

2FA - Two-factor authentication for your mailbox

Two-factor authentication, or **2FA** as it's commonly abbreviated, adds an extra step to your basic login procedure. Without 2FA, the password is your single factor of authentication: you enter your username and password, then you're done.

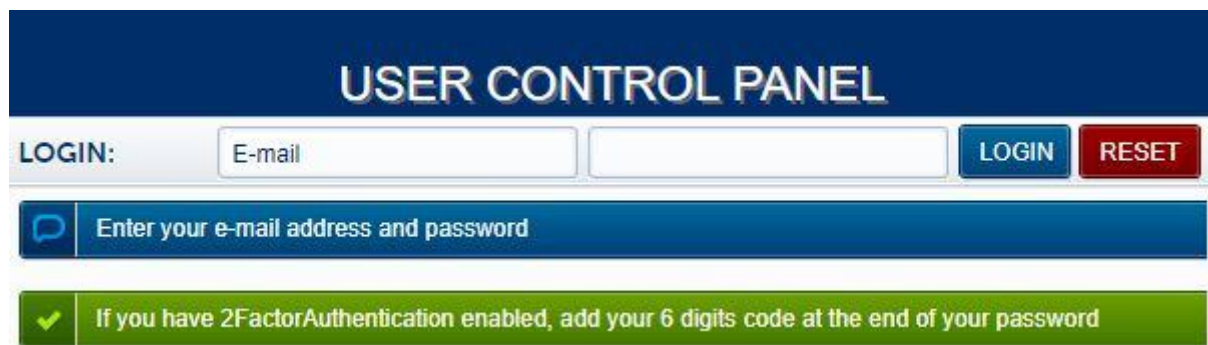
With 2FA, you log in to the Webmail by entering your username and password and the six-digit code provided by an app installed on your smartphone.

In the Webmail, you will be prompted to enter the 2FA code in a new pop-up window.



The screenshot shows a light gray pop-up window with a blue border. At the top, it says 'Login required'. Below that, it instructs the user to 'Get the code from the Twofa authenticator app on your mobile device and fill it in below.' There is a text input field labeled 'Code:' containing the number '318109'. At the bottom left is a 'Cancel' button and at the bottom right is a 'Next' button.

When logging into the User Panel, if you have 2FA enabled for your mailbox, you must add at the end of the password the 6-digit code provided by the app on your phone. For example, if your password is **T9D3K!px** and the 6-digit code is **189 145**, you must enter **T9D3K!px189145** in the login form of the User Panel.



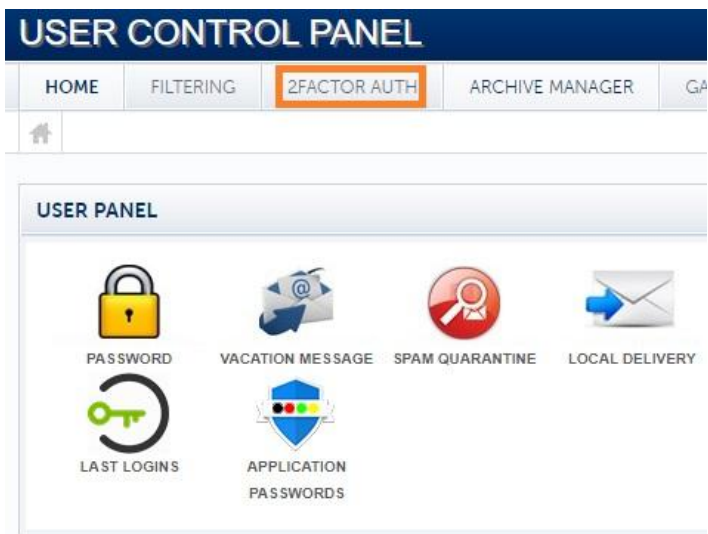
The screenshot shows the 'USER CONTROL PANEL' login interface. It has a dark blue header with the title 'USER CONTROL PANEL'. Below the header, there is a 'LOGIN:' label followed by two input fields: one for 'E-mail' and one for the password. To the right of these fields are 'LOGIN' and 'RESET' buttons. Below the input fields is a blue banner with a speech bubble icon and the text 'Enter your e-mail address and password'. At the bottom, there is a green banner with a checkmark icon and the text 'If you have 2FactorAuthentication enabled, add your 6 digits code at the end of your password'.

1. How to enable 2FA for your mailbox

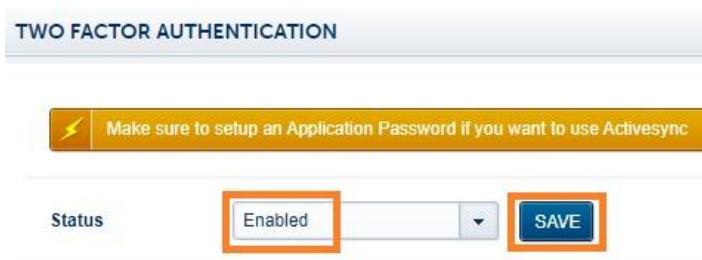
First, you need a smartphone with a two-factor authenticator App installed (OTP / 2-Step Verification / 2-Factor Authentication), such as [Authy](#) or [Google Authenticator](#).

To enable 2FA for your e-mail address:

- Log in to the [User Panel](#)
- From the menu, go to **2-Factor Auth**



- Update the dropdown **Status** to **Enabled**. Click on the **Save** button.



- Recheck the requirements: have a 2FA App installed on your phone, such as [Authy](#) or [Google Authenticator](#)
- When ready, click on the **Next** button

Enable Two Factor Authentication: Step 1

1. Please make sure you already installed an OTP App, such as Authy.
2. In step 2, you will have to scan the QR Code using the OTP App.
3. When you are ready, hit the "NEXT" button below.

NEXT

- Scan the QR code with the installed 2FA App and fill in the generated six-digit code in the **Challenge** input field.
- **Click on the Save button before your token expires. It is always better to wait for the app to generate a fresh token, so you have enough time before it expires.**
- You have enabled 2FA, and you will be prompted to fill in the token every time you log in using Webmail.

Enable Two Factor Authentication: Step 2

1. Scan this QR code using your OTP App.
2. Once the account is added, you will be given a 6 digit code
3. Enter the code in the field below.
4. Hit "SAVE" button below before your code expires.



Challenge

SAVE

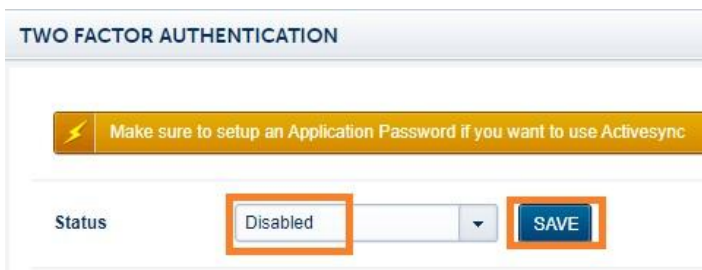
2. Disable 2FA for your mailbox

To disable 2FA for your e-mail address:

- Log in to the [User Panel](#)
- From the menu, go to **2-Factor Auth**



- Update the dropdown **Status** to **Disabled**. Click on the **Save** button.



- Insert the token from your 2FA App (such as Authy or Google Authenticator) in the **Challenge** input field.
- **Click on the Save button before the token expires. It is always better to wait for the app to generate a fresh token, so you have enough time before it expires.**
- After you see the confirmation message that the 2FA was disabled, you can delete the entry from your 2FA app.



Revision #7

Created 13 August 2024 04:23:36 by Admin

Updated 16 August 2024 02:30:51 by Admin