Amazon Two-Step Verification Instructions

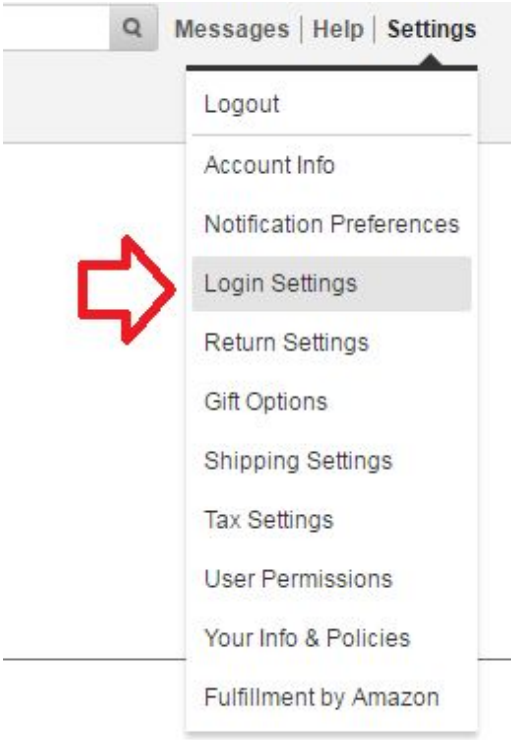
If you're facing the issue of Positive Feedback Integration failing, please follow the instruction as below.

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

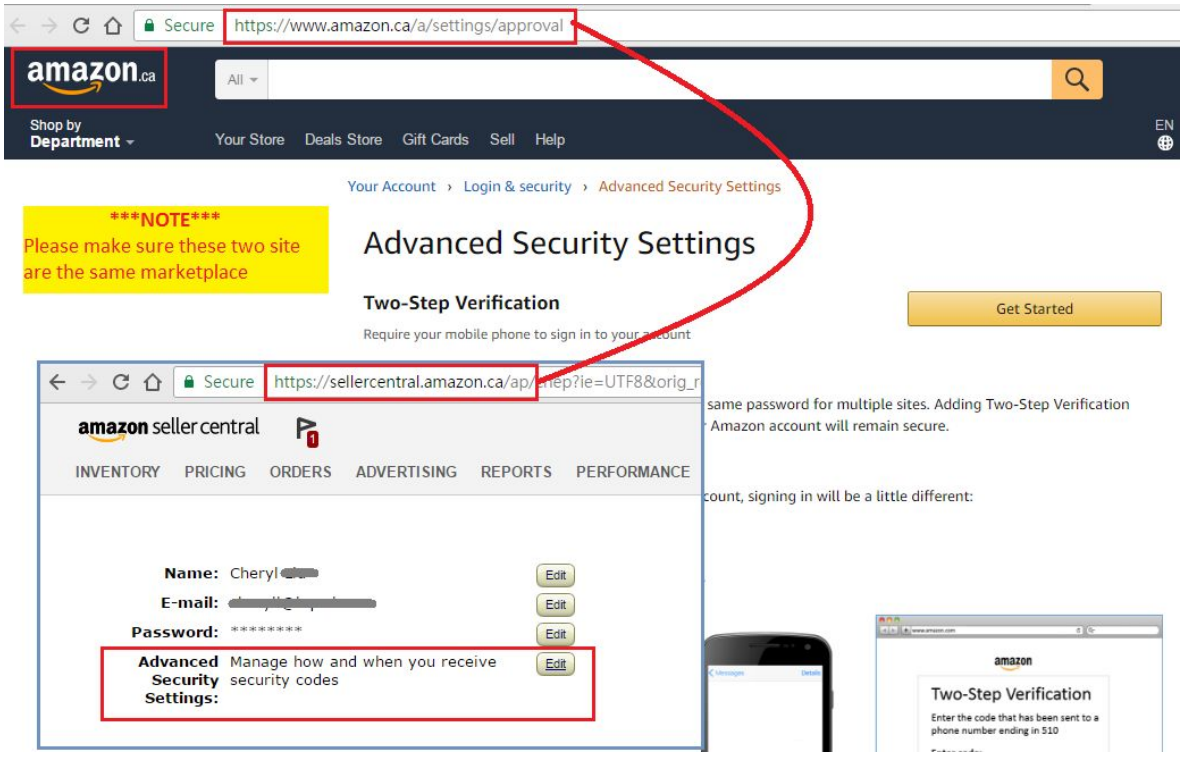
*****NOTE: please use the email login you grant access for BQool*****

