > [Login Settings]**.



2. Edit [Advanced Security Settings].

The screenshot shows the Amazon Seller Central interface. At the top, the navigation bar includes the Amazon logo, the text "amazon seller central", and a list of menu items: INVENTORY, PRICING, ORDERS, ADVERTISING, REPORTS, and PERFORMANCE. Below this, the "Login Settings" section is displayed. It contains four rows, each with a label, a masked value, and an "Edit" button. The rows are: Name, Email, Password, and Advanced Security Settings. The "Advanced Security Settings" row is highlighted with a red rectangular box, and a red arrow points to its "Edit" button.

***NOTE: Please make sure you are on the same marketplace when you link to "Advanced Security Settings".**

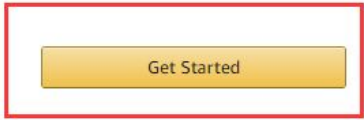
This block contains two screenshots illustrating a marketplace consistency note. The top screenshot shows the Amazon.ca homepage with a yellow note that reads: "***NOTE*** Please make sure these two site are the same marketplace". A red box highlights the URL "https://www.amazon.ca/a/settings/approval" in the browser's address bar. A red arrow points from this box to the bottom screenshot. The bottom screenshot shows the Seller Central interface with a red box highlighting the URL "https://sellercentral.amazon.ca/ap/...". Below the URL, the "Advanced Security Settings" section is visible, with the "Advanced Security Settings" row highlighted by a red box. To the right of the screenshots, there is text explaining that the same password is used for multiple sites and that Two-Step Verification will remain secure. Below this text, there are images of a smartphone and a computer screen displaying the Two-Step Verification code entry page.

3. "Get Started" with the two-step verification.

Advanced Security Settings

Two-Step Verification

Require your mobile phone to sign in to your account



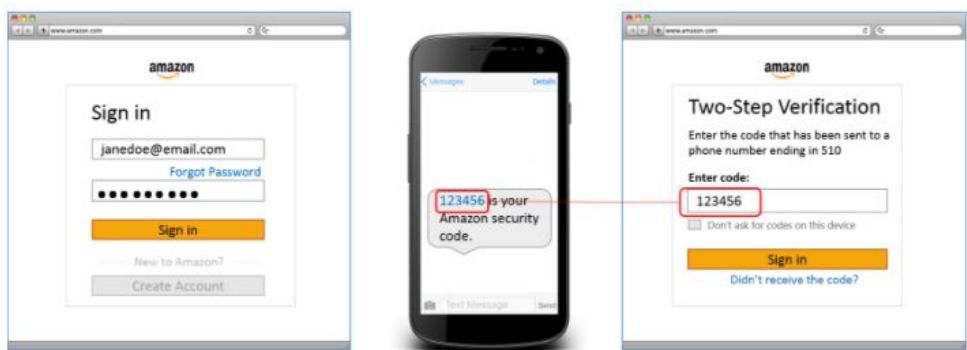
Why do I need this?

Passwords can get stolen - especially if you use the same password for multiple sites. Adding Two-Step Verification means that even if your password gets stolen, your Amazon account will remain secure.

