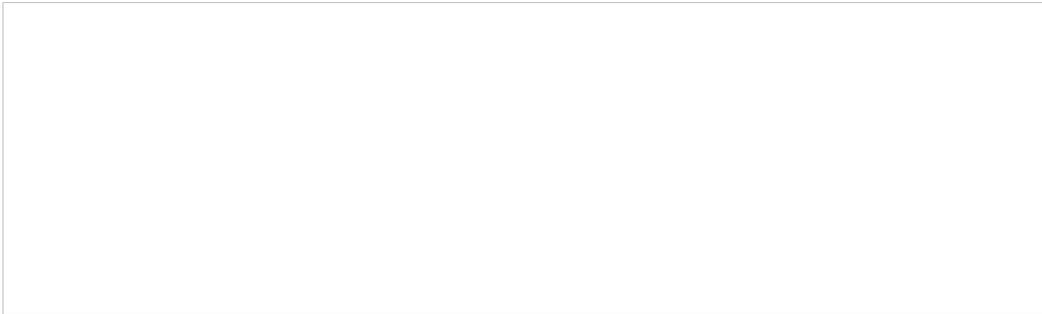# Setup Two Factor Authentication Error Message

Last Modified on 03/18/2026 5:40 pm EDT

Getting the Message "Unable to Send the Token at This Time" for certain phone numbers only?

If a user sees **"Unable to send the token at this time"** when sending a 2FA text token to certain mobile number(s) only, the mobile number has likely previously replied **STOP** to messages from **501-20**.

To fix this:

1. On the mobile device for the phone number having issues, start a new text message to **501-20**

2. Enter **START**

3. Wait for the re-subscribe confirmation message

4. Return to **User Setup** and click **Send Token** again

Once the number has been re-subscribed, the token should send successfully.

Note: The practice cannot override a mobile carrier text opt-out. The mobile device owner must text **START** to re-enable messages.

Blocks Text Messages	*Allows Text Messages*