myCOI

Guide

# Two-Factor Authentication

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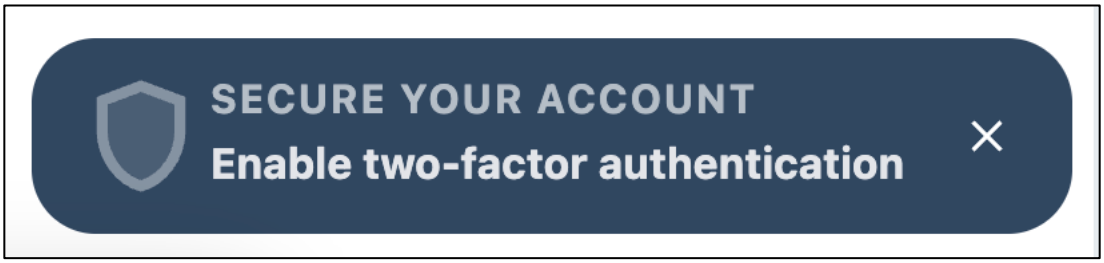
# What is two-factor authentication?

- Two-factor authentication (also known as **2FA**) is an extra layer of security that helps protect your accounts from unauthorized access.
- It does this by requiring you to provide two different pieces of evidence, or "factors," before you can log in.
- The first factor is something you know, like your password. The second factor is something you have, like your phone.




# Here's an example of how 2FA works:

- You try to log in to your account.
- The system prompts you to enter your password.
- After you enter your password, the system sends a code to your phone via email, text, or an authenticator app.
- You enter the code to complete the login process.
- This extra step makes it much harder for someone to hack into your account.

# 3 options of 2FA to select from at myCOI

At myCOI users will have the options to select from three different two-factor authentication choices.

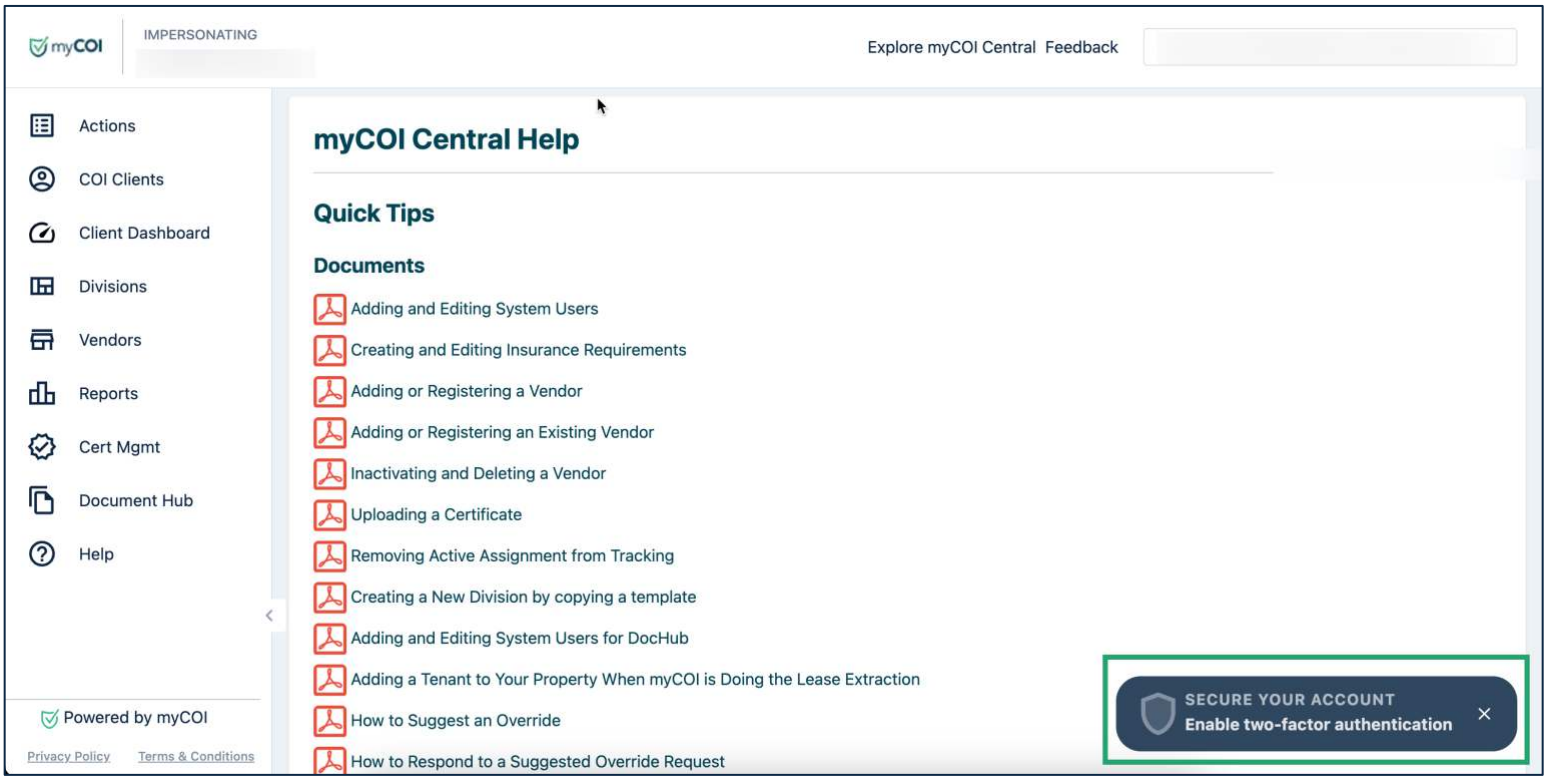
- **Email Address**
- **Mobile Phone**
- **Time-based OTP**

