



Valtoroq

From deployment to sign-off.

Valtoroq User Manual

Complete step-by-step operational and administrative
reference

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Operational delivery software for projects, systems, testing, acceptance and handover.



About this manual

This manual explains the Valtoroq delivery workflow and the main functions used by customers, project managers, engineers, inventory users, finance users and administrators. It is written as an operating guide: each section explains what the function is for, when to use it and the steps a user normally follows.

Feature visibility

Valtoroq generally hides modules that are not included in the active subscription or not permitted for the signed-in role. Your navigation may therefore contain fewer items than the examples shown here.

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1. Platform concepts and workflow

Customer → Project → Site → System → Equipment → Plan → Testing → Issues → Approval → Acceptance → Handover → Reports

1.1 Core hierarchy

Customer: The external organization receiving the project.

Project: The main delivery container and operational hub.

Site: A physical or logical location within a project.

System: The deliverable unit that is equipped, tested, accepted and handed over.

Equipment: Serialized or tracked components allocated to a system.

1.2 Navigation groups

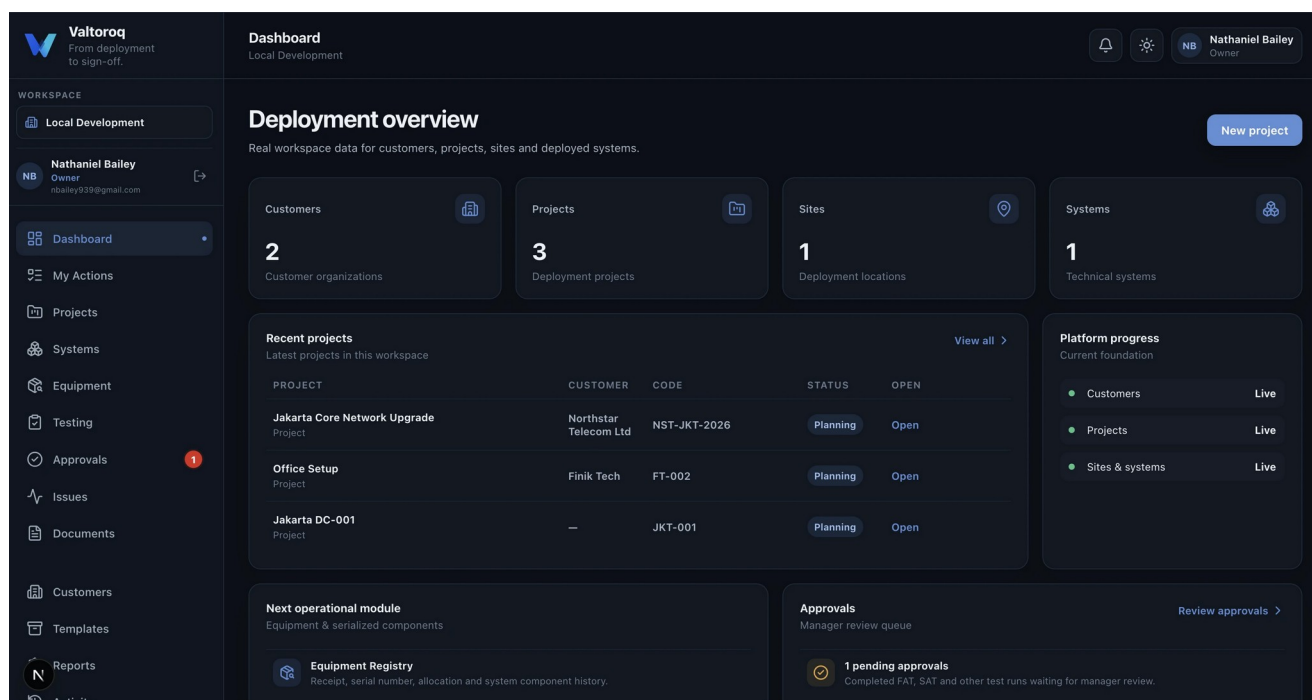
Work — Dashboard, My Actions. Use for personal and workspace-level operational awareness.

Delivery — Projects, Systems, Equipment, Testing, Issues, Approvals. Use to build, execute and control delivery work.

Completion — Acceptance, Documents, Reports. Use to close out and hand over completed systems.

Business — Customers. Use for customer-level context and project roll-up.

Administration — Activity, Settings, Help. Use for audit, configuration and guidance.



The screenshot shows the Valtoroq Dashboard for a user named Nathaniel Bailey. The dashboard is divided into several sections:

- Deployment overview:** A summary section showing real workspace data for customers, projects, sites, and deployed systems. It includes a 'New project' button.
- Customers:** A card showing 2 customer organizations.
- Projects:** A card showing 3 deployment projects.
- Sites:** A card showing 1 deployment location.
- Systems:** A card showing 1 technical system.
- Recent projects:** A table listing the latest projects in the workspace.

PROJECT	CUSTOMER	CODE	STATUS	OPEN
Jakarta Core Network Upgrade Project	Northstar Telecom Ltd	NST-JKT-2026	Planning	Open
Office Setup Project	Finik Tech	FT-002	Planning	Open
Jakarta DC-001 Project	—	JKT-001	Planning	Open
- Platform progress:** A section showing the current foundation progress for Customers, Projects, and Sites & systems, all marked as 'Live'.
- Next operational module:** A section for equipment and serialized components, including an 'Equipment Registry'.
- Approvals:** A section showing the manager review queue with 1 pending approval.

Deployment Overview provides a high-level view of active delivery records.

2. Sign-in, 2FA and account access

2.1 Sign in

1. Open the application

Navigate to the Valtoroq app URL provided by your organization.

2. Enter your account credentials

Use the email address and password associated with your workspace account.

