

Croud Control - Backup codes via email

2nd March 2020

These release notes describe the back-up codes via email feature that we have just added to Croud Control.

If you have any questions please refer to our help centre or email croudsupport@croud.co.uk

Back-up codes via email

For Croudies where the sending of codes via SMS isn't possible this new feature allows Croud to deliver the codes needed to access accounts via email instead.

Below we run through the process you'll need to take if you've been told that you will be receiving back-up codes via email.

On a task that shows one of the Google platforms, you will see the credentials section underneath the task overview:

Date issued	Deadline	Time allocated	Value of this task
Mar 2, 2020 12:13	Mar 3, 2020 23:00	0mins	£0.00
Credentials you'll need for this task			
GOOGLE ADS			

When signing in to one of the Google platforms use the account provided on the credentials side pane:

View credentials

X

To access the client's **Google Ads** account, use the username and password below. Please note that every time you request credentials a new password will be generated and any existing platform sessions will be terminated. You are advised to use an incognito or private browsing session to access the desired platform using the Task Credentials shown below.

URL

<https://ads.google.com>

COPY


Email address

googleads.croudppc.005@croud.services

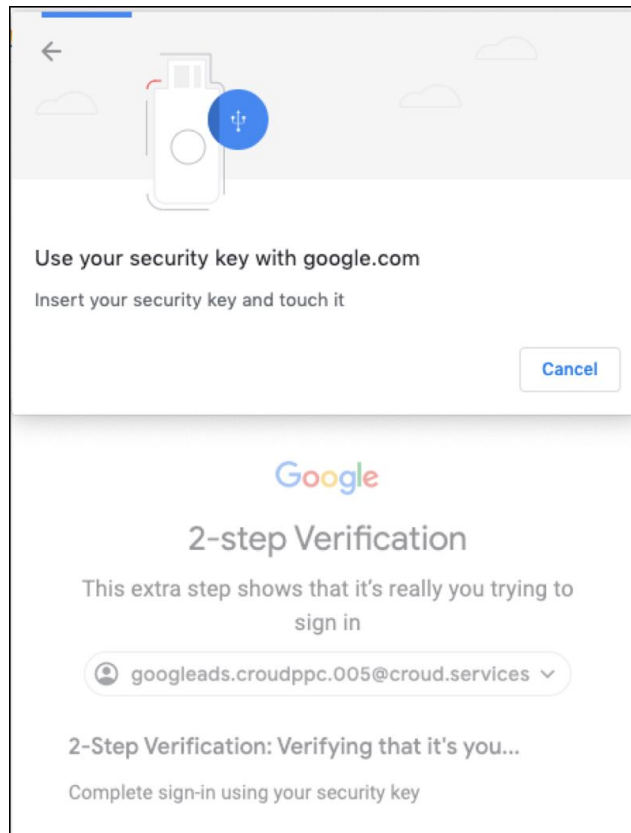
COPY

Password

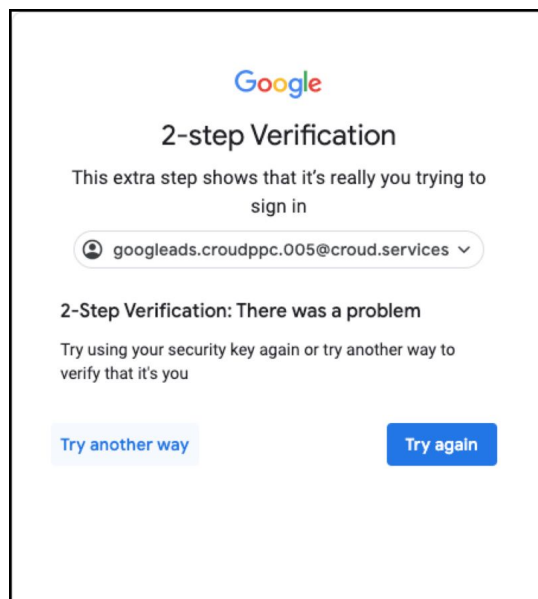
.....

 COPY

If the account is protected by 2 factor authentication (2FA) then you'll see the below message:

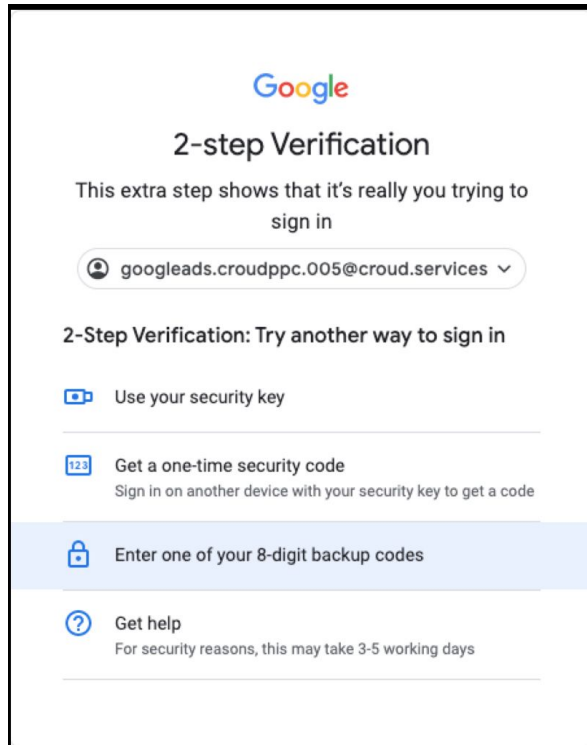


You'll see the screen below which means the account is protected with 2 factor authentication, to access this account you'll need to receive a code either via SMS or email (please let us know via support@croud.co.uk if you do not see this screen when you log in)