# 2FA - Time-based OTP Instructions

To setup two-factor authentication using Time-Based OTP option, follow the direction below:

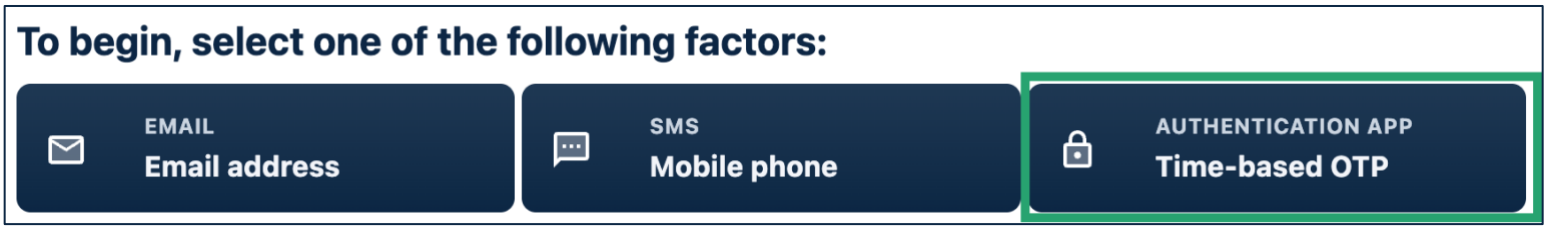
## Step#1:

Select the **Secure Your Account, Enable two-factor authentication** on the bottom right.