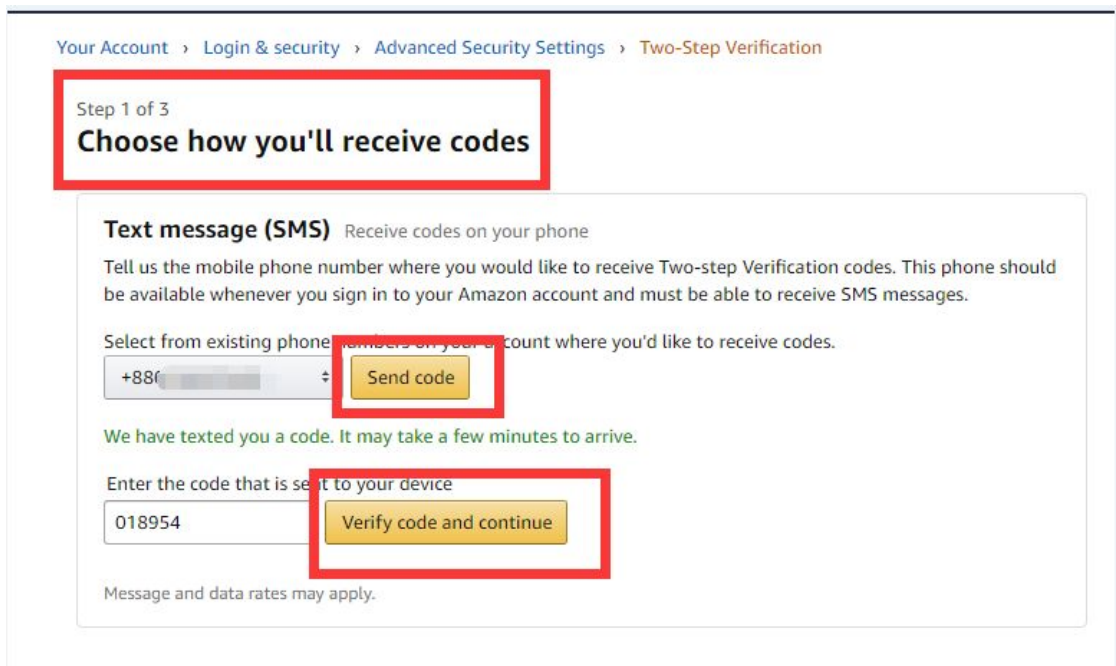
How does it work?

After you turn on Two-Step Verification for your account, signing in will be a little different:

1. You'll enter your password, as usual.
2. We'll send you a code.
3. You'll enter the code, and complete your sign in.



4. [Step 1 of 3] Choose "Text Message(SMS)" to receive a code to your device.



5. Choose “Authenticator App”

Step 1 of 3


Choose how you'll receive codes

Text message (SMS) Receive codes on your phone

Authenticator App Generate codes even when you don't have cell service

Rather than having a code texted to you every time you sign in, you will use an Authenticator app on your phone to generate a code. You will enter the code at sign in the same way as with texted codes.

1. **Open** your Authenticator App. [Need an app?](#) ▾
2. **Add** an account within the app, and scan the barcode below.



[Can't scan the barcode?](#) ▾

3. **Enter code.** After you've scanned the barcode, enter the code generated by the app:

6. [Step 2 of 3] Click on “**Can't scan the barcode**” and it will show a 52-digit code. Please **DO NOT Refresh** this page before the verification is done.

NOTE: Please note down this code. You will need to provide it to BQool later.

[Your Account](#) › [Login & security](#) › [Advanced Security Settings](#) › [Two-Step Verification](#)

Step 2 of 3

Add backup method


If you don't have access to your preferred method, you can use a backup method in order to sign in. Adding a backup method is required to prevent losing access to your account. You can always edit these methods on your Advanced Security Settings page.

Phone number Receive codes on your phone

Authenticator App Generate codes even when you don't have cell service

Rather than having a code texted to you every time you sign in, you will use an Authenticator app on your phone to generate a code. You will enter the code at sign in the same way as with texted codes.

1. **Open** your Authenticator App. [Need an app?](#) ▾
2. **Add** an account within the app, and scan the barcode below.



[Can't scan the barcode?](#) ▾

3. **Enter code.** After you've scanned the barcode, enter the code generated by the app:

Step 2 of 3

Add backup method

If you don't have access to your preferred method, you can use a backup method in order to sign in. Adding a backup method is required to prevent losing access to your account. You can always edit these methods on your Advanced Security Settings page.

The screenshot shows the 'Add backup method' screen with two options: 'Phone number' and 'Authenticator App'. The 'Authenticator App' option is selected. A red-bordered overlay box titled 'Can't scan the barcode?' contains the following instructions:

