

Sign In With Your Phone

Authenticator app codes and passkeys for Get Air

You can use your phone to sign in, approve manager overrides and unlock a locked screen, instead of typing your password. It's **optional**: your password always keeps working.

Authenticator app

An app on your phone shows a new 6-digit code every 30 seconds. You type the code instead of your password.

Available to: all employees.

Passkey

The computer shows a QR code. You scan it with your phone and unlock your phone. Nothing to type.

Available to: all employees.

Keep it to yourself. Never tell anyone your code, and never scan a QR code to sign someone else in. Everything you sign in or approve with your phone is recorded under your name.

Authenticator app

Before you start

- Install a free authenticator app on your phone from the App Store or Google Play: **Google Authenticator** or **Microsoft Authenticator**. (If you already use 1Password, that works too.)
- Set up on a **computer**, so you can scan the QR code with your phone.
- Allow about 5 minutes. Setup must be finished within **15 minutes** of showing the QR code.

Set it up (one time)

- 1 Sign in to Get Air on a computer as usual, with your name and password.
- 2 Click **your name** at the top of the page. This opens the **Who Am I?** page.
- 3 Click **Set Up Authenticator App**.
- 4 Next to , type something to remind you which phone it's on, e.g. *My iPhone*. Type your password next to .
- 5 Click **Show QR Code**. A QR code appears.
- 6 On your phone, open the authenticator app and add an account:
 - **Google Authenticator**: tap **+**, then **Scan a QR code**.
 - **Microsoft Authenticator**: tap **+**, choose **Other account**, then scan.

Point your phone at the QR code on the computer screen. A new entry called **Get Air** appears in the app, showing a 6-digit code.

- 7 **Don't stop here.** Type the 6-digit code from the app into on the computer, then click **Finish Setup**.

Setup isn't complete until you do this step. If you skip it, the app will show codes but they won't work.

- 8 The page now says **Set up on "My iPhone"**. You're done.

Can't scan the QR code? Under the code there's a key (groups of letters and numbers). In the app, choose **Enter a setup key** (Google) or **Enter code manually** (Microsoft), type the key exactly, and choose **Time based**.

Sign in with a code

- 1 On the sign-in page, type your name and click **Next**.
- 2 The page asks for **"the code from your authenticator app"**. Open the app on your phone and type the 6-digit code shown under **Get Air**.
- 3 Want your password instead? Click [Use my password instead](#).

Approve a manager override with a code

For managers and team leads who are allowed to approve overrides (discounts, refunds, coupons).

- 1 When the approval box appears, click [Use authenticator code](#) under the password box.
- 2 Pick **your name** from the list.
- 3 Type the 6-digit code from your app and approve as usual.

Don't see your name? You're only listed at your own park, at parks you're set up to switch to, or if you're an area manager. You can still use your password.

Unlock a locked screen with a code

- 1 On the lock screen, click [Use authenticator code](#).
- 2 Type the 6-digit code from your app.

New phone, or lost your phone?

- **Still have the old phone:** open **Who Am I?**, click **Authenticator App**, type a code from the old phone, then click **Replace With New Phone/App** and follow steps 6–8 above with the new phone.
- **Lost the old phone:** ask IT to reset your authenticator, then set it up again. Your password still works in the meantime.

- **Don't want it any more:** open **Who Am I?**, click **Authenticator App**, then **Remove Authenticator**.

Problems with codes

What you see	What to do
"This setup has expired. Start again."	More than 15 minutes passed after the QR code was shown. In the app, delete the Get Air entry you just added, then start again from step 3.
"That code didn't match."	Make sure you're reading the Get Air entry (not another account) and the newest code. If you've set up more than once, delete the older Get Air entries in the app; only the last one works. Check that your phone's date and time are set automatically.
"That code was already used."	Each code works once. Wait for the next one (the app shows a countdown).
"Too many wrong codes."	Wait 15 minutes, or use your password.
Signing in still asks for my password	Setup wasn't finished. Go to Who Am I? → Set Up Authenticator App and do every step, including Finish Setup .

Passkeys

A passkey is saved on your **phone**, never on a computer, so nobody else at a shared computer can sign in as you. The computer shows a QR code; you scan it with your phone and unlock your phone with Face ID, your fingerprint or your PIN.

Before you start

- An iPhone or Android phone with a screen lock (Face ID, fingerprint or PIN).
- **Bluetooth turned on** on both your phone and the computer. Your phone talks to the computer over Bluetooth when you scan.
- **Unlock your phone first, then open the camera.** Scanning from the lock-screen camera often fails the first time.

Add a passkey (one time)

- 1 Sign in on a computer, click **your name** at the top to open **Who Am I?**, and click **Passkeys**.
- 2 Next to , type something like *My iPhone*. Type your password (or, if you've set one up, a code from your authenticator app).
- 3 Click **Add a Passkey**, then **Save Passkey**.
- 4 Your browser asks where to save it. Choose **"Use a phone or tablet"** (wording varies, e.g. *"iPhone, iPad or Android device"*). **Don't save it on the computer.**
- 5 A QR code appears. Unlock your phone, open the camera, and point it at the QR code. Tap the prompt that appears, then confirm with Face ID, fingerprint or PIN.
- 6 The passkey appears in the list on the **Who Am I?** page. You're done.

A password manager window popped up? Some password managers (such as 1Password) jump in and offer to save the passkey. Close that window without saving. The QR code appears next.

On your phone's own browser you can add a passkey from the same **Who Am I?** page; it just asks for Face ID, fingerprint or PIN, with no QR code.

Never add your passkey on a park tablet or any shared device.

Use your passkey

Sign in

- 1 On the sign-in page, click [Sign in with a passkey](#). No name needed.
- 2 Unlock your phone, scan the QR code with its camera, and confirm.

Approve an override or unlock a screen

- 1 Click [Use a passkey](#) under the password box.
- 2 Unlock your phone, scan the QR code with its camera, and confirm.

Problems with passkeys

What you see	What to do
Phone says the passkey can't be used, the first time you scan	Unlock your phone fully, open the camera app, and scan again. Don't scan from the lock screen.
No QR code, a password manager window instead	Close the password manager window. The QR code appears next.
Scanned, but nothing happens on the computer	Turn on Bluetooth on both the phone and the computer, and keep the phone near the computer.
"Your passkey worked, but you can't approve this here."	Your passkey is fine, but you aren't allowed to approve overrides at this park.
"That passkey belongs to someone else."	On a lock screen, only the person who is locked out can unlock it.
Got a new phone	Add a new passkey from the new phone, then click Remove next to the old one on the Who Am I? page.

Questions or problems? Contact IT. Your password always works, so you're never locked out by these options.