

# Two-Factor Authentication (2FA) User Guide – with multiple (One-Time Passcode) OTP options

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# Two-Factor Authentication (2FA) with multiple OTP (One-Time Passcode) options

## First time users

### STEP 1

Existing UserID

Existing Password

LOGIN

Login with existing userID and password

Link Mobile Number

Mobile number

GET

Enter your mobile number for 2FA authentication

Link Email

Email Address

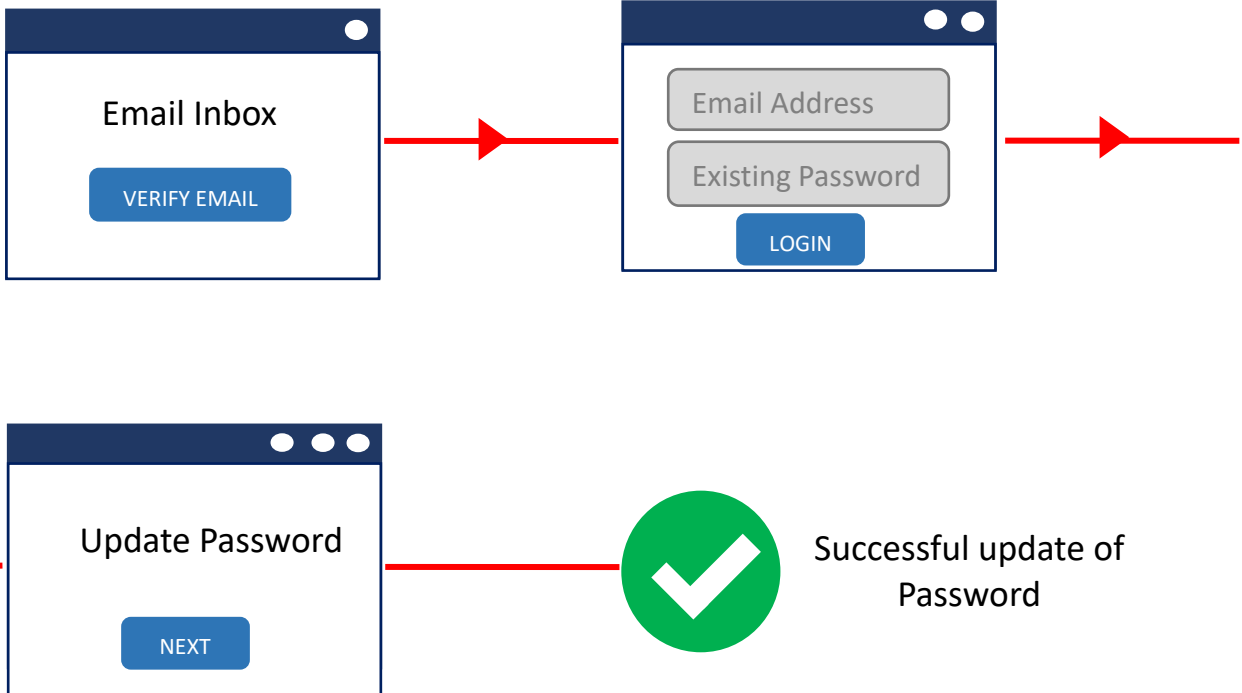
NEXT

Enter your email address.  
This will serve as your new login ID

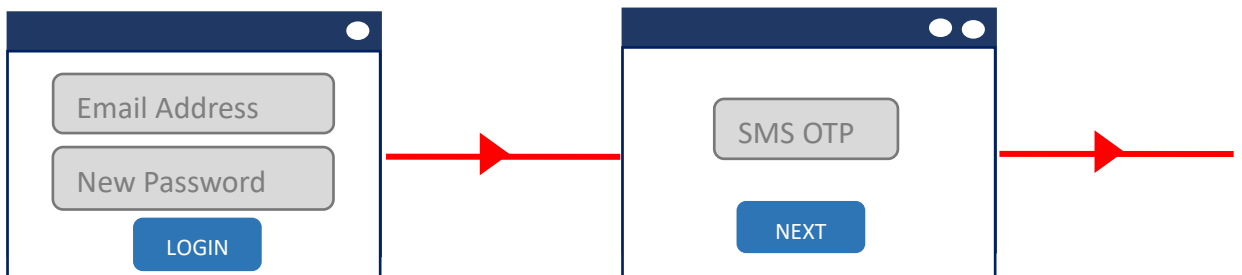


Successful update of mobile number and email address

## STEP 2



## STEP 3

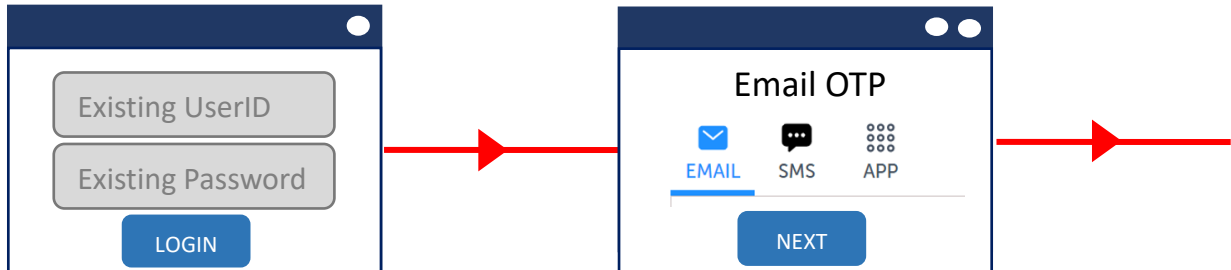


Successful Login and saved as the default login<sup>1</sup>.

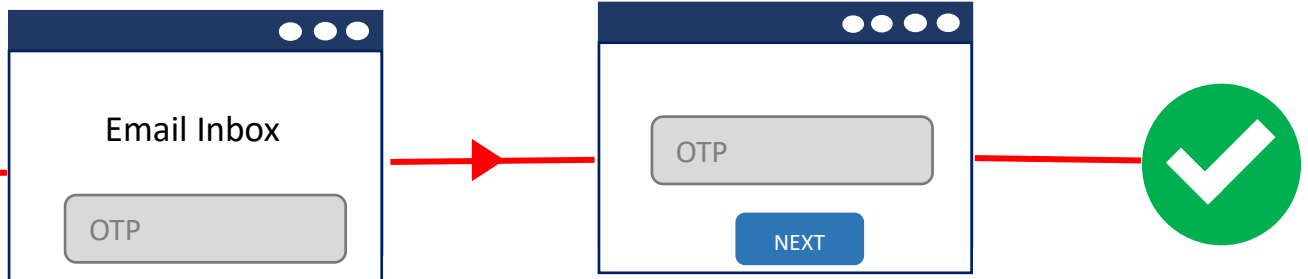
