I am not getting an SMS / Text message to log in

Your Worker Checks Account · https://workerchecks.com/tl/mga-doc/hindi-ako-nakakatanggap-ng-sms-text-message-para-mag-log-in/

Not Receiving an SMS or Text Message to Log In

If you're not receiving the **SMS verification code** required to log in to your **Worker Checks account**, it's usually because your registered mobile number has changed or your phone is no longer accessible.

Two-factor authentication (2FA) protects your account and personal data. If you can't complete verification, you'll need to confirm your identity with our team before we can update your number.

Have You Changed or Lost Your Phone?

If your **mobile number has changed**, or you've **lost your phone**, please contact us (**via chat** in the first instance) directly so we can help you regain access.

For your security, this is a **manual identity-verification process** handled by our support team.

Why We Use Two-Factor Authentication (2FA)

Two-factor authentication helps ensure only you can access your Worker Checks account, even if your password is compromised.
When enabled, you'll receive a **one-time SMS code** to verify each login.

If that code isn't arriving:

- Double-check your phone's signal or network coverage.
- Confirm that your number supports **SMS messages**.
- If your number has changed or you've lost access to it, contact us below.

How to Get Help

To restore access:

1. Start a **live chat** using the widget at the bottom right of your screen.
2. Type **“Talk to human”** to connect with our support team.
3. We’ll verify your identity and safely update your account details.

Once your number is confirmed, you’ll be able to log in and receive SMS codes as normal.

Need Help Faster?

You can also reach our team via:

- **Email:** ask@workerchecks.com
- **Portal:** Log a ticket in your Worker Checks dashboard *(if accessible)*

We respond promptly during business hours to help you get back into your account securely.

Still Need Help?

We’re happy to assist you in understanding your results and next steps. Just click on the chat icon in bottom right of this screen.