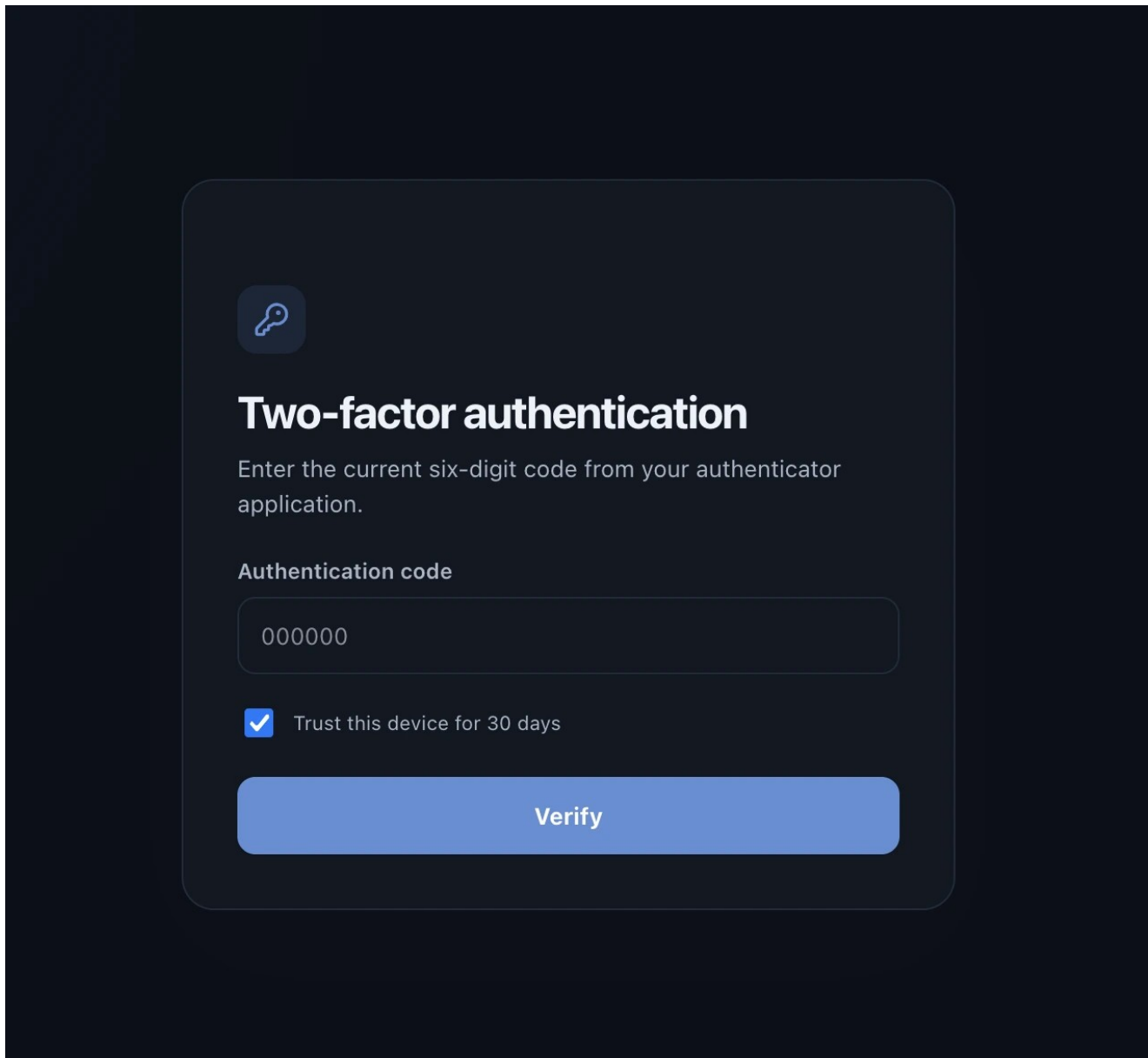
3. Complete 2FA when prompted

Enter the current code from your authenticator application. Codes expire quickly, so use the newest code displayed.



4. Confirm the workspace

After login, verify the workspace name and your role before changing project data.



If 2FA is enabled, complete the verification step after entering your credentials.

2.2 Set up two-factor authentication

1. Open the 2FA setup flow

Follow the security prompt or open the account security area if setup is required.

2. Scan the QR code

Use a compatible authenticator app to scan the QR code. Do not share the QR code or setup secret.

3. Enter a verification code

Enter the current code to confirm that the authenticator was paired successfully.

4. Store recovery information securely



If recovery codes are provided, store them somewhere separate from the device used for authentication.

← Back Dashboard Menu

Home > Account > Security

Two-factor authentication

Protect your Valtoroq account with an authenticator app. Your workspace administrator can choose whether enrollment is required.

Setup required before you continue
Scan the QR code with Microsoft Authenticator, Google Authenticator, 1Password, Authy or another TOTP-compatible authenticator.

ACCOUNT SECURITY

Set up your authenticator

Confirm your account password to generate a private QR code and recovery codes.

CURRENT PASSWORD

[Generate setup QR code](#)

PASSWORD

Change your password

Update your Valtoroq password at any time. For security, changing it signs out your other active sessions.

CURRENT PASSWORD NEW PASSWORD CONFIRM NEW PASSWORD

[Change password](#) [Forgot your current password?](#)

Account Security starts the 2FA enrollment flow and password security controls.

3. Dashboard, My Actions and navigation

3.1 Dashboard

Dashboard is the workspace operational overview. Depending on role and enabled features, it can show counts, recent projects, work requiring attention, approvals, project health and finance information for authorized users.

1. Start at Dashboard

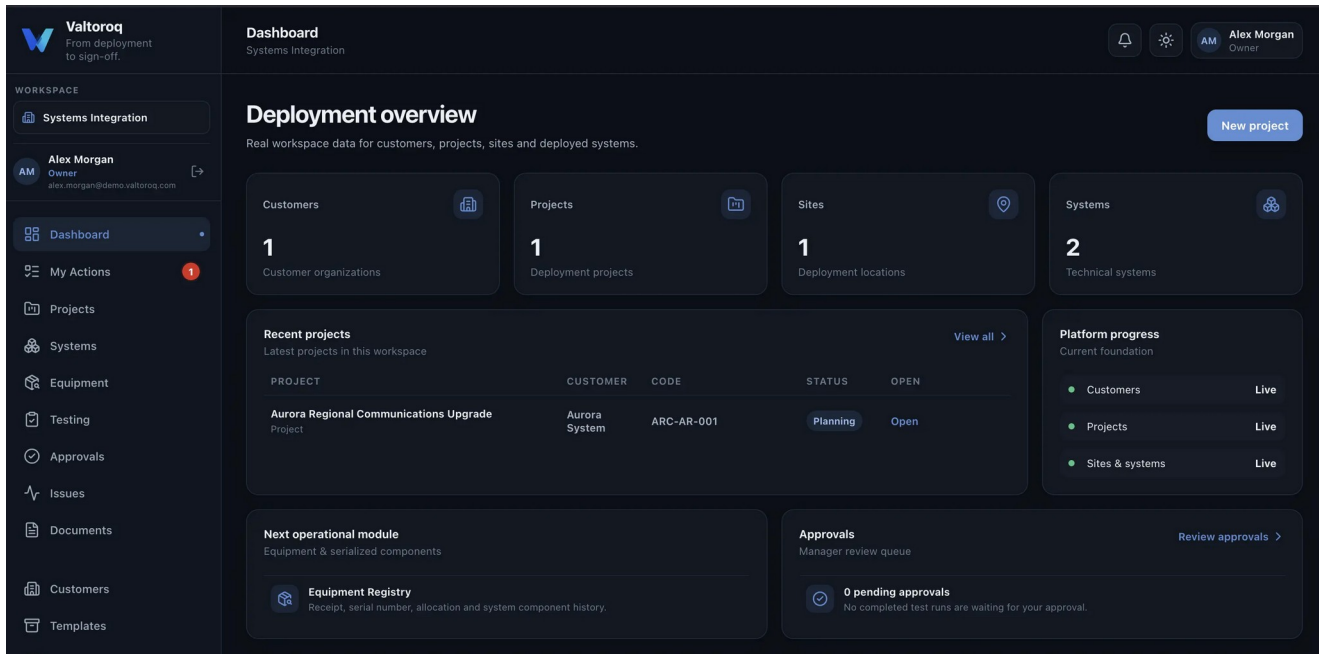
Review the workspace summary before opening a specific project.

