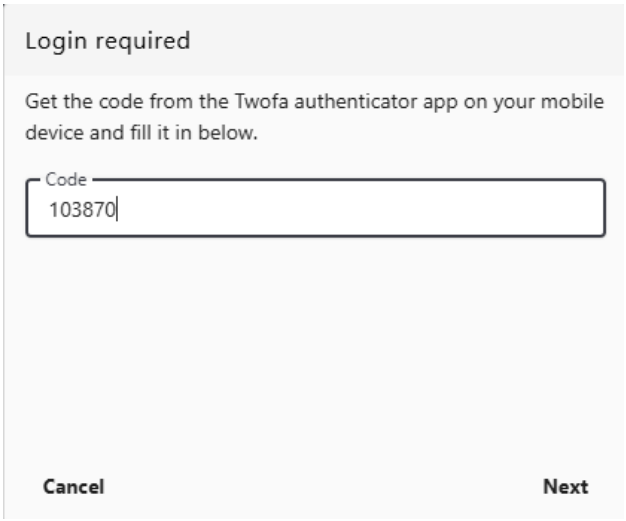
MFA - Multi-factor authentication for your mailbox

Multi-factor authentication, **2FA** 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.

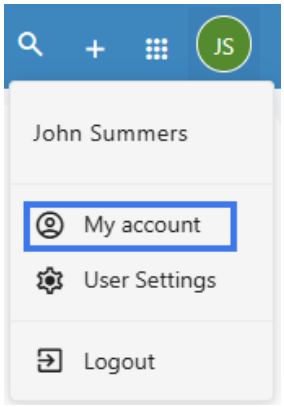


1. Enable MFA from the Webmail

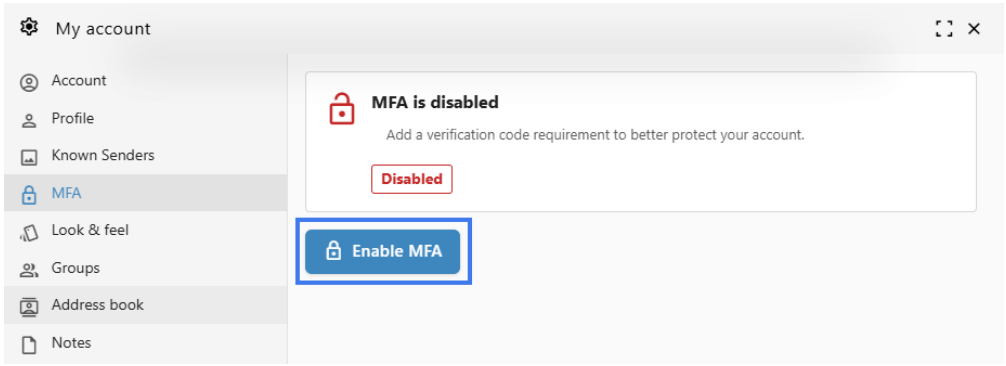
First, you need a smartphone with a two-factor authenticator App installed (OTP / M-Step Verification / M-Factor Authentication), such as Authy or Google Authenticator. To enable MFA for your e-mail address:

1. Log into the **Webmail** using your full **e-mail address** and your **current e-mail password**

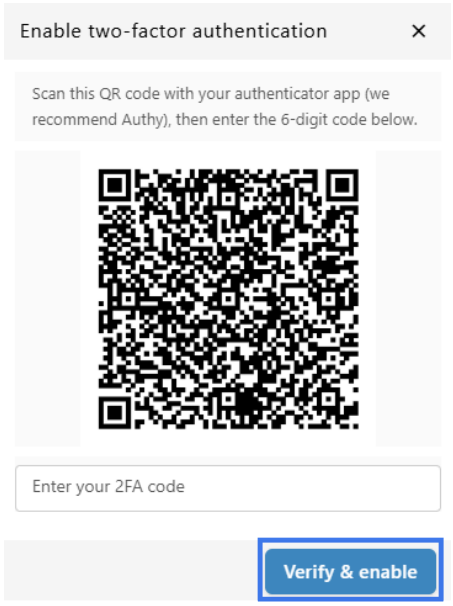
2. Click on the **User** icon from the top right to activate the menu. Then click on **My account**



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**.