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

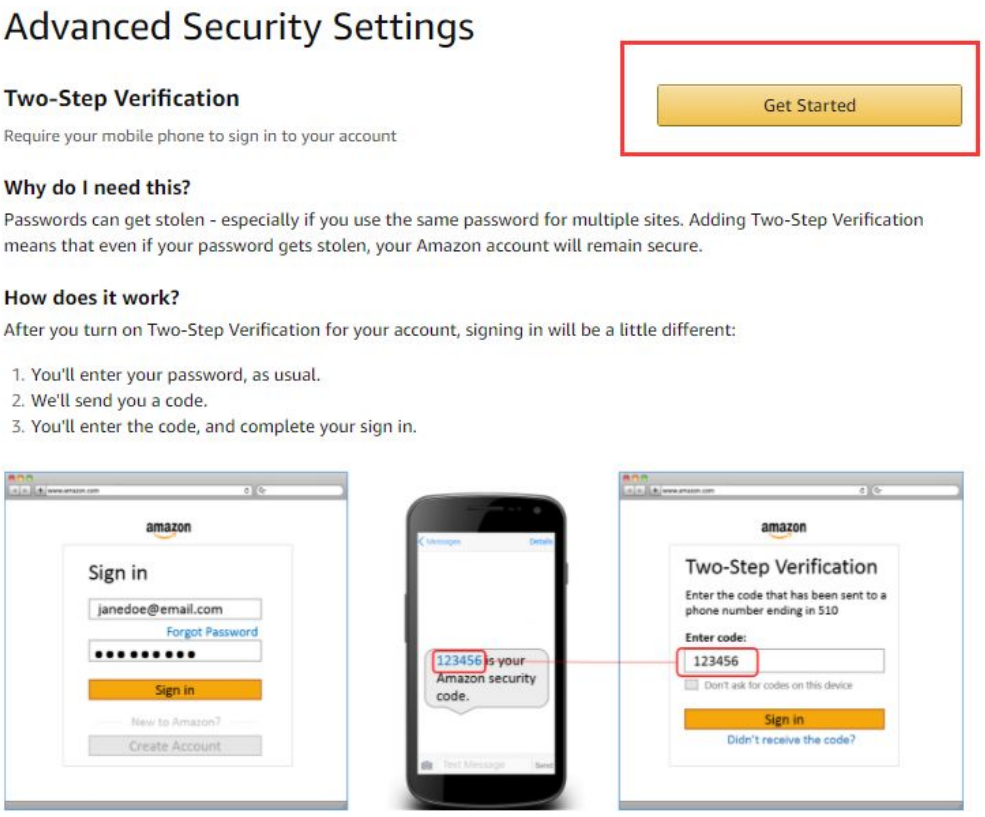


2. Edit **[Advanced Security Settings].**

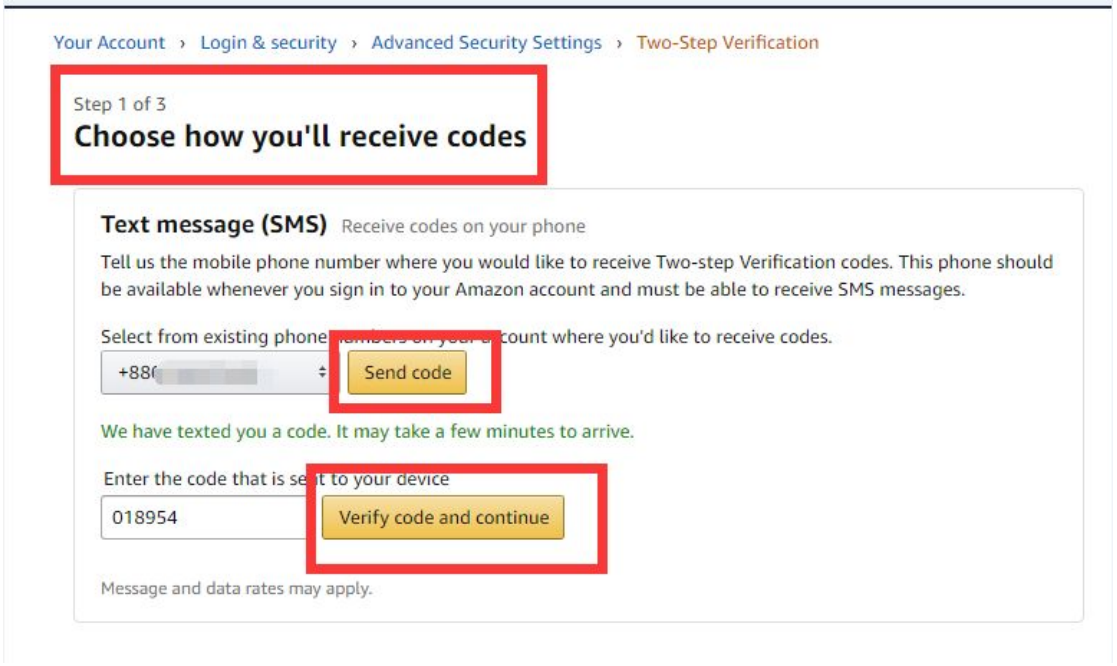
***NOTE: Please make sure you are on the same marketplace when you link to "Advanced Security Settings".**



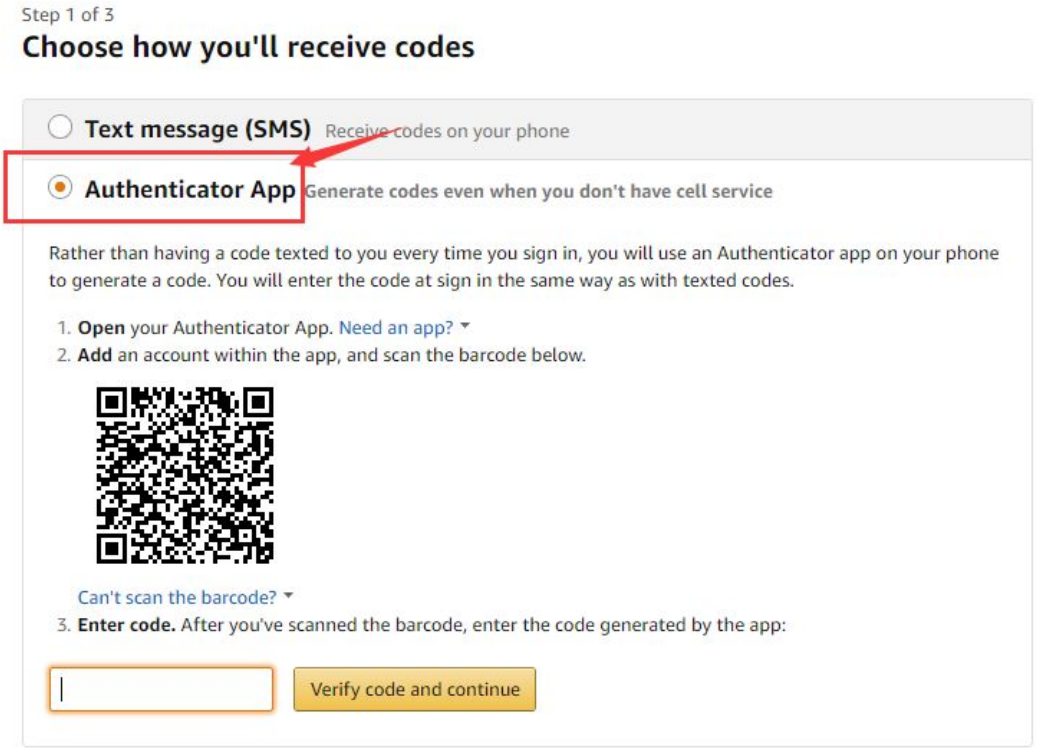
3. “Get Started” with the two-step verification.