2. Check work that needs attention

Prioritize overdue, due-today, approval or assignment items.

3. Open the relevant project or system

Move from the summary into the operational record where work will actually be performed.



Dashboard summarizes delivery work and provides direct access to major modules.

3.2 My Actions

- **Assigned to me** — Work explicitly assigned to the signed-in user.
- **Overdue** — Work with a due date that has passed.
- **Due today** — Work due on the current date.
- **Approvals** — Approval items awaiting the signed-in user.
- **Needs Assignment** — Unassigned work visible to users permitted to assign it.
- **Completed** — Recently completed personal work when available.

Daily operating habit

Check My Actions before browsing global modules when your first question is “What do I need to do next?”

4. Roles and permissions

Built-in roles are organized around operational responsibility. A user can only perform actions that are both permitted by the role and included in the workspace subscription.

Owner

Full workspace control, including organization-level administration.

Typical access: All operational areas plus ownership-level controls.

Administrator

Full operational administration without ownership controls.

Typical access: Operational administration, membership, settings and configuration within allowed ownership boundaries.

Project Manager

Manages project delivery from setup through acceptance and handover.



Typical access: Projects, sites, systems, planning, testing oversight, issues, approvals, acceptance and handover as entitled.

Engineer

Performs technical execution and remediation.

Typical access: Systems, equipment, assigned testing, issues and related operational records.

Inventory

Manages equipment identity, allocation and supporting records.

Typical access: Equipment registry, stock/allocation information and related documentation.

Finance

Tracks project payment milestones and commercial status.

Typical access: Financial Milestones and authorized finance roll-ups. Finance information is separated from normal delivery roles.

4.1 Review and manage permissions

1. Open Settings

Go to Settings and open Permissions when your role permits it.

2. Review the role before changing access

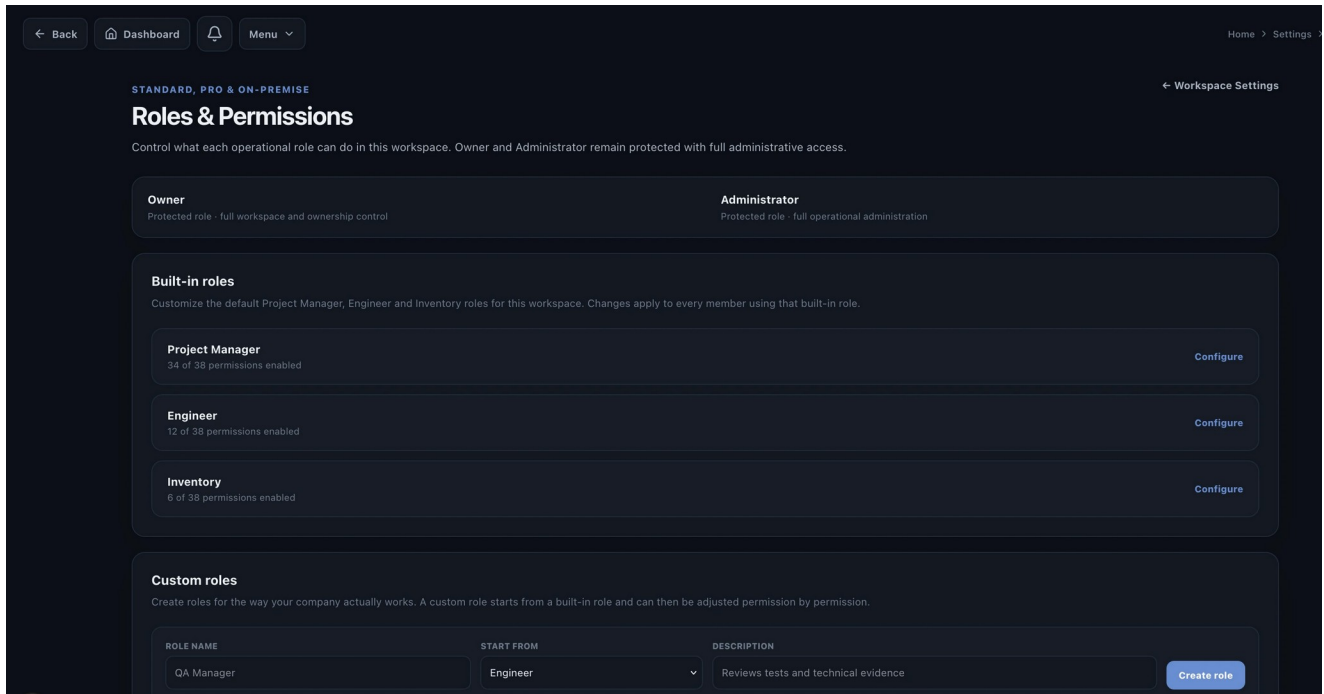
Confirm what the user needs to do operationally and apply the least-privileged role that still supports that job.

3. Keep finance access separate

Do not give delivery roles access to finance data unless the user also has a genuine finance responsibility.

4. Confirm subscription entitlement

If a permitted feature still does not appear, check whether it is included in the workspace plan or active add-ons.



Permissions controls are used to review role-based workspace access.

5. Customers

Customers provide the business context for projects. Create the customer before the project whenever possible so all downstream delivery records roll up correctly.

1. Open Customers

Use the Business section of the navigation.

2. Search before creating

Confirm the customer does not already exist to avoid duplicate records.