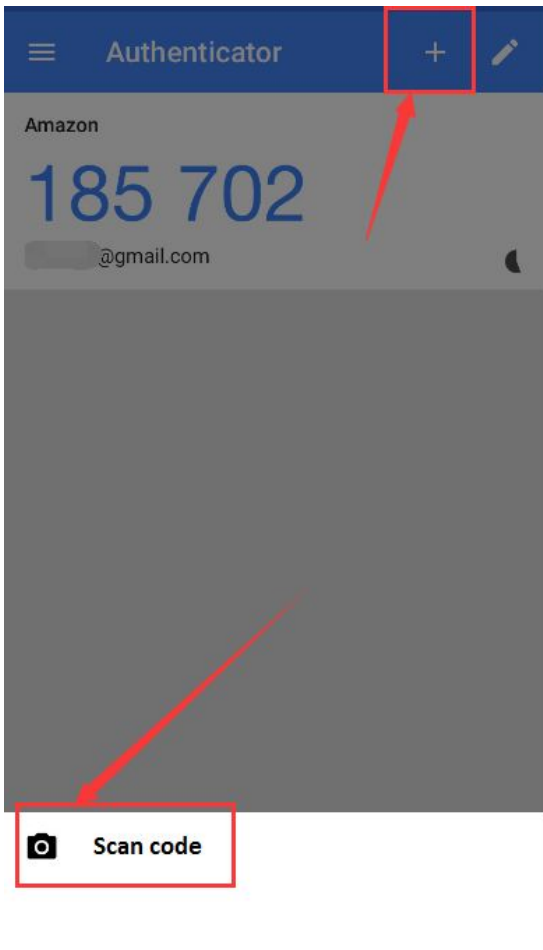
1. Open your Authenticator App and select "Manually add account" from the menu.
2. In "Enter account name" type your full email address.
3. In "Enter your key" type the following key (space not required):
W4PA G 4 C 6 KE 1 L 2 W 7 H 3 P F
UM M Q J MA 3RRQ
4. Set key type to "Time based".
5. Tap Add.

Below the overlay, the text reads: "When you sign in, you will use an Authenticator app on your phone the same way as with texted codes." A red text overlay says "Provide this code to BQool". At the bottom, there is a text input field and a yellow button labeled "Verify code and continue".

7. Use your device to open the "Google Authenticator" app

The screenshot shows a search for 'google authenticator' in an app store. The search results for 'Google Authenticator' by Google, Inc. are highlighted with a red box. The app has a 4.5-star rating from 25 reviews. An 'open' button is visible next to the app listing. Below the search results is a preview of the app's interface, showing a blue header with 'Authenticator', a large blue number '9374', and the email address 'lean@sample.com'.

8. Use the app to **scan QR code**



9. Copy and paste the **6-digit code** back to Seller Central.

Step 2 of 3


Choose how you'll receive codes

Text message (SMS) Receive codes on your phone

Authenticator App Generate codes even when you don't have mobile service

Rather than having a code texted to you every time you sign in, you will use an Authenticator app on your phone to generate a code. You will enter the code at sign in the same way as with texted codes.

1. **Open** your Authenticator App. [Need an app?](#)
2. **Add** an account within the app and scan the barcode below.



[Can't scan the barcode?](#)

3. **Enter code.** After you've scanned the barcode, enter the code generated by the app:

10. [Step 3 of 3] Finish the verification step

Step 3 of 3

Almost done...

Just two more important things to know:

1. Alternate sign in method

Some devices are unable to display a second screen prompting you to enter a security code, but Two-Step Verification will still be required. Here's how it will work:

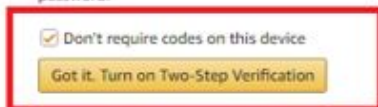
1. Sign in with your password. An error message will occur.
2. A security code will be sent to your preferred phone. You may also use an authenticator app.
3. Add ("append") the security code to the end of your password, and click "sign in" again.



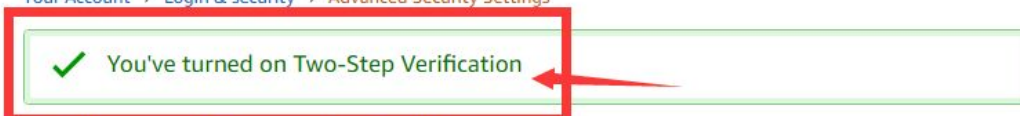
You will then be signed in to your Amazon account.

2. Skip codes on your personal devices

If you are signing in on a personal device that you use often, you can choose to not be asked for codes on that device in the future. Any time you sign in again on that device, you will only need your password.



Your Account > Login & security > Advanced Security Settings



Advanced Security Settings

Two-Step Verification

Enabled

Disable

Preferred method [Change](#)

+888-
Sent by text message

Login number - [Learn more](#) ▾

[Change](#)

Backup methods

Authenticator App [Add new app](#)
1 app enrolled

[Add new phone](#)

11. Please put your **52-digit code** back to BQool Feedback Central. You will find it in **Settings > Generals > Positive Feedback Integration**.

