

# MFA - Multi-factor authentication for your mailbox

**Multi-factor authentication**, or **MFA** 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 MFA, 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 MFA code in a new pop-up window.

Login required

Get the code from the Twofa authenticator app on your mobile device and fill it in below.

Code

**Cancel** **Next**

When logging into the User Panel, if you have MFA 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.

**USER CONTROL PANEL**

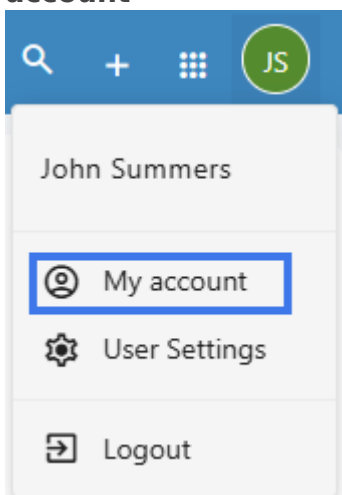
LOGIN:

Enter your e-mail address and password

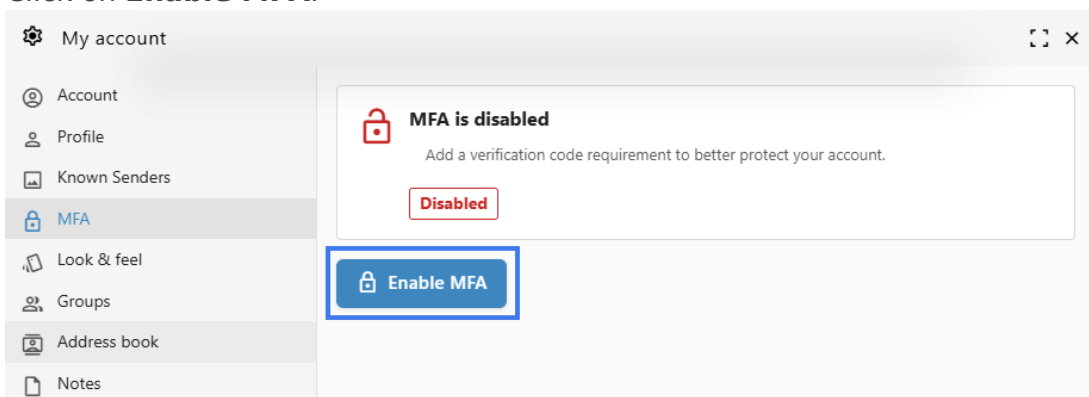
If you have 2FactorAuthentication enabled, add your 6 digits code at the end of your password

# 1. How to enable MFA from the Webmail

1. Log into the **Webmail** using your full **e-mail address** and your **current e-mail password**
2. Click on the **User** icon from the top right to activate the menu. Then click on **My account**




3. In the **Account** tab, reach for the **MFA** section.
4. Click on **Enable MFA**.



5. Use your authenticator app to scan the **QR code**, then enter the **6-digit** verification code and click **Verify & Enable**.

Enable two-factor authentication ×

Scan this QR code with your authenticator app (we recommend Authy), then enter the 6-digit code below.



**Verify & enable**

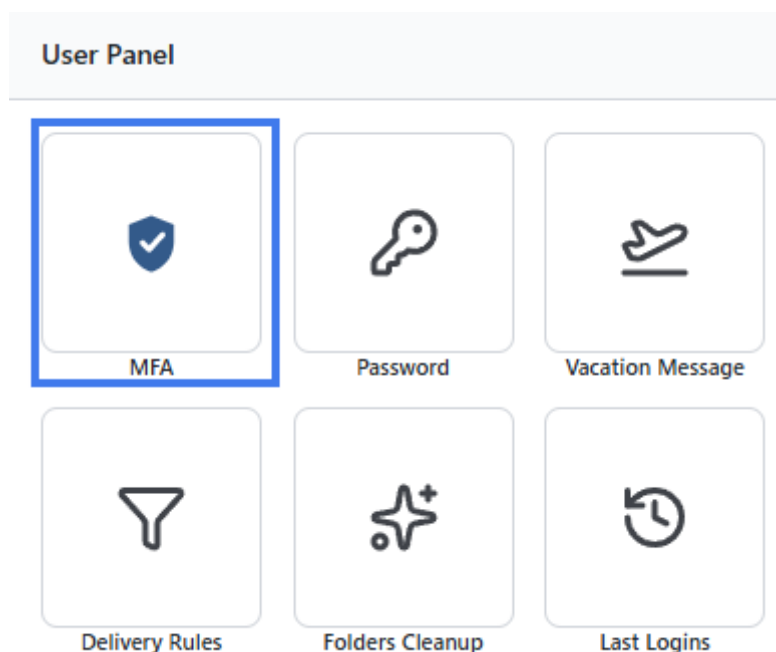
6. Click **Save**.