1. The default two-factor authenticator (2FA) will be based on the latest option used by the user during the last login, which in this case is SMS OTP.

## Subsequent Login

### Email Address OTP



### Select Email OTP



Retrieve OTP from registered Email

Enter the OTP

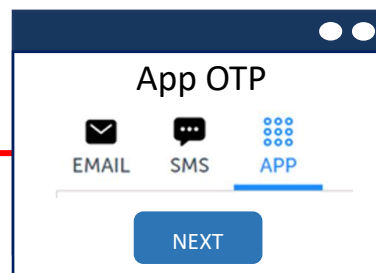
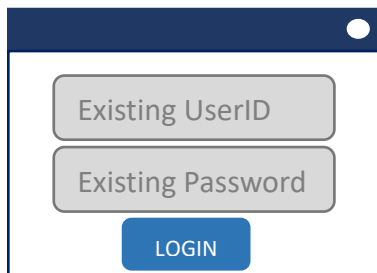
Successful Login and saved as the default login<sup>2</sup>.

2. The default two-factor authenticator (2FA) for the user will be based on the latest option used by the user during the last login, which in the case, is the email OTP.

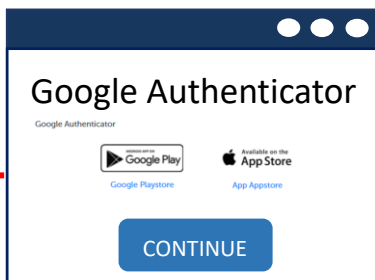
## Subsequent Login

### Google Authenticator OTP – 1<sup>st</sup> time setup

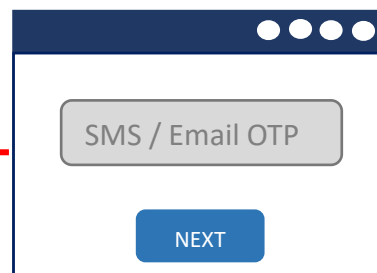
#### STEP 1



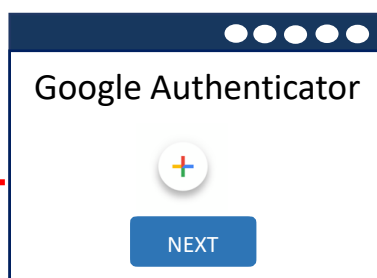
Select App OTP



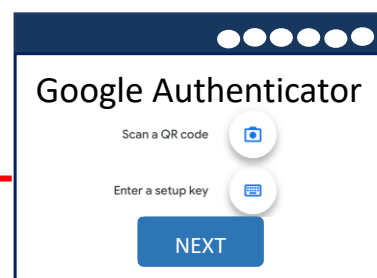
Install Google Authenticator on your mobile