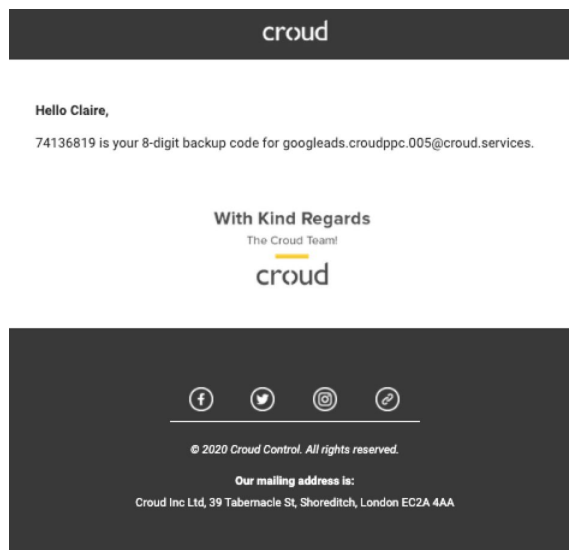


Click the left hand button - Try another way

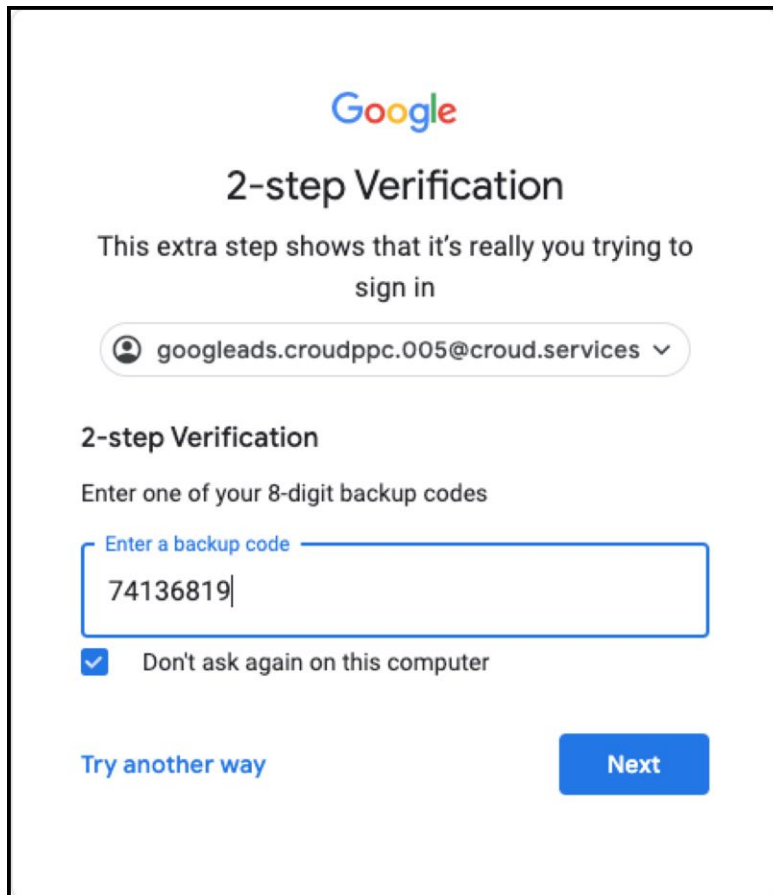
Clicking that button will display the following list of options, you need to select - Enter one of your 8-digit backup codes:



Check your email, remember to check spam folder too. You'll find an email with the code you need




Copy or memorise that code and enter it into the box below:



Google

2-step Verification

This extra step shows that it's really you trying to sign in

 googleads.croudppc.005@croud.services ▾

2-step Verification

Enter one of your 8-digit backup codes

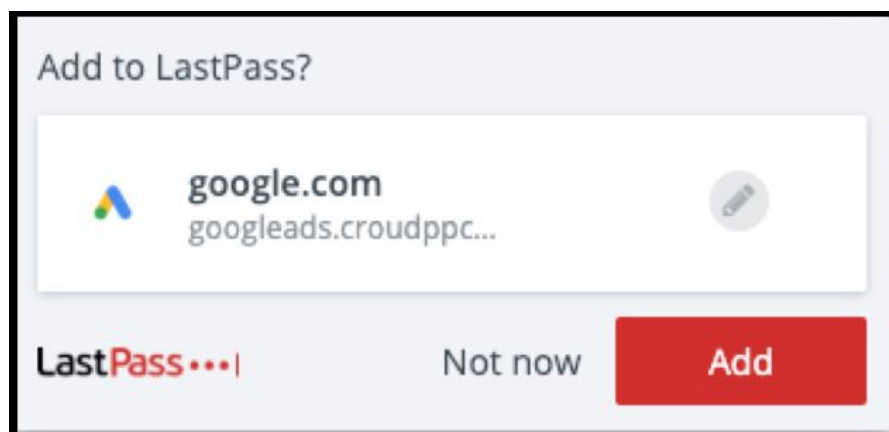
Enter a backup code

☒ Don't ask again on this computer


[Try another way](#) [Next](#)


You should now have access to the account you need. Your access will be revoked after 400 minutes or when you submit the task.

Should you see this message, please click not now as these credentials are one time use.



Add to LastPass?

 **google.com**
googleads.croudppc...



LastPass... | [Not now](#) [Add](#)