## 2. How to enable MFA from the User Panel

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

To enable MFA for your e-mail address:

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



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

**Multi-Factor Authentication (MFA)**

Status

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

### Enable Multi-Factor Authentication (MFA): 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 MFA 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 MFA, and you will be prompted to fill in the token every time you log in using Webmail.

## Enable Multi-Factor Authentication (MFA): 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.



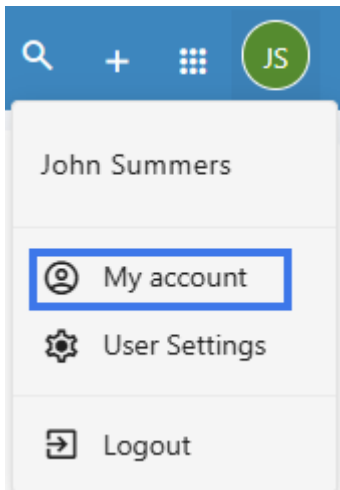
Challenge

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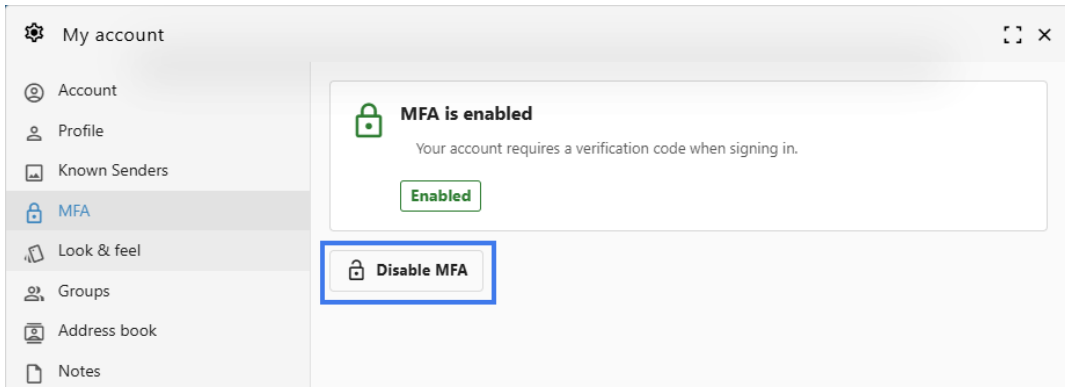
SAVE

## 3. Disable MFA from the Webmail

1. Log into the **Webmail** using your full **e-mail address** and your **current e-mail password**
2. Click on the **User** icon from the top right to activate the menu. Then click on **My account**



3. In the **Account** tab, reach for the **MFA** section.
4. Click on **Disable MFA**.



5. Use your authenticator app to generate a 6-digit code, then enter it and click **Disable two-factor authentication**.

Disable two-factor authentication ×

Enter your current 2FA code to disable two-factor authentication.

**Disable two-factor authentication**

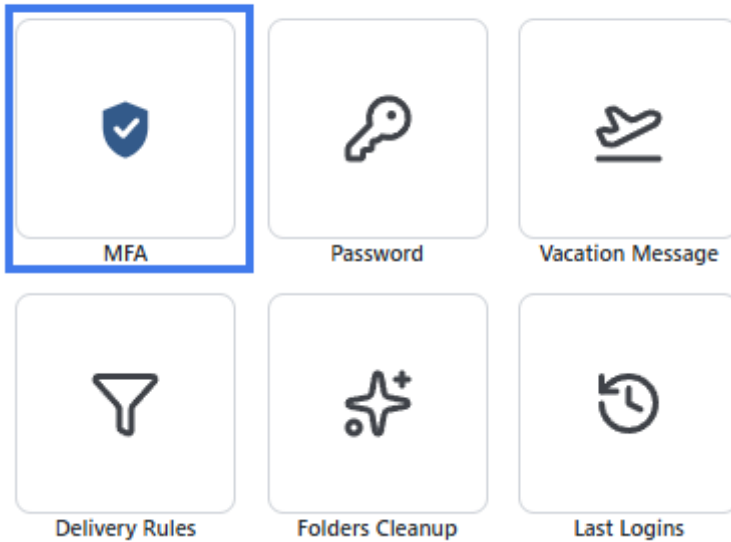
6. Click **Save**.

## 4. Disable 2FA from the User Panel

To disable MFA for your e-mail address:

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

## User Panel



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

## Multi-Factor Authentication (MFA)



- Insert the token from your MFA 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 MFA was disabled, you can delete the entry from your MFA app.

## Disable Multi-Factor Authentication (MFA)

1. To disable 2 Factor Authentication, insert the code from your OTP App ( Authy ).
2. Hit "SAVE" button below before your code expires. If this happens, insert again your newly generated code from the OTP app.

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Challenge

SAVE

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