Verification<sup>3</sup> for proceeding Authenticator App



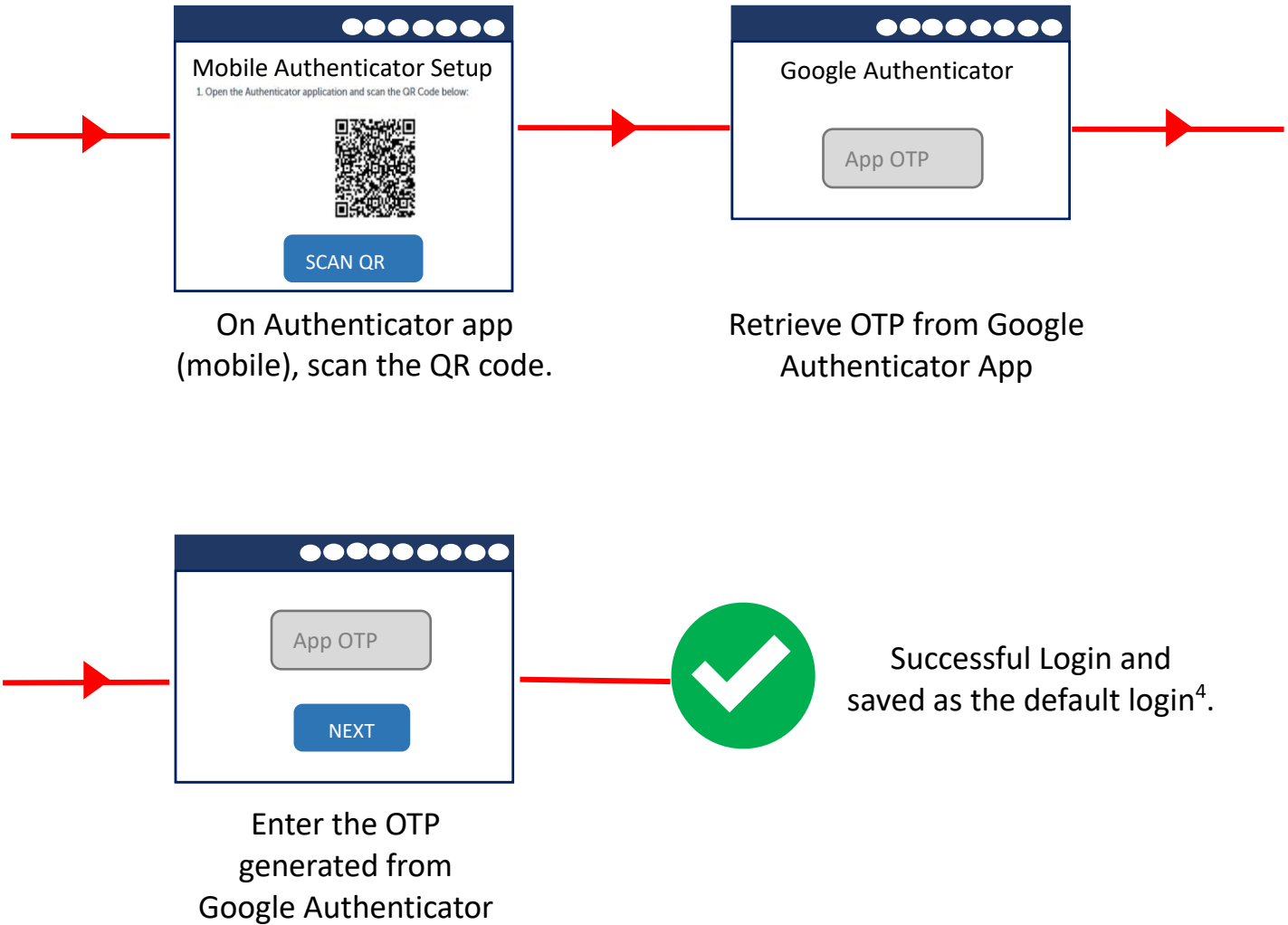
On Authenticator app (mobile), click on the plus sign to create new account