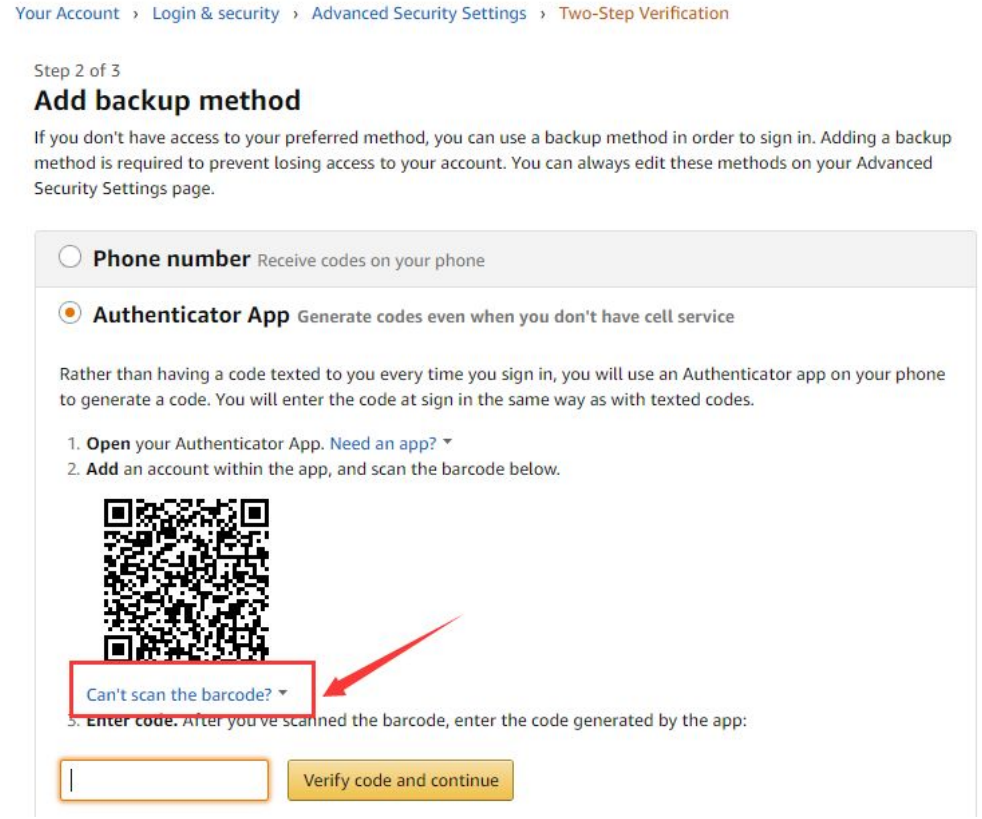
4. [Step 1 of 3] Choose “**Text Message(SMS)**” to receive a code to your device.

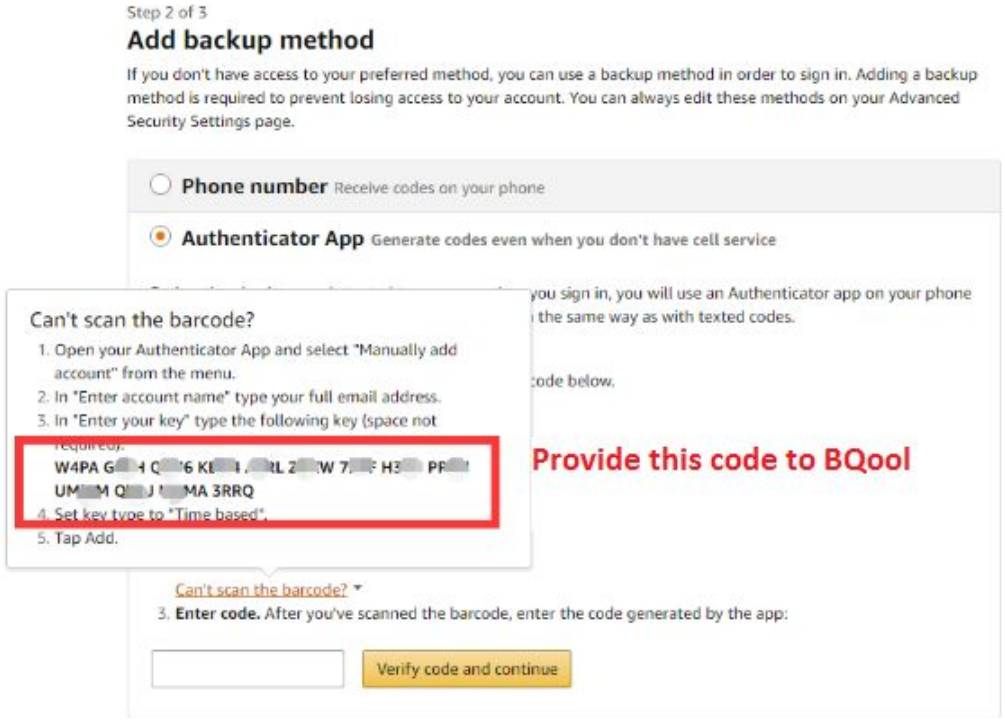


5. Choose “**Authenticator App**”

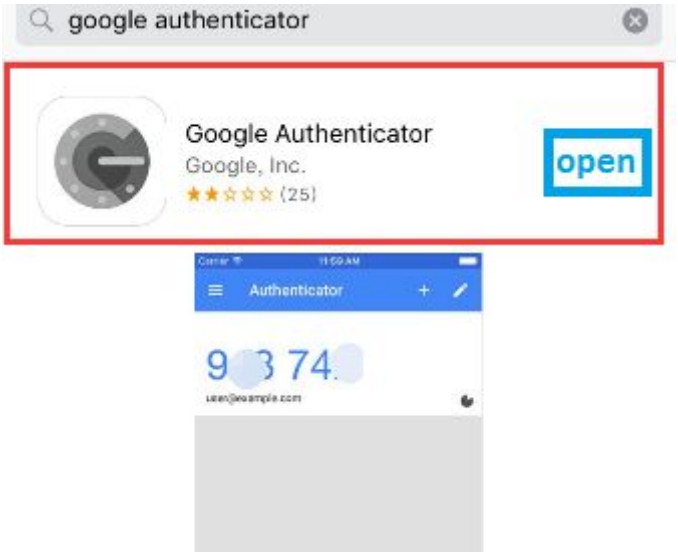


6. [Step 2 of 3] Click on “**Can’t scan the barcode**” and it will show a 52-digit code. Please **DO NOT Refresh** this page before the verification is done.
NOTE: Please note down this code. You will need to provide it to BQool later.