Dashboard Campaigns Emails Images Blacklist Feedback Settings

+ Email Notification

+ Feedback Status

- Positive Feedback Integration off

Seller Central Email:

Seller Central Password:

Confirm Password:

Barcode Key: ?

BQool receives most of its data from Amazon API. However, positive feedback data is only available through Seller Central. By performing Positive Feedback Integration Walkthrough for detail.
The Positive Feedback Integration feature is only available on the \$25 subscription plan and above.

? Positive Feedback Integration Walkthrough ? Amazon Two-Step Verification Walkthrough

Already enabled the two-step verification

*****NOTE: please make sure the two-step verification is under the email you grant access for BQool*****

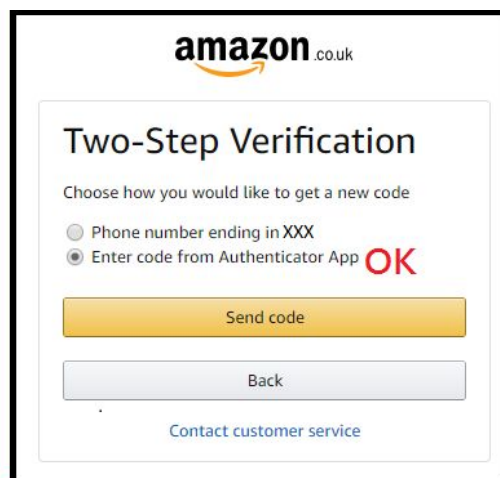


The screenshot shows the 'Positive Feedback Integration' settings page. At the top, there is a toggle switch labeled 'off'. Below it, there are four input fields: 'Seller Central Email' (containing 'bqool@yourcomapnyname.com'), 'Seller Central Password', 'Confirm Password', and 'Barcode Key'. A red arrow points to the email field. A blue question mark icon is visible at the end of the 'Barcode Key' field.

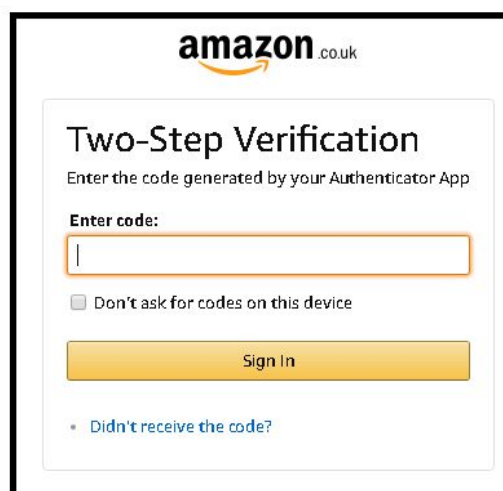
1. Please Login to **Seller Central**. And you should see the image like the **right one**. If yours are the same as the left one, it means you haven't set up the Two-step Verification yet.



The screenshot shows the 'Verifying that it's you' page. It features the Amazon logo at the top. The main heading is 'Verifying that it's you'. Below it, there is a message: 'For your security, we need to verify your identity. We've sent a code to the email [redacted]. Please enter it below.' There is an 'Enter code' field with a red 'Not Setup' message overlaid on it. Below the field is a yellow 'Continue' button and a blue 'Resend code' link.