3. Create the customer

Enter the customer information required by your workspace.

4. Open customer detail

Review linked projects and roll-up information. Authorized finance users can also see customer-level commercial totals where enabled.

5. Create or open the project

Continue into the appropriate project from the customer context.

Record retention

If customer removal or archiving is available in your workspace, preserve delivery history rather than deleting records that are linked to completed projects, tests, acceptance or audit history.

6. Projects

The Project page is the operational hub. It should answer: “What needs to happen next on this project?”



1. Create the project

Open Projects, select New Project and associate the project with the correct customer.

2. Verify project identity

Confirm the project name, code/status and customer before adding technical records.

3. Create the delivery hierarchy

Add sites and systems or use the project hierarchy CSV import for larger deployments.

4. Plan and assign work

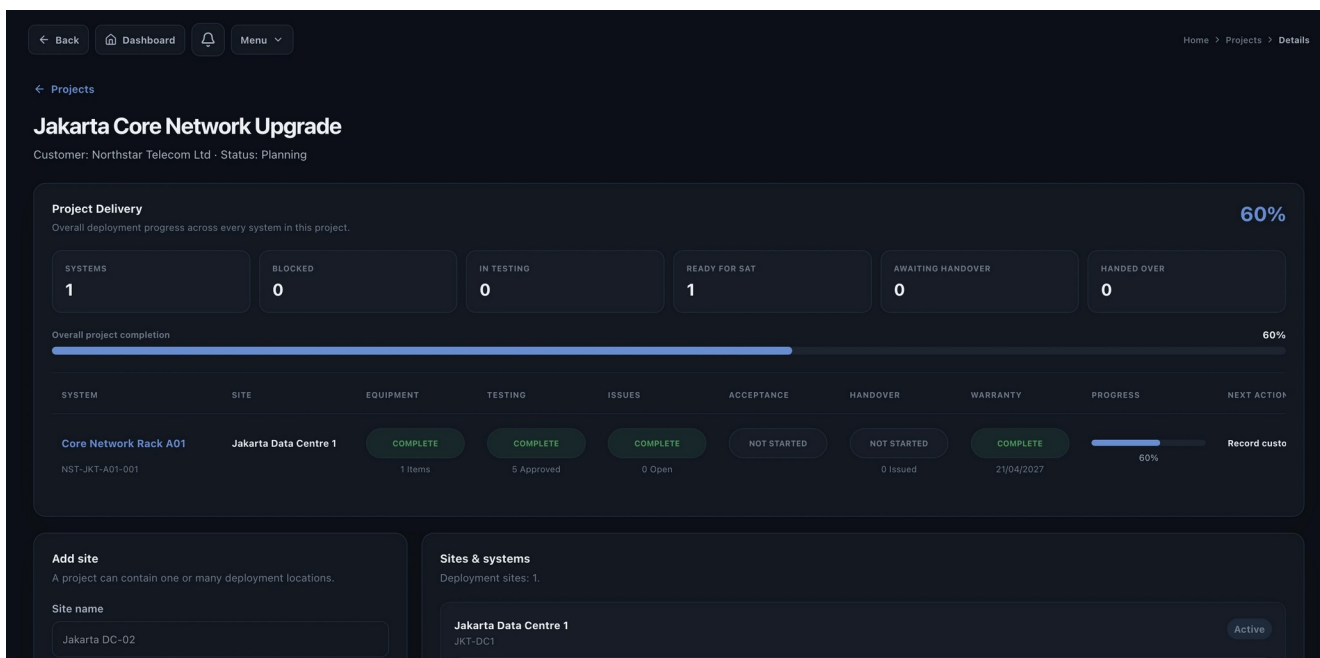
If licensed, create milestones/tasks, set dates and assign responsible users.

5. Work through delivery modules

Use the project links to move into equipment, testing, issues, approvals, acceptance and handover.

6. Review completion

Use Reports and project status to confirm the delivered state before project close-out.



The Project page keeps delivery modules connected to the same project record.

6.1 Rules of Engagement

Use Rules of Engagement to record project-specific operating constraints, access rules, working expectations or agreed delivery boundaries so project managers and engineers have one common reference during execution.

7. Sites and Systems

7.1 Sites

1. Open the project

Work from the project that owns the site.



2. Add the site

Create a site for each physical or logical delivery location needed by the project.

3. Use clear site names

Choose names that make sense to engineers and project managers working across multiple locations.

4. Add systems under the site

Create the deliverable systems in the site where they will be installed or operated.

7.2 System Workbench

The System page is the main technical workbench for an individual deliverable. It brings together equipment/readiness, testing, issues, acceptance, handover/documents and contextual lifecycle guidance.

1. Open the system

Open it from the project/site context or from the global Systems module.

2. Verify system identity

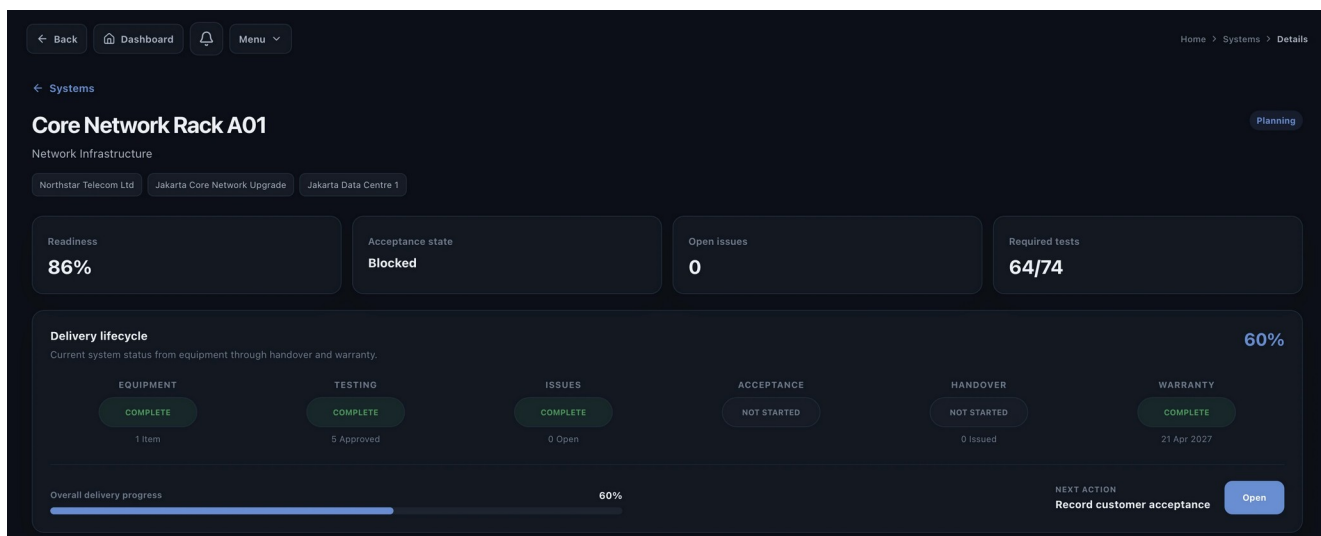
Check the system name, project and site before recording technical data.