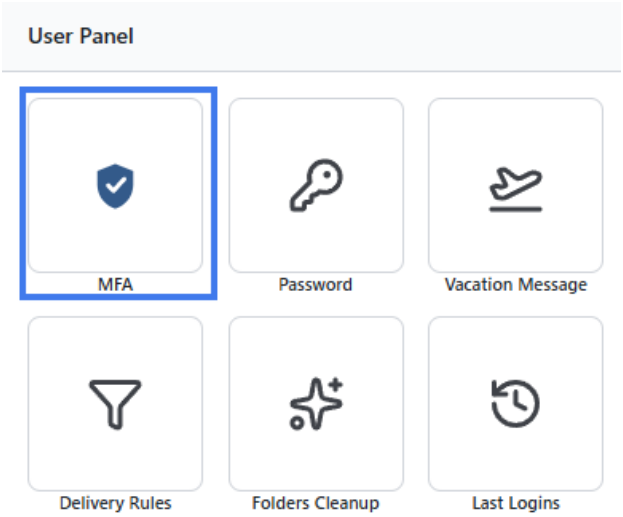


6. Click **Save**.

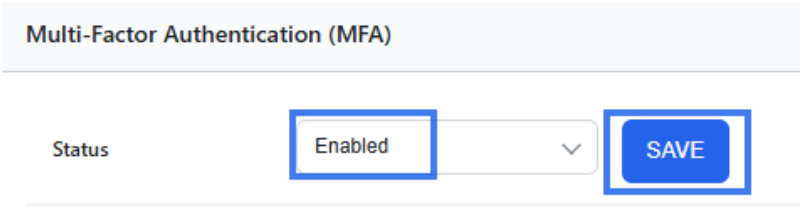
2. Enable MFA from the User Panel

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:

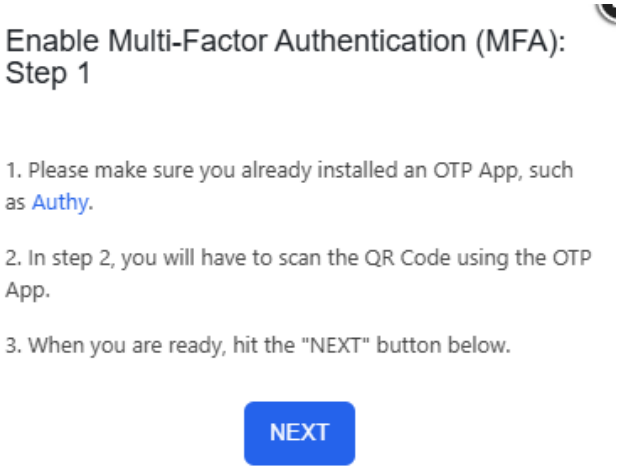
1. Log in to the **User Panel**
2. From the menu, go to **MFA**



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



4. Click on the **Next** button

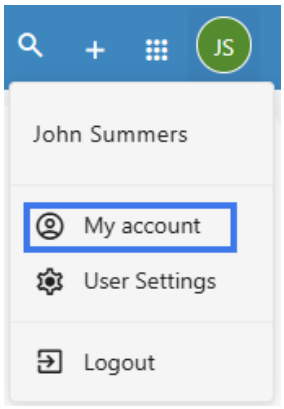


5. Use your authenticator app to scan the **QR code**, then enter the **6-digit** verification code and click **Save**. Click on the Save button before your token expires. It is always better to wait for the app to generate a fresh token, so you have enough time before it expires.