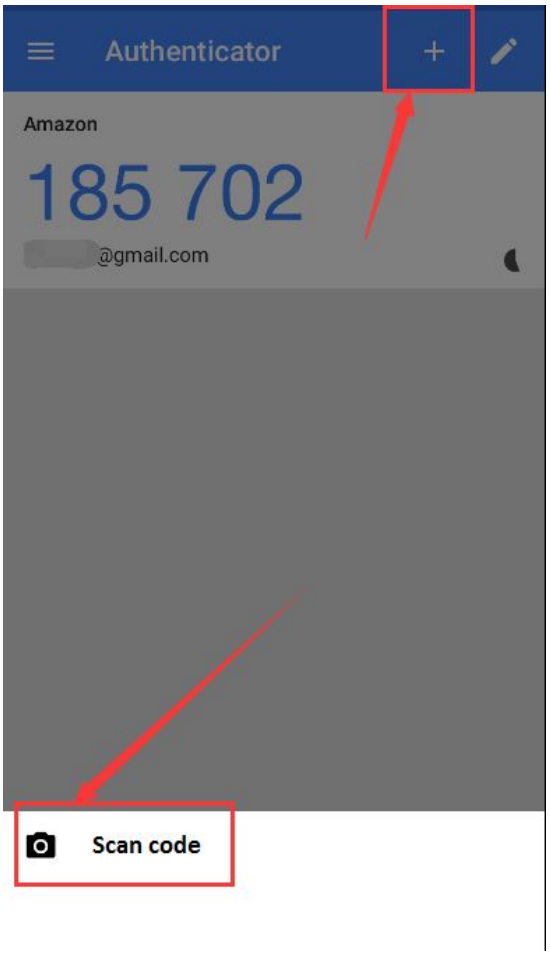




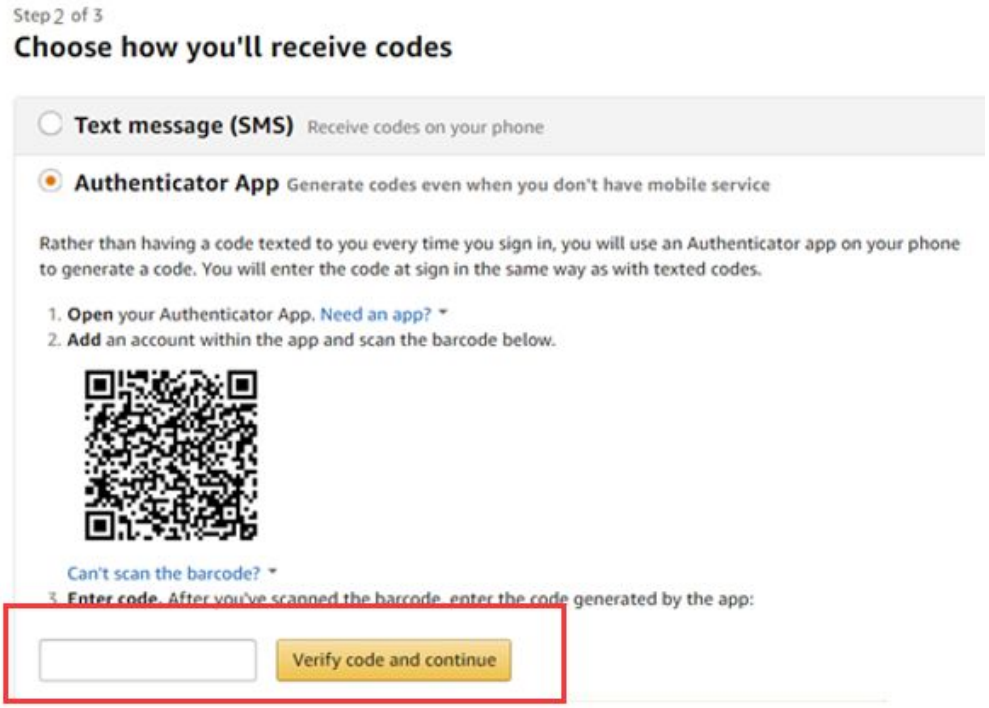
7. Use your device to open the “**Google Authenticator**” app



