

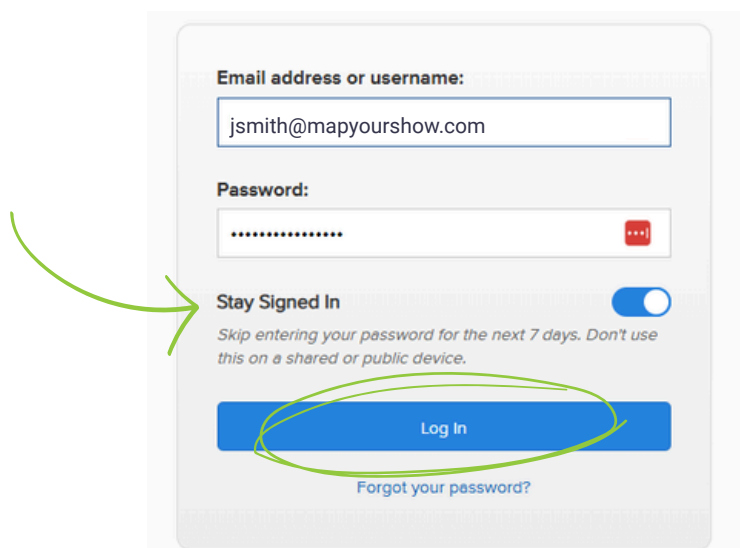
Setting Up Multi-Factor Authentication (MFA)

To help keep your Show Dashboard account secure, sign-in now requires Multi-Factor Authentication (MFA). In addition to your email and password, you'll confirm your identity with a one-time verification code — either from a text message or authenticator app — before you can access your account.

MFA adds a second layer of protection to your account. Even if someone else obtains your password, they won't be able to sign in without also having access to your verification code. You'll only need to complete setup once — after that, your device or browser can be remembered for future sign-ins.

How to Set Up MFA

- 1 Go to the Show Dashboard sign-in page and enter your email and password. If you'd like to stay signed in for 7 days, toggle on the **Stay Signed In** option and click **Log In**.



The screenshot shows the sign-in form with the following elements:

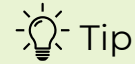
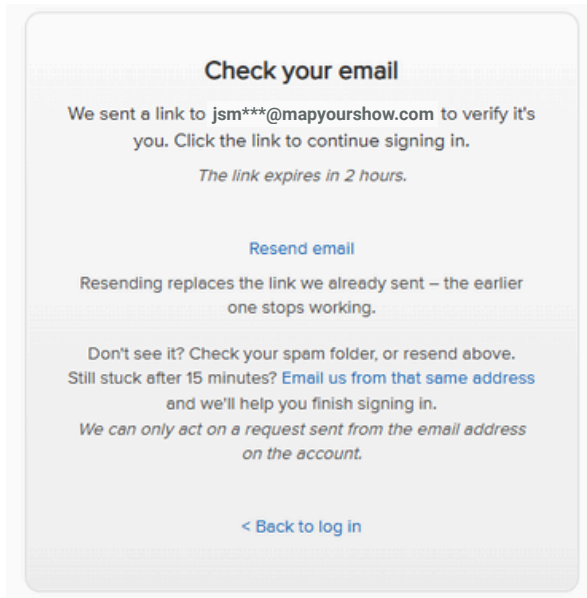
- Email address or username:** A text input field containing "jsmith@mapyourshow.com".
- Password:** A password input field with masked characters (dots) and a red eye icon to toggle visibility.
- Stay Signed In:** A toggle switch that is currently turned on (blue).
- Log In:** A blue button at the bottom of the form, which is circled in green.
- Forgot your password?:** A link below the Log In button.

A green arrow points from the "Stay Signed In" toggle to the "Log In" button, indicating the sequence of actions.

2

Check your email. This email will come from service@mapyourshow.com.

After you sign in with your email and password, we'll send a link to your email address to verify it's you. **Click the link** in the email to continue setting up MFA. **The link expires in 2 hours.** If you don't see it, check your spam folder, or click **Resend email** — resending replaces the link we already sent, so the earlier one stops working.



Tip

Still stuck after 15 minutes?

Email us from that same address and we'll help you finish signing in. (For security, we can only act on a request sent from the email address on the account.)

3

After verifying your email, you'll be asked to set your password. **This isn't tied to whether your current password meets requirements — it's a standard part of enrollment, and it's a good opportunity to choose a new password if it's been a while.** Whatever you enter here becomes your password going forward. Enter and confirm your new password, then click **Continue**. Passwords must be 8–50 characters and meet at least two of the following: a letter, a number, and a symbol.