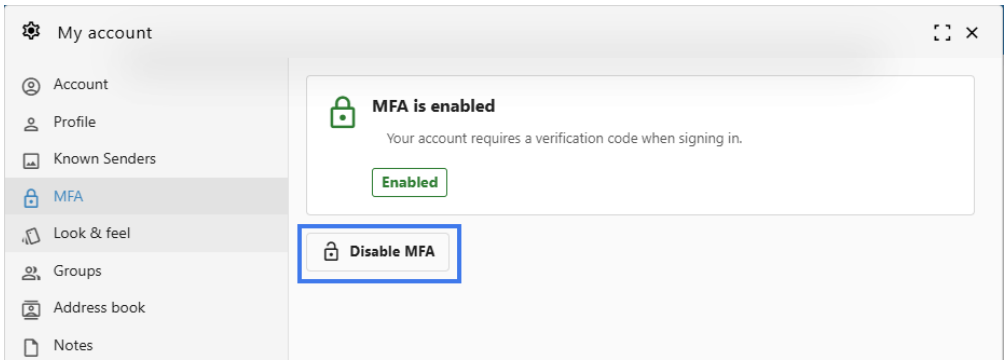


3. Disable MFA from the Webmail

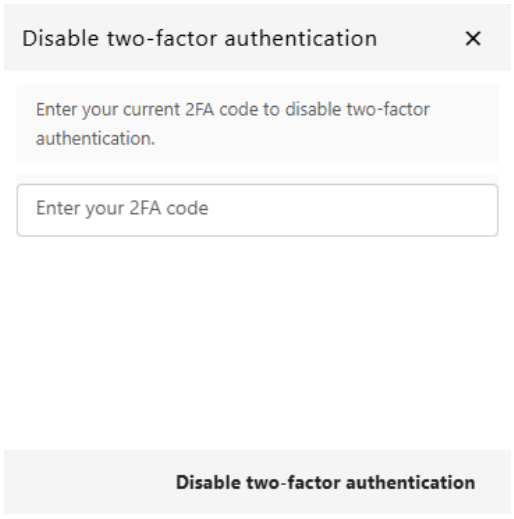
1. Log into the **Webmail** using your full **e-mail address** and your **current e-mail password**
2. Click on the **User** icon from the top right to activate the menu. Then click on **My account**



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



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



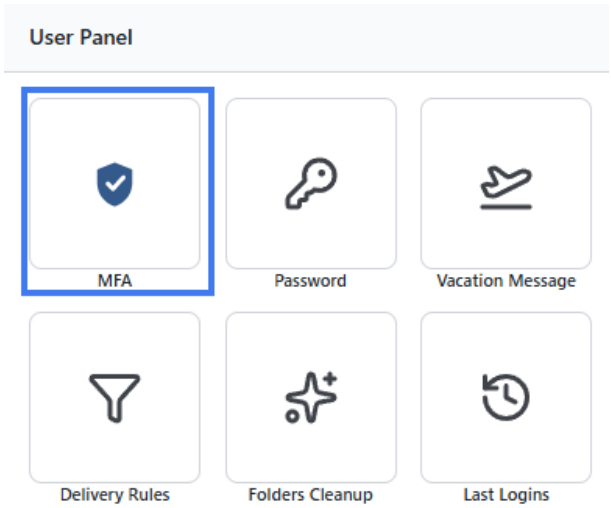
6. Click **Save**.

> After you see the confirmation message that the MFA was disabled, you can delete the entry from your MFA app.

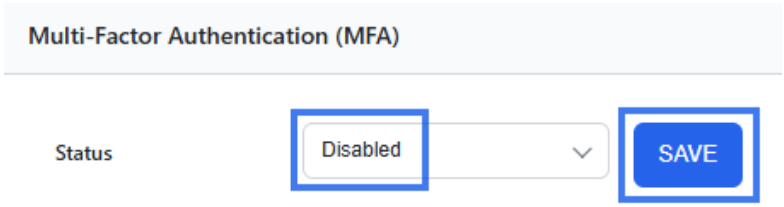
4. Disable MFA from the User Panel

To disable MFA for your e-mail address:

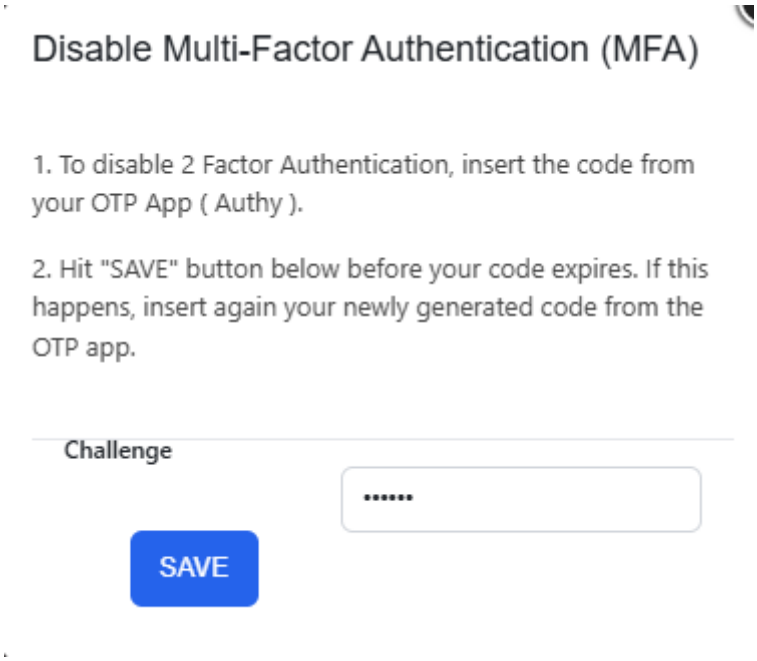
1. Log in to the **User Panel**
2. From the menu, go to **MFA**



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



4. 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.

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