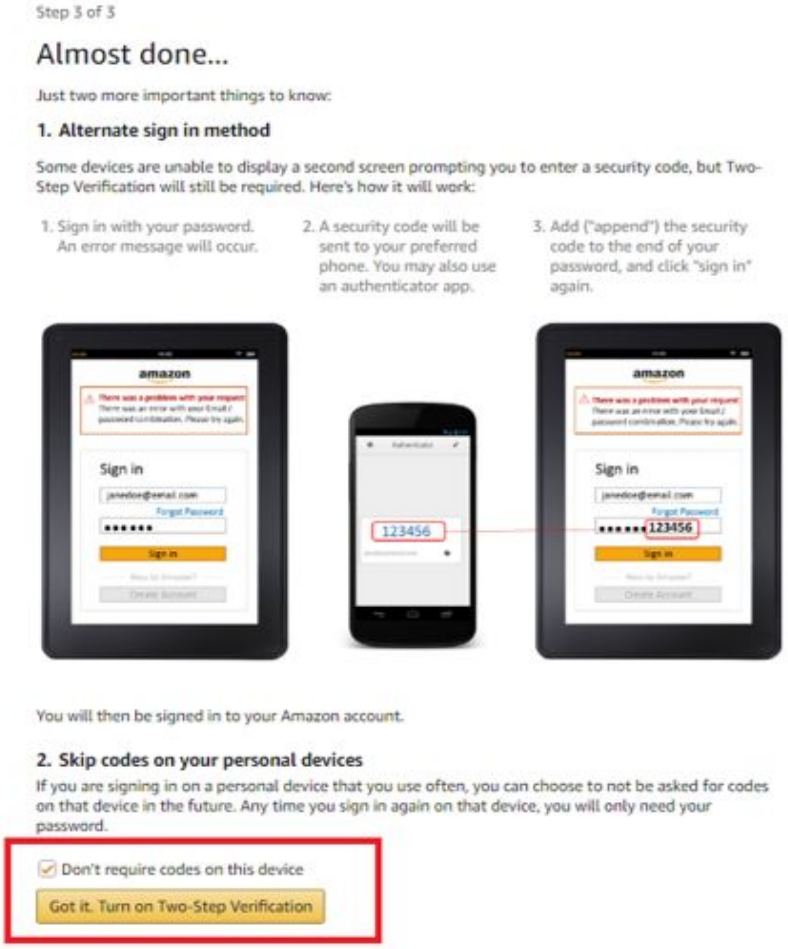
8. Use the app to **scan QR code**

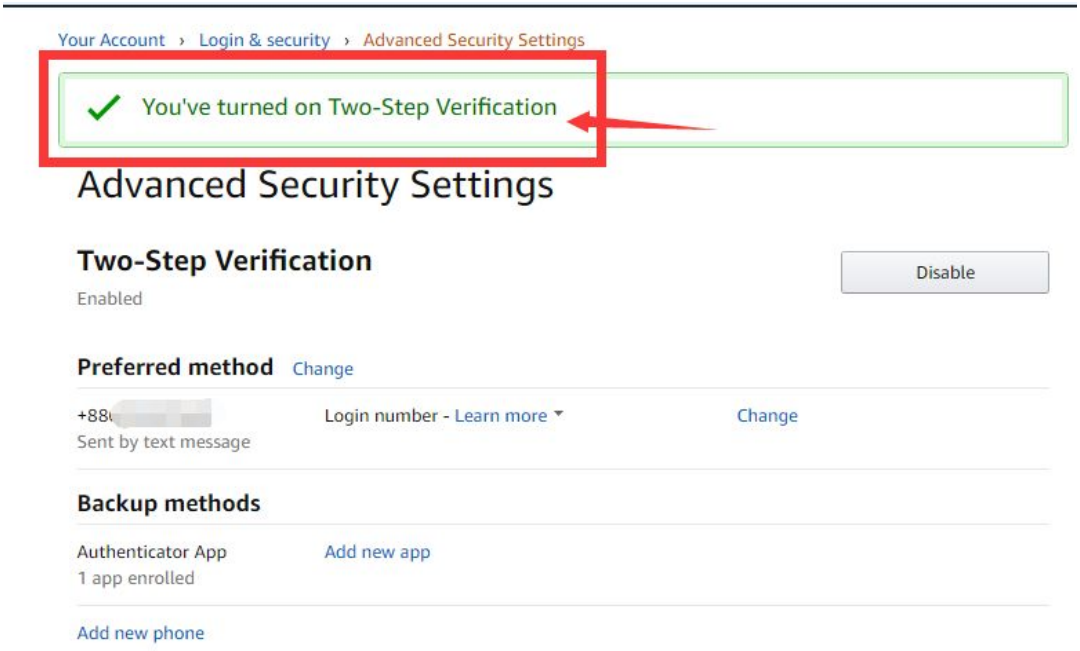


9. Copy and paste the **6-digit code** back to Seller Central.

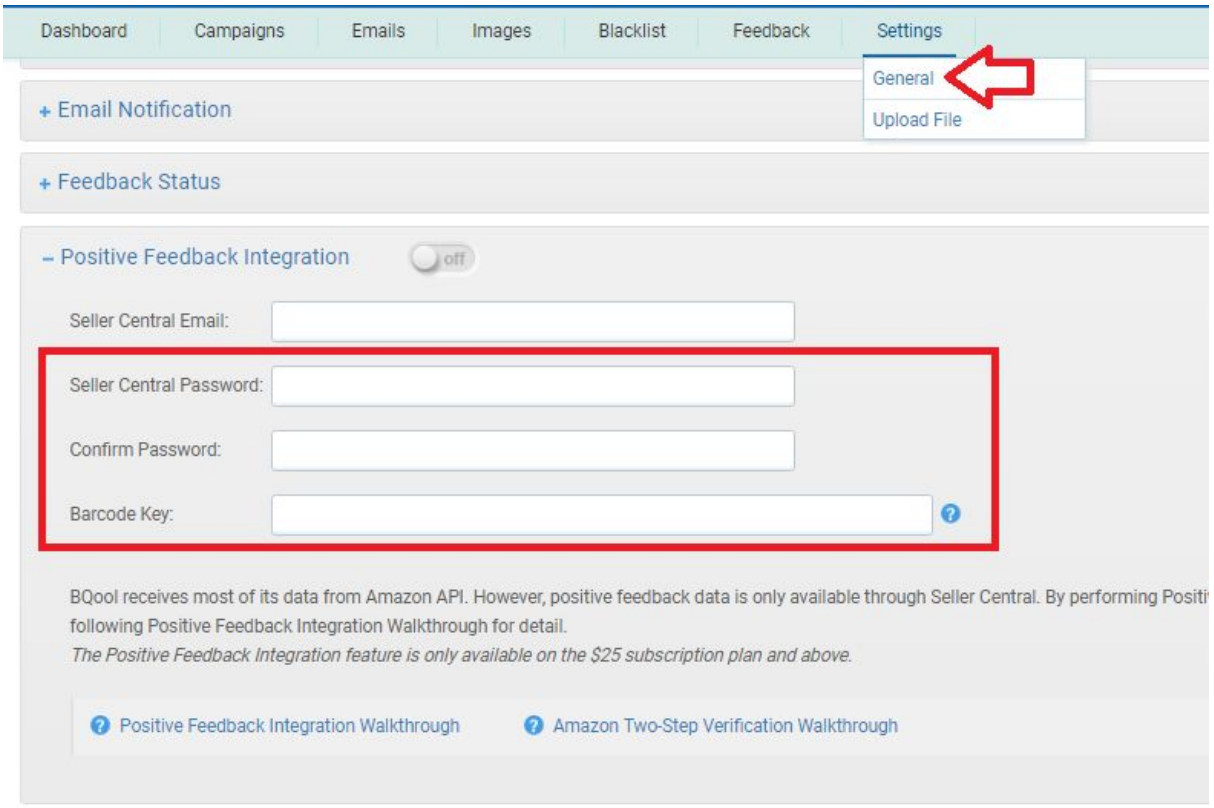


10. [Step 3 of 3] **Finish the verification step**



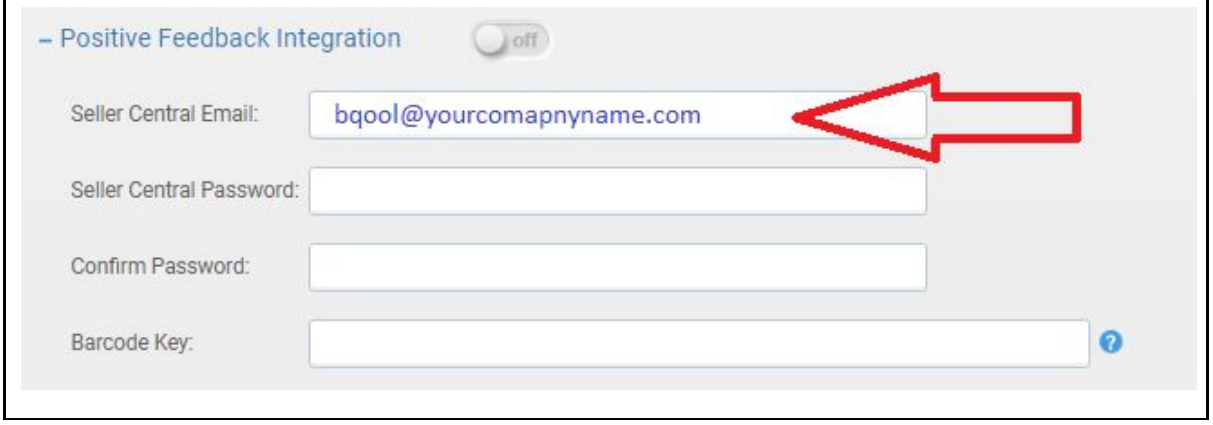


11. Please put your **52-digit code** back to BQool Feedback Central. You will find it in **Settings > Generals > Positive Feedback Integration**.