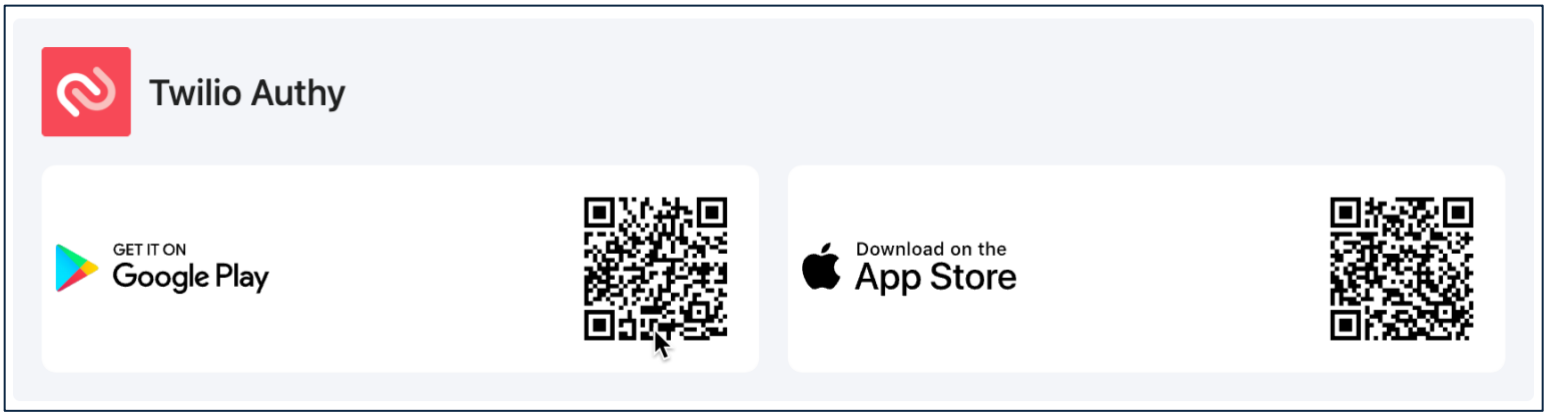

## Step#2:

Select **Time-based OTP**



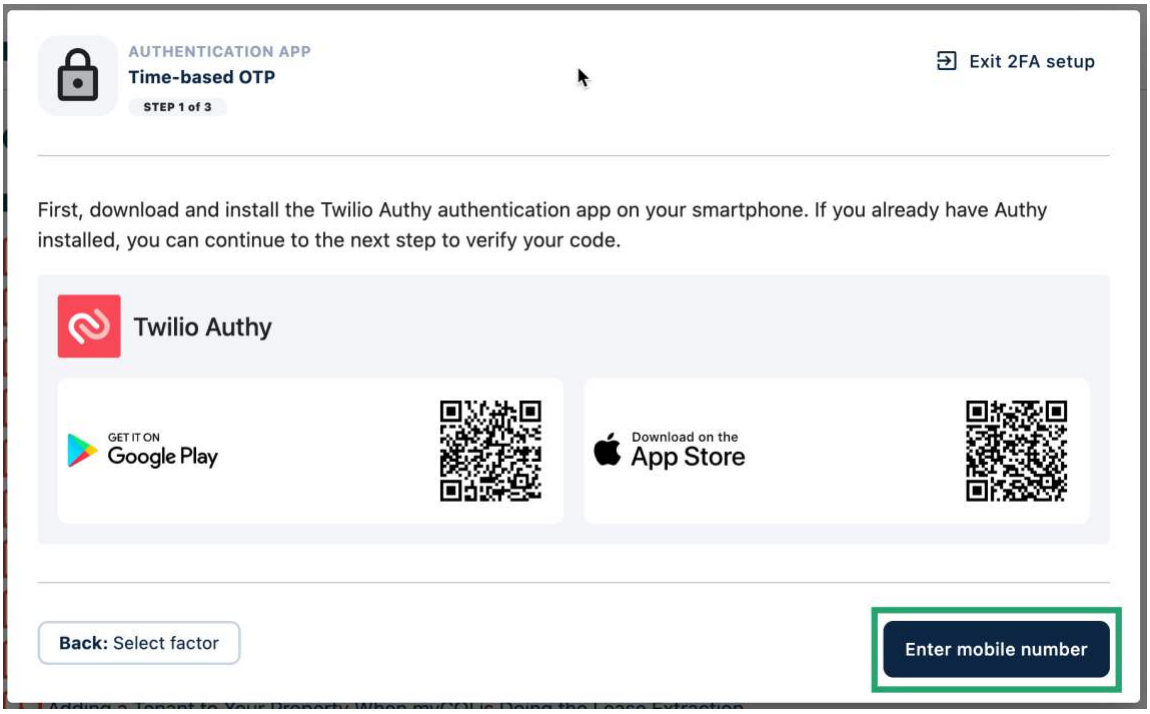
## Step#3:

Users will need to download the Twilio Authy application. The application is available on both Google Play and Apple's App store.



