

Finding Hidden Authorization Codes

A quick guide for when an employee isn't receiving authorization codes on Android.

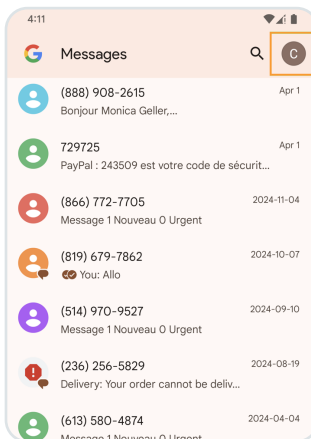
START HERE

Is the employee using Google Messages on an Android phone?

Google Messages can flag automated texts, including authorization codes, as spam and move them out of the main inbox.

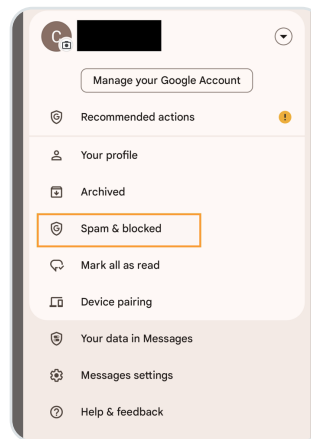
1

Tap the **profile picture** in the top-right corner of Messages.



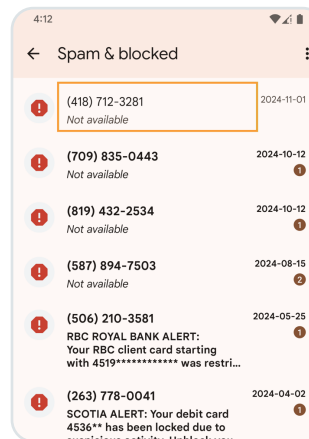
2

Select **Spam & blocked**.



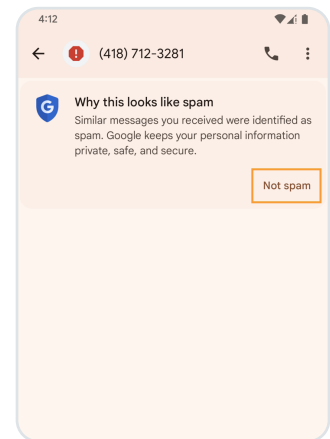
3

Check whether any authorization code texts are in the list, and open one.



4

Tap **Not spam** to tell the phone this text isn't spam.



KEEP FUTURE CODES OUT OF SPAM

Repeat step 4 for **every** authorization code text in Spam & blocked. Marking them all as Not spam helps make sure future codes go to the main inbox.

STILL NOT RECEIVING CODES?

Confirm the mobile number on file is correct, then reach out to your **Thread Account Manager**.