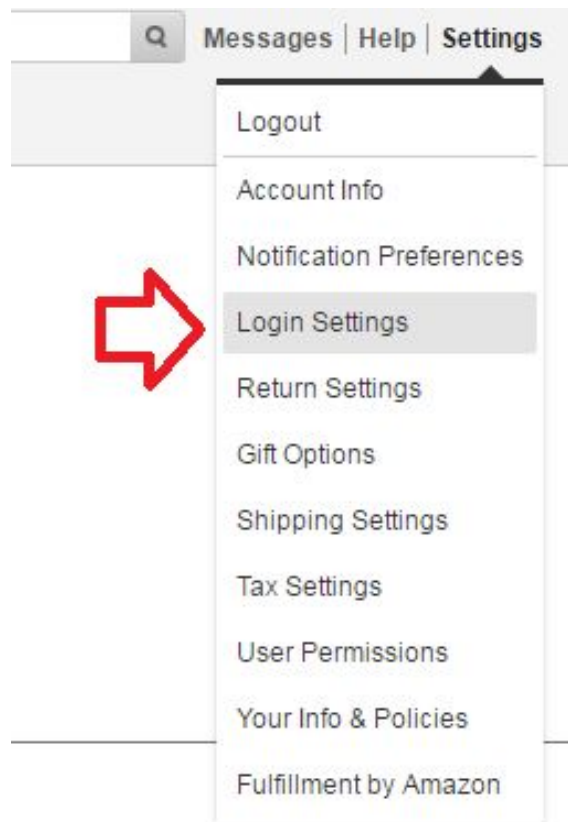


The screenshot shows the 'Two-Step Verification' page. It features the Amazon logo at the top. The main heading is 'Two-Step Verification'. Below it, there is a message: 'Choose how you would like to get a new code'. There are two radio button options: 'Phone number ending in XXX' and 'Enter code from Authenticator App'. The second option is selected and has a red 'OK' next to it. Below the options are two buttons: a yellow 'Send code' button and a grey 'Back' button. At the bottom, there is a blue 'Contact customer service' link.

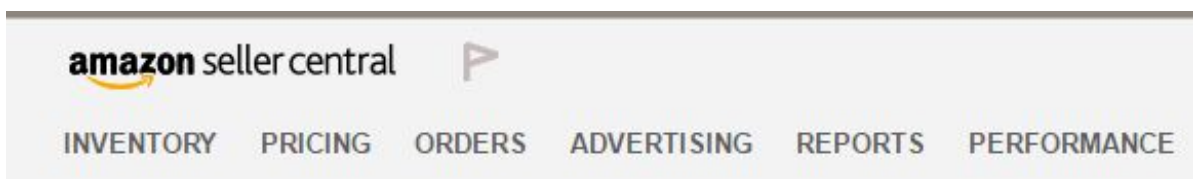


The screenshot shows the 'Two-Step Verification' page. It features the Amazon logo at the top. The main heading is 'Two-Step Verification'. Below it, there is a message: 'Enter the code generated by your Authenticator App'. There is an 'Enter code:' field. Below the field is a checkbox labeled 'Don't ask for codes on this device'. Below the checkbox is a yellow 'Sign In' button. At the bottom, there is a blue link: 'Didn't receive the code?'. A blue arrow points from the 'Send code' button in the previous screenshot to this one.