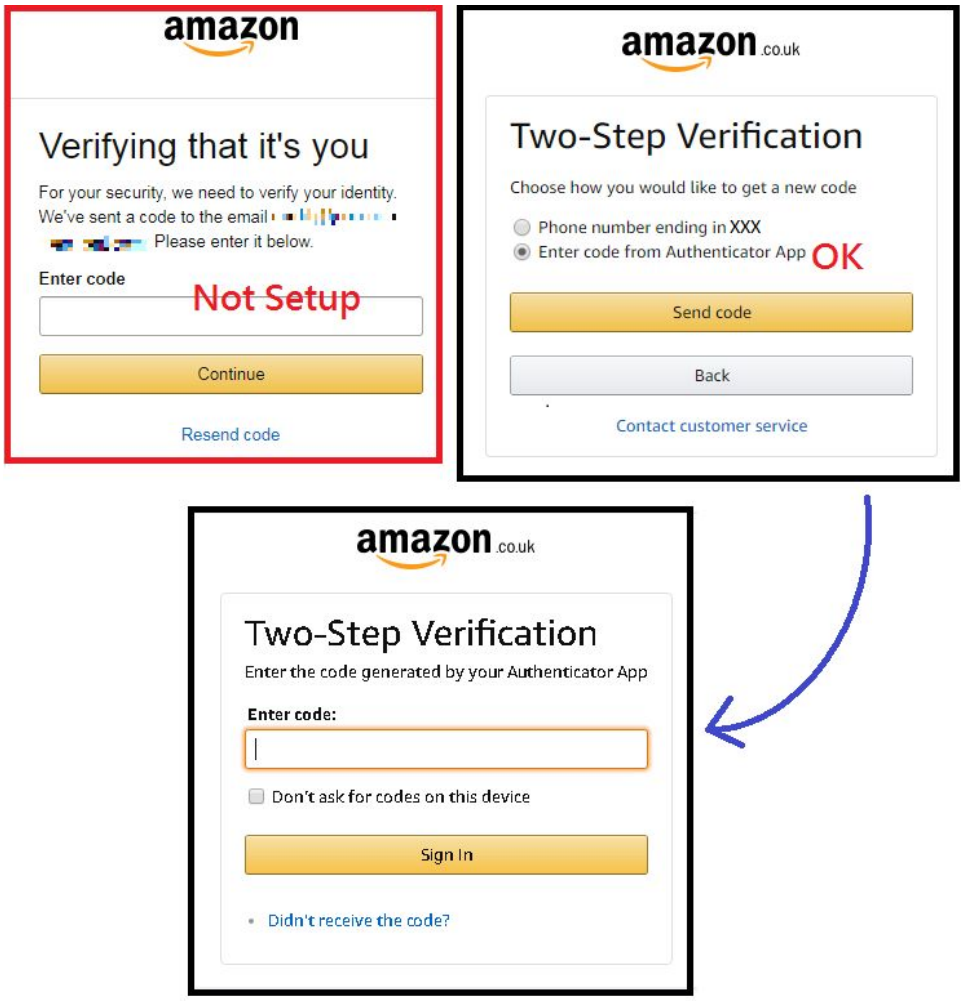


Already enabled the two-step verification

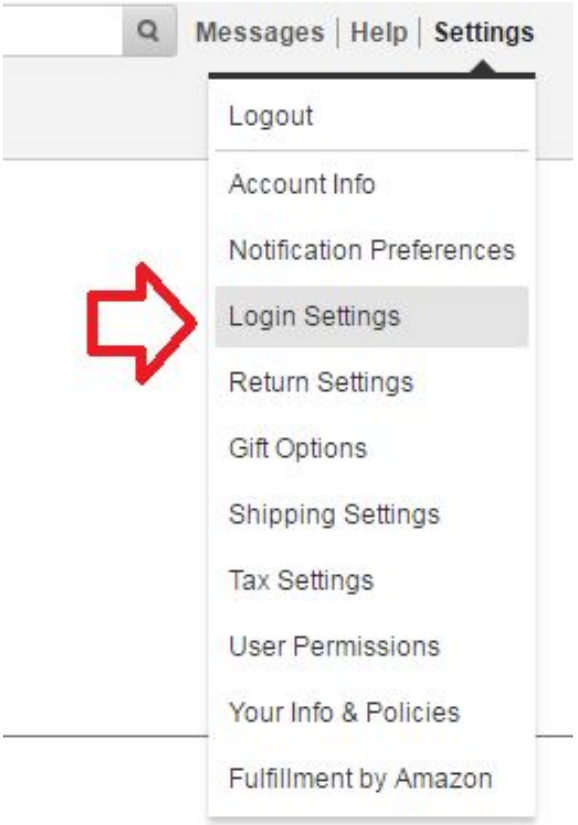
*****NOTE: please make sure the two-step verification is under the email you grant access for BQool*****



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.