Select either  
1. Option A - Scan QR code  
2. Option B - Enter a setup

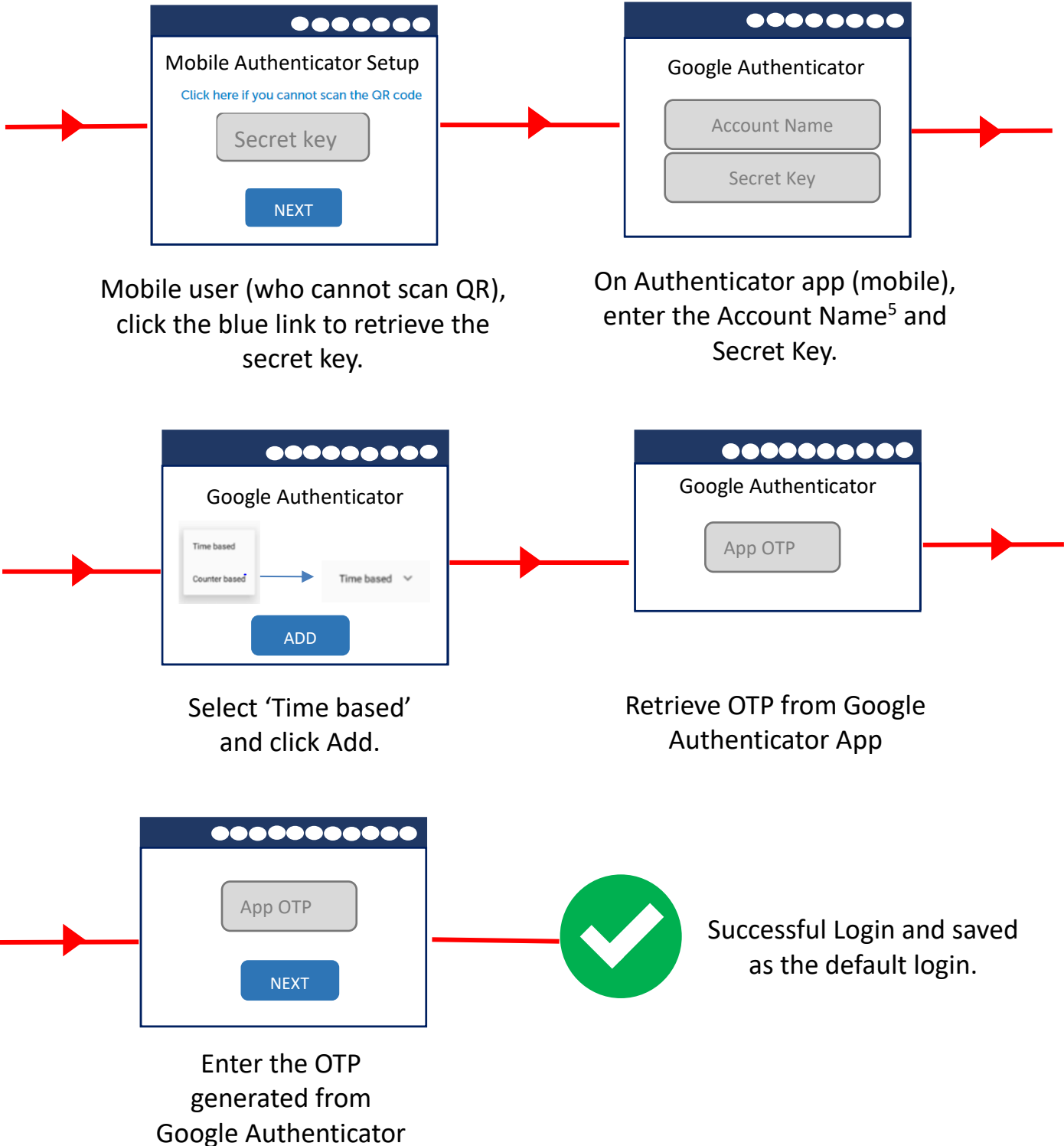
3. The default two-factor authenticator (2FA) for the user will be based on the latest option used by the user during the last login.

## Option A – Scan QR code



4. The default two-factor authenticator (2FA) for the user will be based on the latest option used by the user during the last login, which in this case, is the App OTP.

### Option B – Enter a setup key



5. Account name – Free text, user can put in any name, e.g merchant.

## Subsequent Login

### Google Authenticator OTP

#### STEP 2

Existing UserID

Existing Password

LOGIN

Login with existing  
userID and password

EMAIL SMS APP

NEXT

App OTP

App OTP

NEXT

Enter the OTP generated  
from Google Authenticator.



Successful Login