4

Your email address is already set up as one way to receive login codes. **Once email setup is complete, any MFA emails moving forward will come from noreply@mapyourshow.com.**

Now choose a second method: **Text Message** or **Authenticator App**.

- **Text Message** — get a code by text each time you sign in. **Availability varies by country (see page 7).** Enter your mobile number, agree to receive SMS messages from Map Your Show, and click **Send code**. Message and data rates may apply. **Once you receive a code, enter it and proceed to the next step.**
- **Authenticator App** — use Google Authenticator, Microsoft Authenticator, Authy, 1Password, or a similar app. No phone number needed, and codes work with no signal. If you don't already have one, install an authenticator app on your phone. Then open it and scan the QR code shown on screen — or, if you can't scan it, enter the key shown below the code instead. Enter the 6-digit code your app generates and click Verify and Finish. Codes refresh every 30 seconds; if one is rejected, wait for the next and try again. [Click here to see our guide to choosing an authenticator app for setup help.](#)

Whichever method you choose, your email address stays on file for password resets. If you choose text, you'll also have the option — on the next step — to decide whether you'd like your password-reset codes to come by email or text. If text codes aren't available for your country, you'll be required to set up an authenticator app, with email automatically used as your backup method.

Select Text Message or Authenticator App

Text Message

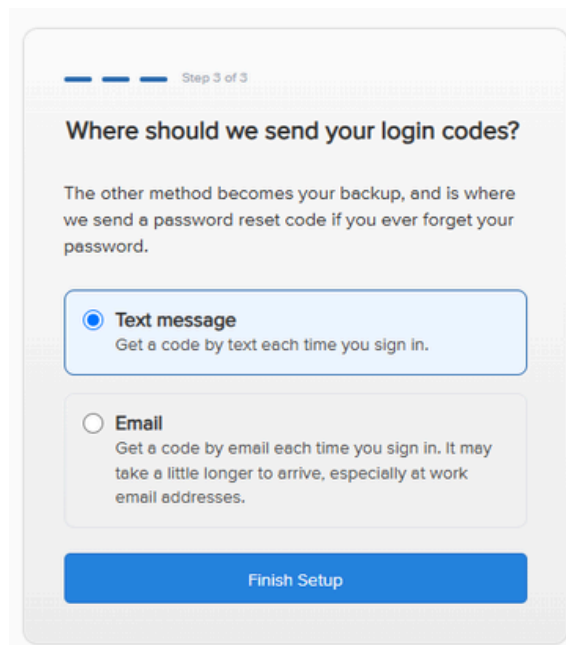
Note If text codes aren't available for your country, you'll be required to set up an authenticator app, with email automatically used as your backup method.

Authenticator App

Note **Lost your authenticator app entry?** If you deleted this account from your app, or aren't sure it saved, click Start over with a new key. The key above will stop working, and a new one will take its place — open your authenticator app and scan or enter the new one to continue.

5 **If you selected Authenticator App, setup is complete.** You'll use the app to retrieve your code each time you sign in going forward. Once verified, you're signed in, and your MFA method is saved to your account for future sign-ins.

If you selected Text Message, there's one more step: choose whether you'd like to receive your login codes by text or email going forward, then click Finish Setup. Whichever method you don't choose becomes your backup, used to send a password-reset code if you ever forget your password.



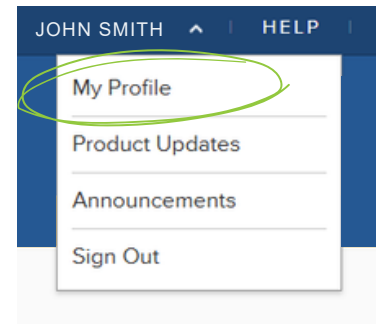
The screenshot shows a mobile app interface for setting up login codes. At the top, it says 'Step 3 of 3'. The main heading is 'Where should we send your login codes?'. Below this, a paragraph explains: 'The other method becomes your backup, and is where we send a password reset code if you ever forget your password.' There are two options: 'Text message' (selected with a blue radio button) and 'Email' (unselected with a white radio button). The 'Text message' option includes the text 'Get a code by text each time you sign in.' The 'Email' option includes the text 'Get a code by email each time you sign in. It may take a little longer to arrive, especially at work email addresses.' At the bottom, there is a blue button labeled 'Finish Setup'.