3. Use contextual links

Open Equipment, Testing or Issues from the system whenever possible so the system is carried into the next module.

4. Follow lifecycle next actions

Progress the system through readiness, testing, remediation, acceptance and handover rather than treating each module as a disconnected list.



Use the System workbench as the technical center for each deliverable.

8. Equipment Registry

The Equipment Registry tracks serialized or otherwise traceable components and their allocation to systems.

1. Open Equipment



Open globally for workspace-wide inventory or from a System for system-scoped work.

2. Create or locate the item

Search by serial number, asset tag, model or other identifying data before creating a duplicate.

3. Record identity

Enter manufacturer, model, serial number or asset tag and other required identification.

4. Record operational context

Set status, location, system allocation and warranty information where applicable.

5. Maintain history

Update movement/allocation information when equipment changes location or system assignment.

Preferred installation workflow

During installation and commissioning, open Equipment from the System. This reduces the chance of allocating an item to the wrong system.

9. Project Planning

Project Planning is the schedule and assignment layer for milestone-driven delivery. It makes progress proactive by representing future work, owners and dates before milestones are complete.

1. Open the project Plan

Project Planning appears only when the workspace has the feature entitlement and your role is permitted to use it.

2. Create milestones

Represent major delivery stages such as FAT, shipment, installation, commissioning, SAT, ATP, remediation, acceptance and handover.

3. Create tasks beneath the plan

Break milestones into work that can be owned, dated and completed.

4. Assign responsible users

Assign engineers or other users so the work appears in the correct personal queue.

5. Set planned dates

Use dates for schedule visibility and overdue detection.

6. Update progress

Keep status current so project health reflects actual delivery conditions.

7. Review health and blocked work

Use Dashboard/Plan information to identify behind, at-risk or blocked work early.

Planning best practice

Use the project plan as the schedule source of truth. Avoid maintaining a second informal milestone calendar that can drift away from Valtoroq.

10. Testing and test templates

10.1 Supported test structures

FAT: Factory Acceptance Testing before shipment or field deployment.

SAT: Site Acceptance Testing in the delivered environment.

ATP: Acceptance Test Procedure used for formal verification and sign-off.

Commissioning: Operational checks performed during system commissioning.

Maintenance: Reusable checks for periodic maintenance or service.

Custom: Procedures that do not fit the standard stages.

10.2 Create a test template manually

1. Open Testing

Open the global Testing module.

2. Choose manual template creation

Use the manual option when the procedure is short or being designed interactively.

3. Enter the template identity

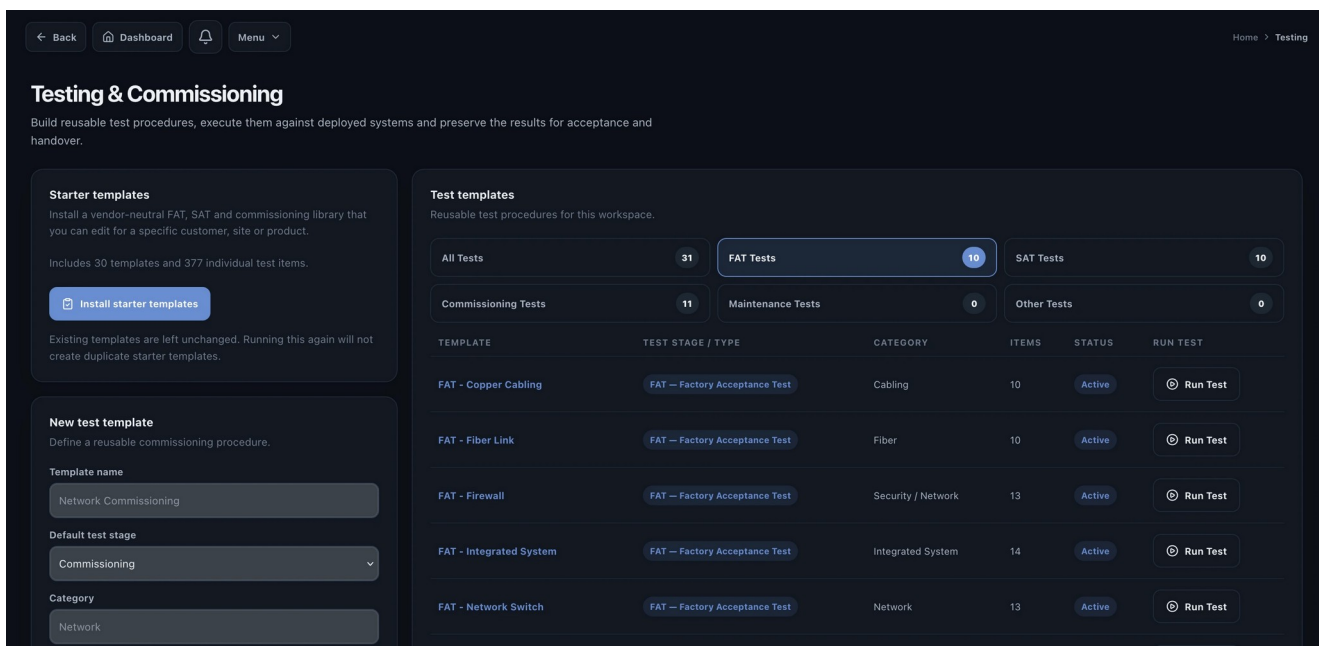
Give the template a clear name and choose the correct test type.

4. Add test items

For each item, record the test name and the required procedure/expected result information.

5. Review before use

Confirm the test sequence and required items before starting a real run.



Testing & Commissioning
Build reusable test procedures, execute them against deployed systems and preserve the results for acceptance and handover.

Starter templates
Install a vendor-neutral FAT, SAT and commissioning library that you can edit for a specific customer, site or product.
Includes 30 templates and 377 individual test items.
[Install starter templates](#)
Existing templates are left unchanged. Running this again will not create duplicate starter templates.