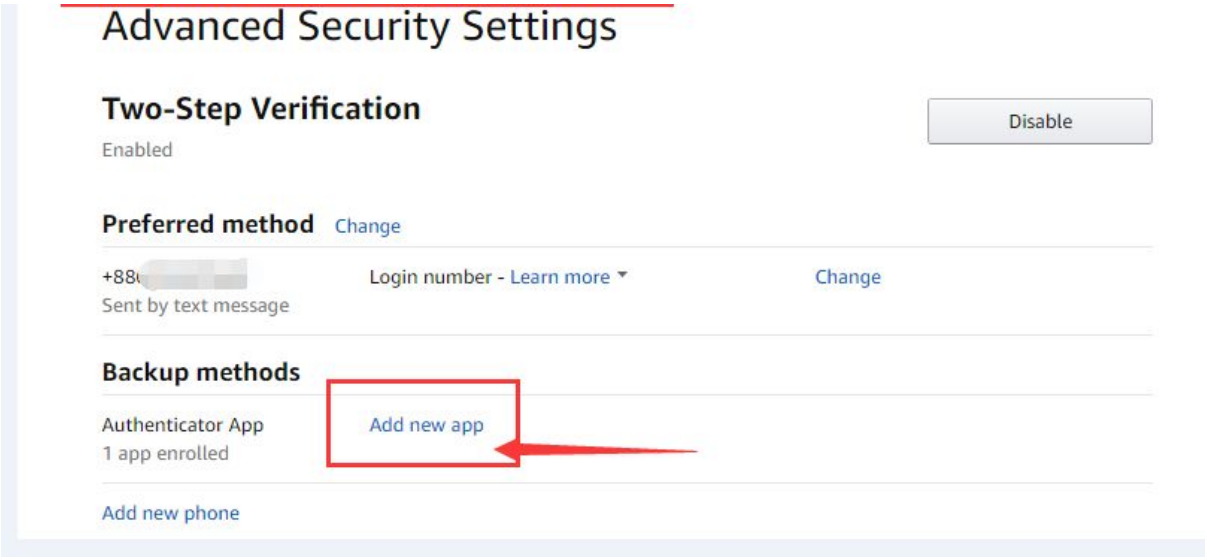


2. Go to **[Settings] > [Login Settings].**

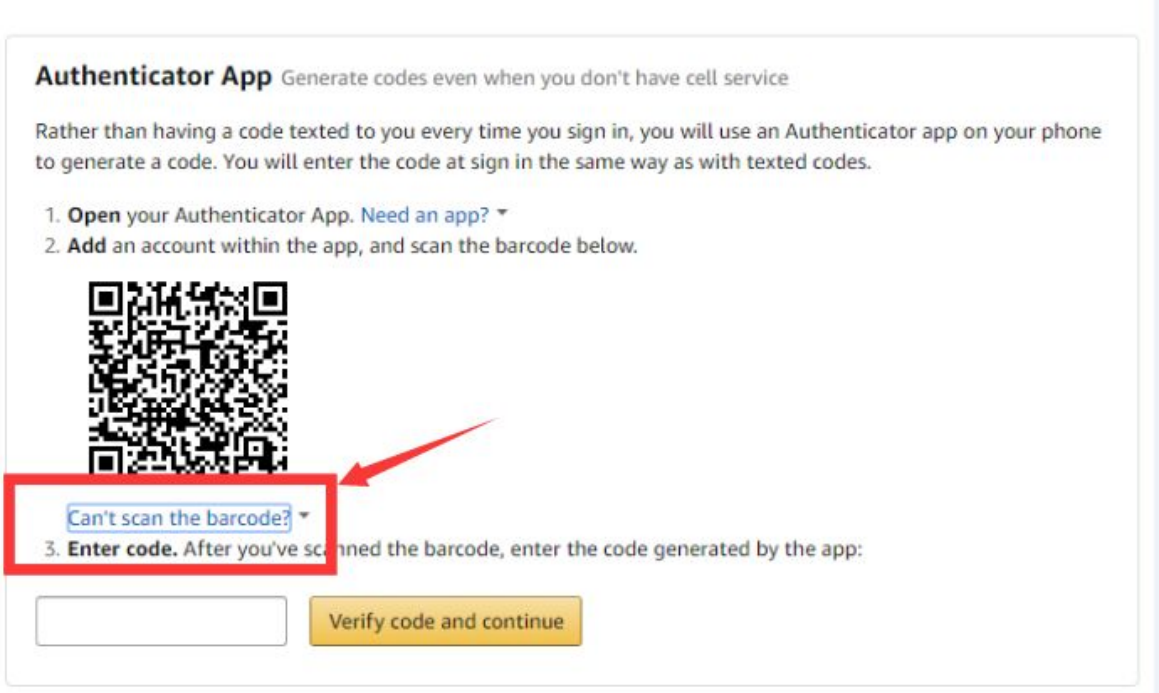


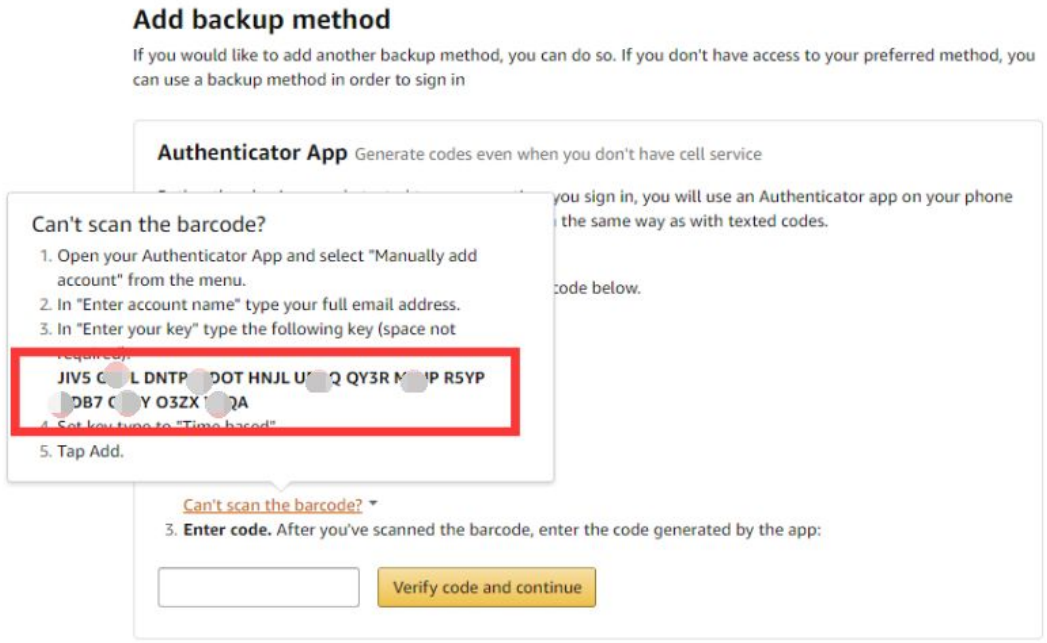
3. Edit **[Advanced Security Settings]**

4. Click on **Add new app**