Signing In After MFA Is Enabled

Enter your email and password on the sign-in page as usual and click Log In. Your login code will automatically be sent to whichever method you selected during enrollment. Enter it to complete sign-in. **Codes are good for 15 minutes.**

Managing Your MFA Settings

You can review or update your sign-in settings at any time by **clicking your name** in the top, left corner of the screen and selecting **My Profile** in the dropdown menu. Your contact details are masked for privacy (for example, jsm***@mapyourshow.com), and your **Two-Step Verification status** shows which methods are currently active on your account (for example, "Text message + email").



Updating Your Email Address

Click **Update Email Address**, confirm your current password, choose where to send your login code, then enter and confirm your new email address.

A screenshot of a web form. The first section is titled "Email Address:" and contains a text input field with the value "+jsm***@mapyourshow.com" and a blue button labeled "Update Email Address". The second section is titled "Two-Step Verification:" and contains a text input field with the value "Text message + email". Below this are two blue buttons: "Update Phone Number" and "Switch to an Authenticator App Instead".

Updating Your Phone Number

Click **Update Phone Number** to enter a new mobile number to use for text verification codes.

Switching to an Authenticator App

If you'd rather use an authenticator app instead of text messages, click **Switch to an Authenticator App Instead**. Once you've set it up, your mobile number is removed from your account. [See our guide to choosing an authenticator app for setup help.](#)

Changing Your MFA Method

Under "**Where should we send your login codes?**" choose **Text Message** or **Email**.

A screenshot of a web form titled "Where should we send your login codes?". It has two radio button options. The first option is selected and is labeled "Text message to +15555555555". The second option is labeled "Email to jsm***@mapyourshow.com".

This takes effect at your next login. You can still switch to the other method for a single login from the login code screen.

Changing Your Password

Click **Change Password**, confirm your current password, and enter the verification code sent to you along with your new password. **Changing your password will log you out of all remembered devices. You'll need to log back in — and complete verification again — everywhere you're currently signed in.**

A screenshot of a web form titled "CHANGE YOUR PASSWORD". It features a blue button labeled "Change Password".

Logging Out of Existing Devices

Under **My Profile**, the **Remembered Sessions** section lists every device that's currently able to sign back in automatically without re-entering your password or verification code. For each device, you can see the browser and operating system, IP address, when the session was created, and when it will expire.

If you want to end all of these sessions at once — for example, if you're using a shared or public computer, or think your account may have been accessed by someone else — click **Revoke All Sessions**, then confirm by clicking **Yes** when prompted.



REMEMBERED SESSIONS			
These are devices that will automatically log you back in after your session ends.			
Revoke All Sessions			
Browser / OS	IP Address	Created	Expires
Chrome / Windows (this device)	172.20.1.30	Aug 25, 2026 9:53 AM	Sep 1, 2026
Chrome / Windows	172.20.0.41	Aug 24, 2026 2:37 PM	Aug 31, 2026
Chrome / Windows	172.20.0.41	Aug 21, 2026 1:18 PM	Aug 28, 2026
Chrome / Windows	172.20.0.41	Aug 20, 2026 9:42 AM	Aug 27, 2026
Chrome / Windows	172.20.1.30	Aug 19, 2026 12:14 PM	Aug 26, 2026

Note **Revoking all sessions will sign you out of every remembered device, including the one you're currently using.** You'll need to log in manually — with your email, password, and a new verification code — the next time you access your account on any device.



Tip

Lost access to your phone or can't receive a code? Use the "I didn't receive a code" option to request a new one, or switch to your other verification method from the sign-in screen. If you're still unable to sign in, email clientsupport@mapyourshow.com from the account holder's email address.

Countries Requiring an Authenticator App

Users in the 50 countries below will not see text message as an option and will be required to set up an Authenticator app instead:

Andorra, Aruba, Bahamas, Benin, Chad, China, Congo, Cuba, Curacao, Equatorial Guinea, Eswatini, Ethiopia, Falkland Islands, French Polynesia, Gibraltar, Greece, Guinea-Bissau, Iran, Ireland, Kiribati, Marshall Islands, Martinique, Mayotte, Micronesia, Montserrat, Nauru, Nepal, Palau, Russia, Saint Kitts & Nevis, Saint Vincent & Grenadines, Samoa, San Marino, Sao Tome & Principe, Saudi Arabia, Senegal, South Sudan, Sudan, Syria, Tanzania, Togo, Tonga, Tuvalu, United Arab Emirates, United Kingdom, US Virgin Islands, Vanuatu, Wallis & Futuna, Yemen, Zimbabwe