New test template
Define a reusable commissioning procedure.

Template name
Network Commissioning

Default test stage
Commissioning

Category
Network

Test templates
Reusable test procedures for this workspace.

TEMPLATE	TEST STAGE / TYPE	CATEGORY	ITEMS	STATUS	RUN TEST
FAT - Copper Cabling	FAT — Factory Acceptance Test	Cabling	10	Active	Run Test
FAT - Fiber Link	FAT — Factory Acceptance Test	Fiber	10	Active	Run Test
FAT - Firewall	FAT — Factory Acceptance Test	Security / Network	13	Active	Run Test
FAT - Integrated System	FAT — Factory Acceptance Test	Integrated System	14	Active	Run Test
FAT - Network Switch	FAT — Factory Acceptance Test	Network	13	Active	Run Test

Testing provides access to templates and test runs.



11. Importing test templates from CSV

CSV import is the fastest way to create a long reusable test procedure. Use it instead of creating each test item one by one.

1. Open Testing and select Upload test template CSV

The upload option is intended specifically for reusable test-template content.

2. Download the example CSV

Use the application-provided file instead of building an ad-hoc spreadsheet structure.

3. Keep the column headings unchanged

The importer expects the supported headings, including `template_name`, `template_type` and `test_name`.

4. Use one template per file

Repeat the same `template_name` and `template_type` on every row in that file.

5. Enter one test item per row

Use section to group related items; add instructions, expected value, unit and required status as needed.

6. Save as CSV and upload

Return to the import page and select the file.

7. Review the preview

Confirm row count, template identity, sections and test names before creating the template.

8. Create the template

Complete the import. Valtoroq opens the newly created reusable template for review.

Import limits and validation

A single import supports up to 500 test rows. Missing required headings, mixed template names/types or missing test names should be corrected in the CSV before retrying.

12. Running tests

1. Choose the system

Open Testing from the System when possible; otherwise select the correct system explicitly.

2. Choose the test/template

Select the reusable procedure that matches the delivery stage.

3. Begin the run

Verify the test title and system context before entering results.

4. Execute item by item

Record pass/fail status and supporting notes or evidence. Do not mark items complete without performing the required check.



5. Handle failures immediately

Create or link an Issue when the result does not meet the acceptance criteria.

6. Save and close when unfinished

Use the available save/close workflow if the run must be resumed later.

7. Submit the completed run

Once all required items are complete and failures are handled, submit/finish the run and move it into approval where required.

The screenshot displays the Valtoroq testing interface for a 'FAT - UPS' test run. The top navigation bar includes 'Back', 'Dashboard', and 'Menu' buttons. The test details section shows 'FAT - Factory Acceptance Test' with report number 'FAT-2026-0002'. Key metrics include 'Testing readiness' at 9%, 'Required satisfied' at 1/11, 'Failed required' at 0, and 'Status' as 'In Progress'. The 'Test results' section shows a '1. Equipment identity' item with a 'Pass' result. The interface also has buttons for 'Print Report', 'Save & Close', and 'Submit FAT'.

A test run records the execution result for each item and keeps the evidence in context.

13. Issues and remediation

Issues capture delivery defects, failed-test findings and operational exceptions. The most useful issue records remain linked to the affected System and Test Run.

1. Create or open the issue

Create it from the failed test when possible so system/test context is retained.

2. Describe the observed problem

Record the actual failure or exception clearly enough for another user to act on it.

3. Assign responsibility

Set an owner and due date when remediation is time-sensitive.

4. Perform corrective action

Repair, replace, configure or otherwise correct the condition.

5. Record the resolution

Document what was done and any information needed for audit or future troubleshooting.

6. Retest

Return to the originating test requirement and verify that the condition now meets the criteria.

7. Close only when appropriate

Close after remediation is complete or after a formal accepted-exception process has been followed.

Issues provide a traceable record of failures, ownership, remediation and closure.

14. Approvals

Approvals is an approval inbox, not a generic project listing. It surfaces completed work that is waiting for an authorized user to approve.

1. Open Approvals

Review items waiting for your authorization.

2. Open the linked work item

Use the originating Test Run or other record to review technical details.

3. Review failures and exceptions

Do not approve unresolved failures unless the workflow explicitly allows a documented exception.

4. Approve or return the work

Record the appropriate approval outcome based on the evidence and required process.

15. Customer Acceptance

Acceptance records customer sign-off after required testing and issue handling are complete.

1. Confirm readiness

Verify required SAT/ATP or other acceptance-stage testing is complete.

2. Review open issues

Blocking issues should be resolved. Any permitted exceptions should be clearly documented.

3. Open Acceptance

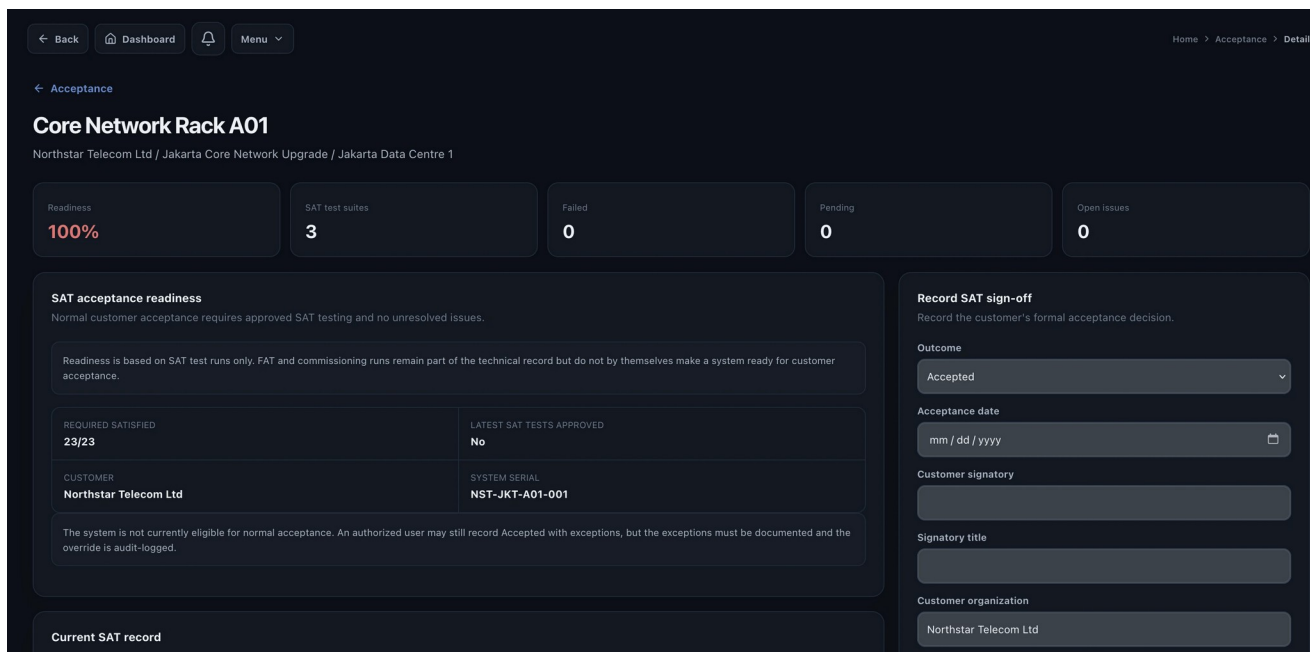
Use the system/project context to reach the correct acceptance record.