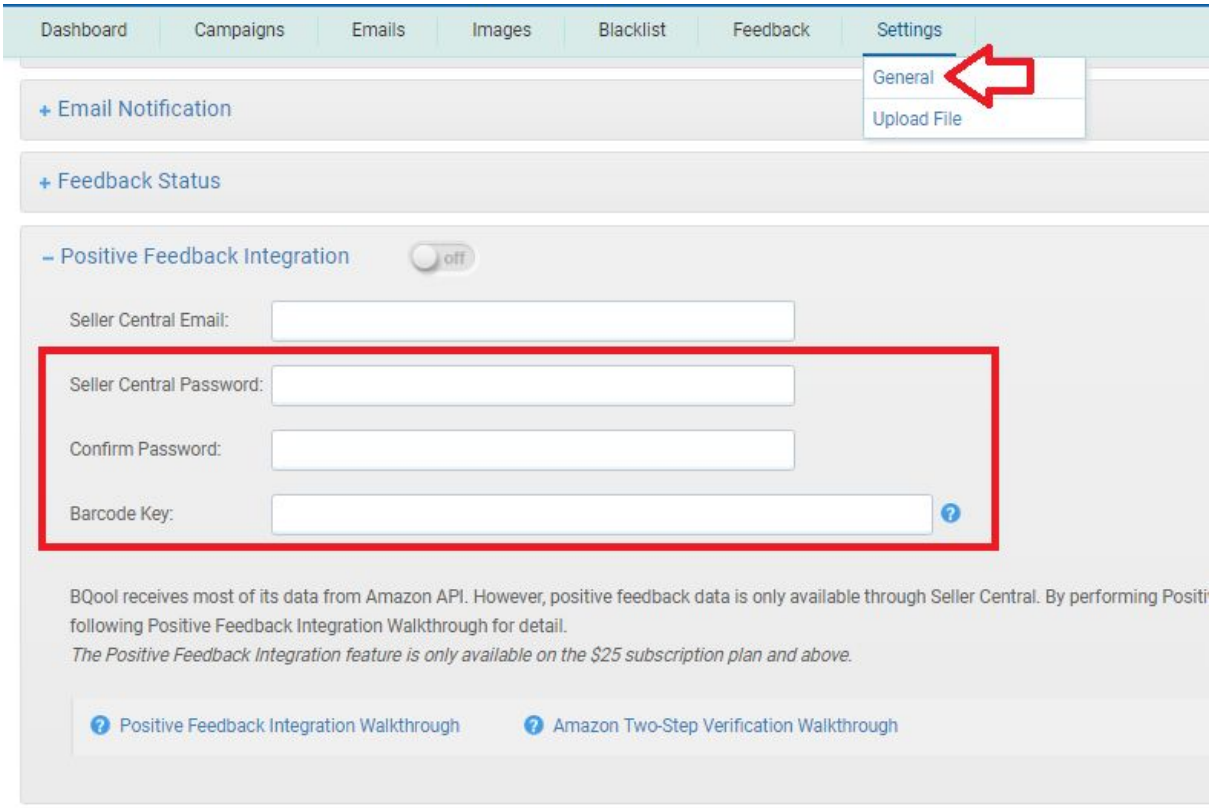


5. Click on "**Can't scan the barcode**" to look for the 52-digit code





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



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.