2. Go to **[Settings]** > **[Login Settings]**.



3. Edit **[Advanced Security Settings]**

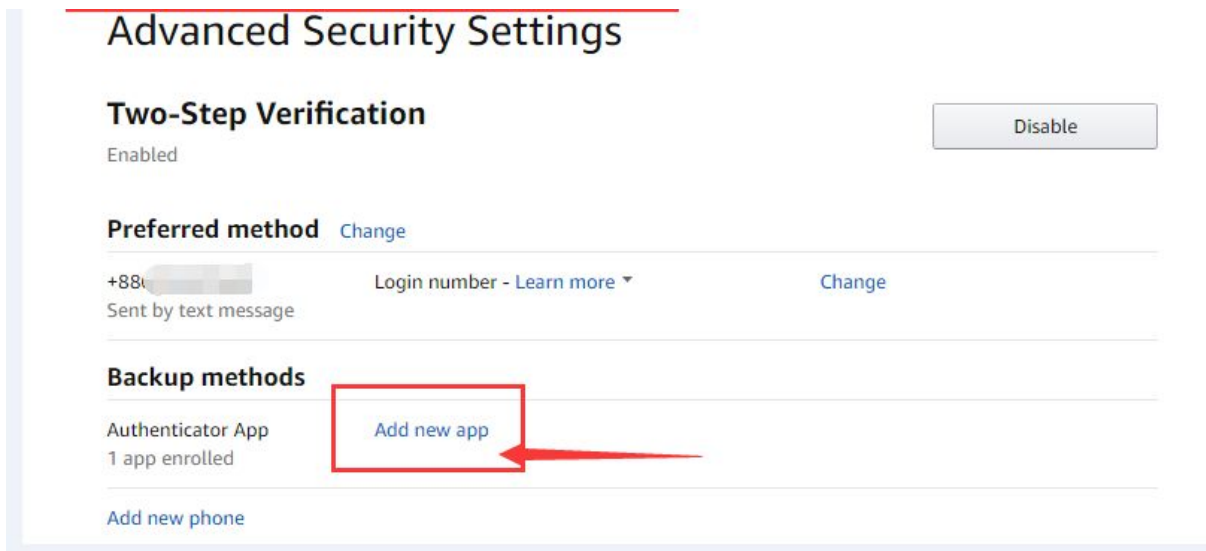


Login Settings

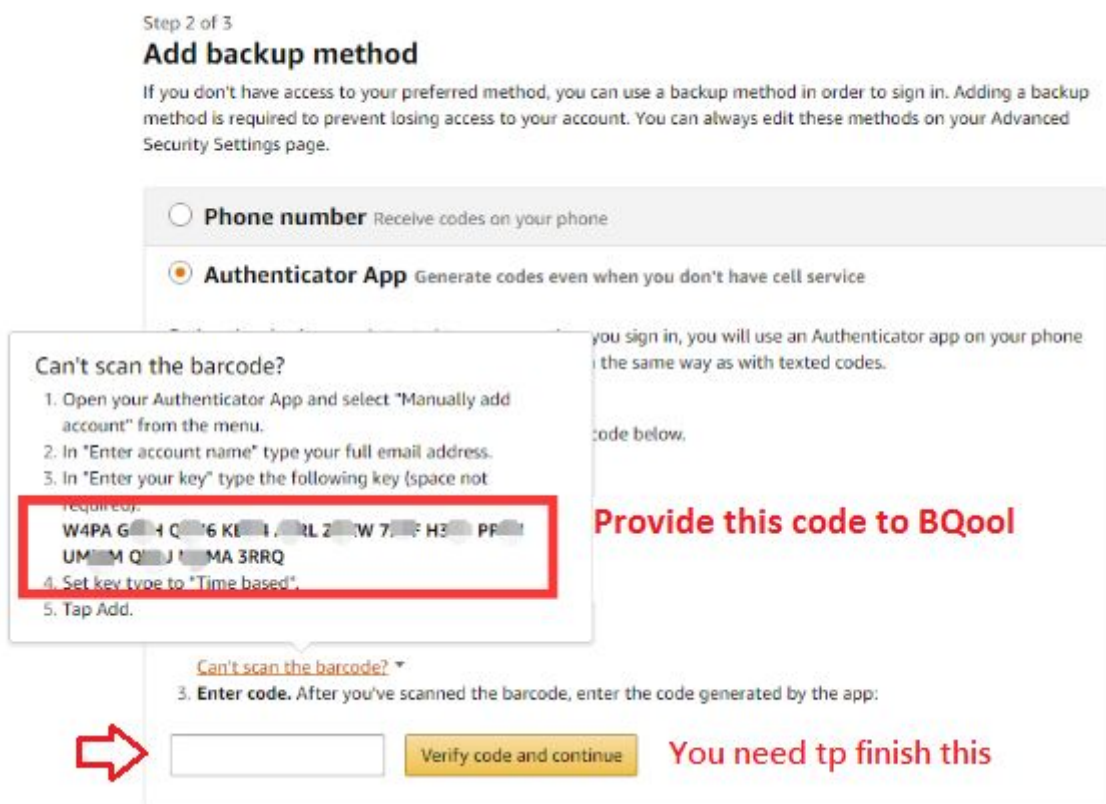
Name:	<input type="text"/>	<input type="button" value="Edit"/>
Email:	<input type="text"/>	<input type="button" value="Edit"/>
Password:	*****	<input type="button" value="Edit"/>
Advanced Security Settings:	Manage how and when you receive security codes	<input type="button" value="Edit"/>



4. Click on **Add new app**



5. Click on **“Can't scan the barcode”** to look for the 52-digit code



Make sure that you added the Code into your Google Authenticator App, so you can **Enter Code** then click on **[Verify Code and continue]** to complete the setup.

6. Please put your **52-digit code** back to BQool Feedback Central. You will find it in **Settings > Generals > Positive Feedback Integration**.

Dashboard Campaigns Emails Images Blacklist Feedback Settings

+ Email Notification

+ Feedback Status

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Seller Central Email:

Seller Central Password:

Confirm Password:

Barcode Key: ?

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? Positive Feedback Integration Walkthrough ? Amazon Two-Step Verification Walkthrough

If you have any questions regarding setting up Two-Step Verification, please email us at support@bqool.com. Or contact us via Live Chat 6 pm - 4 am PST, Monday to Thursday.