4. Record the outcome

Use Accepted or Accepted with Exceptions as appropriate to the real customer decision.

5. Continue to handover

Once accepted, authorized users can prepare the handover package.



The screenshot shows the 'Acceptance' page for 'Core Network Rack A01' under the project 'Northstar Telecom Ltd / Jakarta Core Network Upgrade / Jakarta Data Centre 1'. The page features a top navigation bar with 'Back', 'Dashboard', and 'Menu' buttons. The main content area includes a summary section with five cards: 'Readiness' at 100%, 'SAT test suites' at 3, 'Failed' at 0, 'Pending' at 0, and 'Open issues' at 0. Below this is a 'SAT acceptance readiness' section with a note that normal acceptance requires approved SAT testing and no unresolved issues. It includes a table with 'REQUIRED SATS' (23/23), 'LATEST SAT TESTS APPROVED' (No), 'CUSTOMER' (Northstar Telecom Ltd), and 'SYSTEM SERIAL' (NST-JKT-A01-001). A warning message states that the system is not currently eligible for normal acceptance. To the right is a 'Record SAT sign-off' form with fields for 'Outcome' (set to 'Accepted'), 'Acceptance date' (mm/dd/yyyy), 'Customer signatory', 'Signatory title', and 'Customer organization' (Northstar Telecom Ltd).

Acceptance is the formal gate between completed testing and handover.

Controlled milestone

Acceptance should represent the customer's actual acceptance state. It is intentionally used as a gate before handover.

16. Handover and Documents

Handover converts the accepted system record into a structured completion package.

1. Confirm acceptance

The system should be accepted or accepted with documented exceptions before handover preparation.

2. Prepare or refresh the pack

Create the handover pack from the accepted system record.

3. Review supporting content

Confirm the package accurately reflects the system, acceptance status and supporting delivery records.

4. Issue the pack

Issue only when delivery documentation is final.

5. Use Reports for roll-up

Issued handover records feed completion/reporting views so management can see the final delivered state.

Commissioning and acceptance test results					Approved
FAT - Factory Acceptance Test					
#	TEST	EXPECTED	MEASURED	RESULT	
1	Visual inspection	No damage	No damage	Pass	
2	Power-on test	Pass	Pass	Pass	
3	Network connectivity	Reachable	Reachable	Pass	
4	Configuration verification	Approved baseline	Approved baseline	Pass	
5	Burn-in verification	24	24	Pass	
SAT - Site Acceptance Test					Approved
#	TEST	EXPECTED	MEASURED	RESULT	
1	Installation inspection	Pass	Pass	Pass	
2	Power verification	230	230	Pass	
3	Network connectivity	Pass	Pass	Pass	
4	Functional operation	Pass	Pass	Pass	
5	Customer witness test	Accepted	Accepted	Pass	

Prepare and issue handover only after the acceptance gate is complete.

17. Reports

Reports provide final delivery roll-up across customers, projects, systems, testing, issues, acceptance and issued handover packs.

1. Open Reports for management review

Use Reports for delivery status and completion review rather than detailed test execution.

2. Select the relevant project/system context

Review the correct delivery record and drill into linked records when available.

3. Confirm handover/acceptance status

Final reports should reflect the accepted and issued delivery state.

4. Use report templates where provided

Administrators can manage report-related templates in Settings when the feature is available.

18. Financial Milestones

Financial Milestones track payment-related events at the Project level. Finance data is restricted to Owner, Administrator and Finance roles unless workspace policy changes that behavior.

18.1 Typical milestone triggers

- Contract / PO
- Equipment ready
- FAT
- Shipment
- Installation



- SAT
- ATP
- Acceptance
- Handover
- Custom

18.2 Update a milestone

1. Open the project financial milestones

Use the project as the source of truth for payment events.

2. Create the milestone

Choose the relevant trigger and enter the amount/currency and due information required by the workspace.

3. Record invoice information

When invoiced, update the milestone and record the invoice reference where applicable.

4. Record payment status

Move the milestone through Planned, Invoiced, Paid or Waived as the commercial state changes.

5. Review past-due items

If a due date passes while the milestone is neither Paid nor Waived, Valtoroq highlights it as past due.

19. Activity and audit history

Activity provides workspace history for traceability and operational review. It is intended as an audit/support view rather than a place to edit primary records.

1. Open Activity

Use the Administration navigation when the feature is licensed.

2. Filter or review recent events

Use event history to understand who performed an action and what record was affected.

3. Return to the source record

Use the Project, System, Test, Issue or other primary record for operational changes.

20. Settings and administration

20.1 Invite users

1. Open Settings or member administration

Only authorized workspace administrators can invite/manage members.

2. Enter the user's email address

Use the address that should own the Valtoroq account.

3. Choose the role

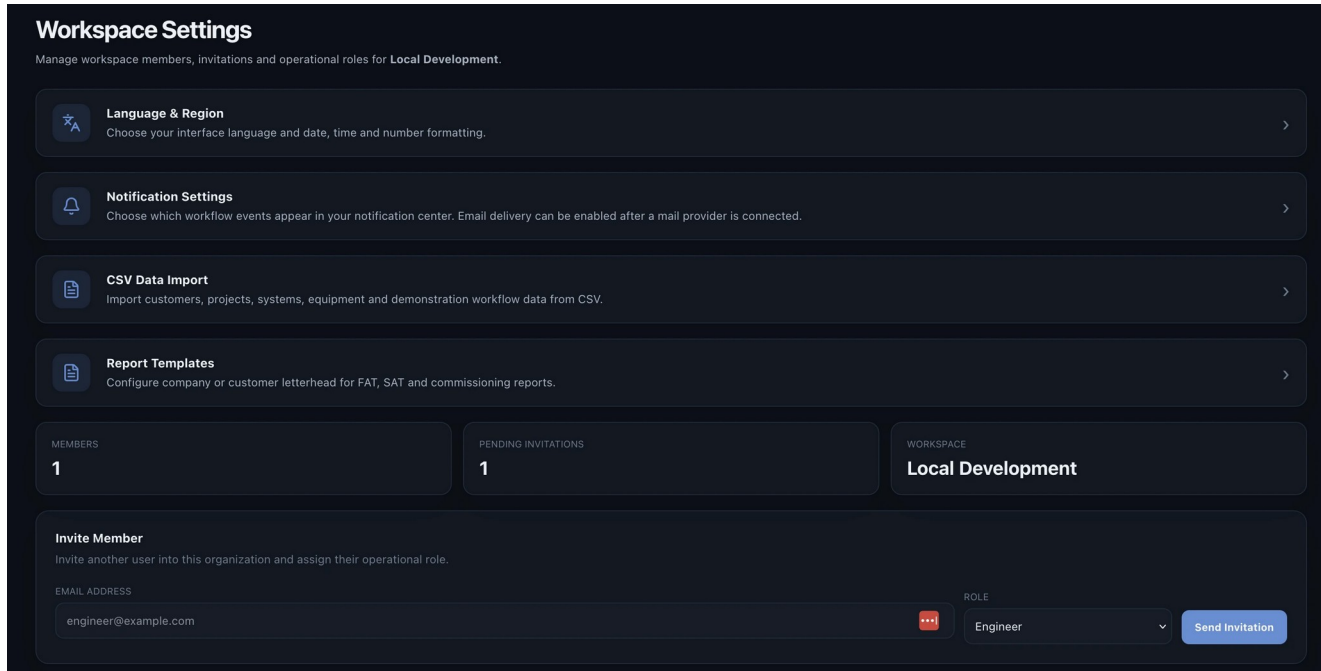
Apply the least-privileged role that supports the user's responsibilities.

4. Send the invitation

The user follows the invitation flow to create or join the workspace account.

5. Confirm the member appears correctly

After acceptance, verify the user and role in member administration.



Invite users from the authorized workspace administration area.

20.2 Language and Region

- Use the app language selector or Settings → Language & Region to choose the supported interface language.
- Regional settings can control how dates and numbers are displayed.
- Language changes should persist to the user preference after selection.

20.3 Report Templates

1. Open Settings → Report Templates

Use this area to manage report-related template configuration when available.

2. Use generic, reusable template names

Name the template for its report purpose rather than for a specific customer unless the workspace intentionally requires customer-specific output.

3. Upload or update the supported template asset

Follow the form fields provided by the page.

4. Save and test the report output

Generate a test report before relying on the template for final delivery documentation.



21. Project hierarchy CSV import

For larger deployments, project hierarchy data can be imported using the application-provided project CSV structure. This import is separate from the test-template CSV import.

1. Download the project import template

Use the file provided by the application.

2. Keep the hierarchy structure intact

The import represents customer → project → site → system → equipment.

3. Use unique keys

Each imported record needs a unique key within the import set.

4. Use parent_key relationships

Connect child records to the correct parent so sites, systems and equipment are created in the correct hierarchy.

5. Review the import preview/results

Confirm the hierarchy before relying on the imported records.

6. Use the separate test-template import for FAT/SAT/ATP content

Do not place test-procedure rows in the project hierarchy CSV.

22. Subscription and feature behavior

Customer-facing plans are Standard, Professional, Enterprise and On-Premise/Custom. Internal billing identifiers are implementation details and are not intended for customer use.

22.1 Standard

Core operational modules are available. Selected advanced capabilities may be added individually where the subscription supports add-ons.

22.2 Professional

Includes advanced delivery features such as structured approvals, acceptance, handover, reports, activity/audit history, advanced role permissions, project planning and financial milestones.

22.3 Enterprise

Includes the advanced delivery feature set with higher/default user capacity and enterprise-oriented deployment options where configured.

22.4 On-Premise / Custom

Features and user limits are configured according to the deployment agreement.

How feature visibility works

The active entitlement is the combination of base-plan features and active add-ons. The interface generally hides features that are not licensed.



23. Recommended operating practices

Create the hierarchy first — Customer → Project → Site → System provides context for everything downstream.

Work from context — Opening Testing, Issues or Equipment from a System reduces record-selection mistakes.

Use My Actions daily — Keeps assigned work, due dates and approvals visible.

Use the Plan as schedule truth — Prevents milestone dates from drifting across separate notes or spreadsheets.

Link failures to Issues — Creates a traceable remediation and retest history.

Do not bypass Acceptance — Acceptance is the formal gate before handover.

Issue handover only when final — Issued packs should represent the delivered state.

Limit Finance access — Protects commercial information from unnecessary exposure.

Use generic examples in shared templates — Avoid embedding unrelated company/customer names in reusable sample text or image alternative text.

24. Troubleshooting and support checklist

24.1 A module is missing

1. Check your role

The role may not include permission for the module.

2. Check the subscription

The feature may not be included in the current plan or active add-ons.

3. Check workspace status

Suspended or expired subscriptions can restrict access.

4. Ask an administrator

If the expected entitlement and role are correct, have an administrator review the workspace configuration.

24.2 A user cannot be invited

The workspace may have reached its purchased/default user limit. Remove an unused member or pending invitation, increase the purchased limit or change the subscription as appropriate.

24.3 Testing or Issues show the wrong records

Re-enter the workflow from the relevant System or Test Run so Valtoroq can carry the correct system/test-run context. Before editing, verify the project, site and system shown on the page.



24.4 Handover cannot be prepared

Confirm the System is accepted or accepted with permitted exceptions, your role can manage handover, and the Handover feature is included in the subscription.

24.5 Finance information is not visible

Financial Milestones require the feature entitlement and an Owner, Administrator or Finance role.

24.6 2FA code is rejected

1. Use the newest code

Authenticator codes expire quickly.

2. Check device time

Authenticator apps depend on accurate device time.

3. Retry from the login page

Start a fresh verification attempt if the page has been open for a long time.

4. Contact an administrator if recovery is required

Use the workspace recovery process rather than sharing authentication secrets.

Support information to collect

Before escalating a problem, record the page/URL, user role, project/system context, exact error message, time of occurrence and the action being attempted. Screenshots are useful when they do not expose credentials, QR codes, secrets or sensitive customer data.

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