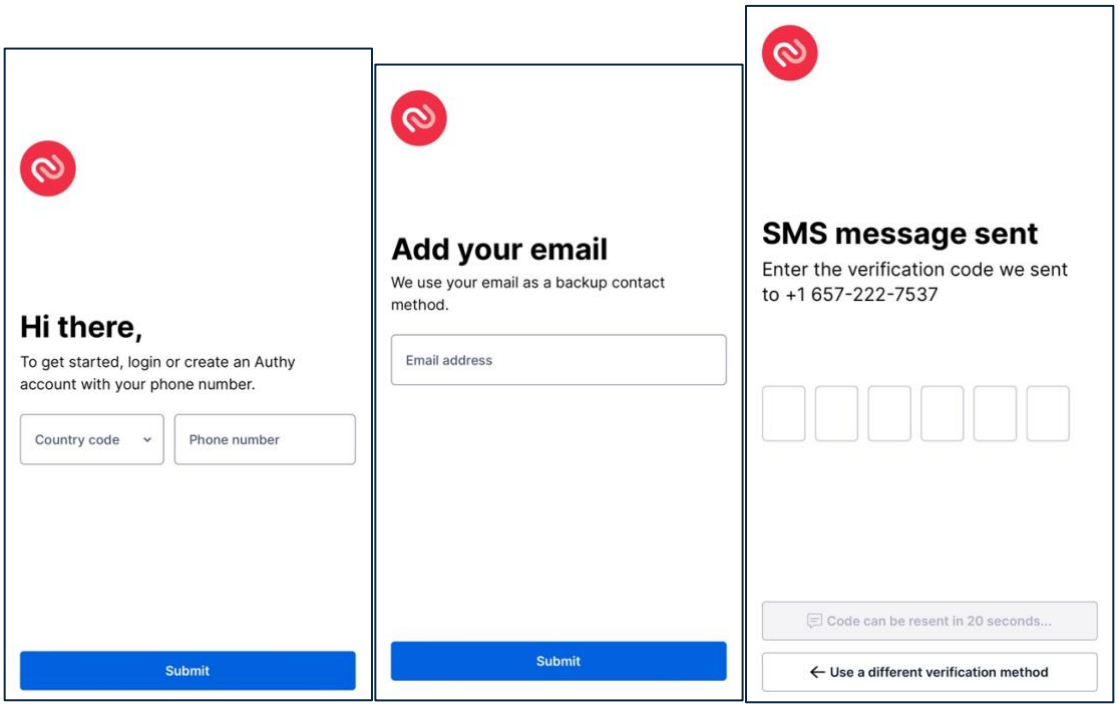

## Step#4:

Once the Twilio Authy application have been downloaded, proceed to **Enter mobile number**.



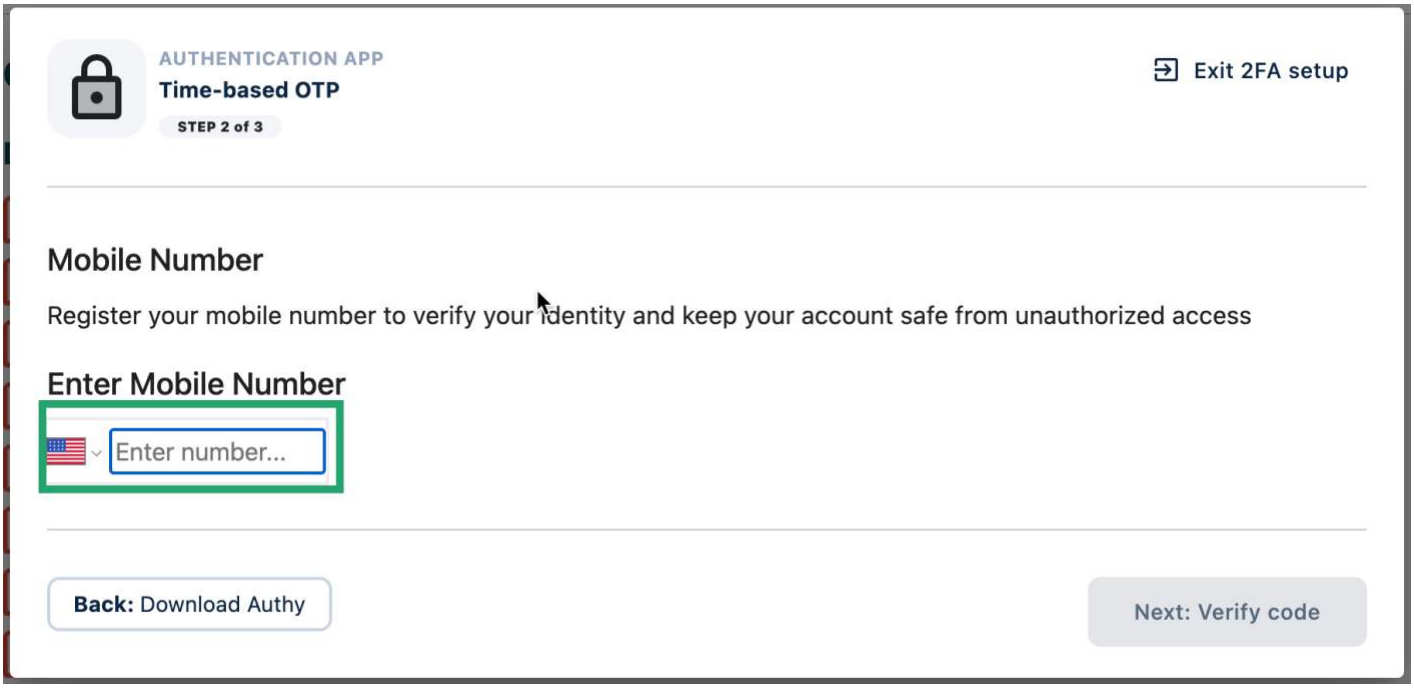
# Twilio Authy Application

Quick Twilio Authy Application set up process. Follow the steps on the screen below:



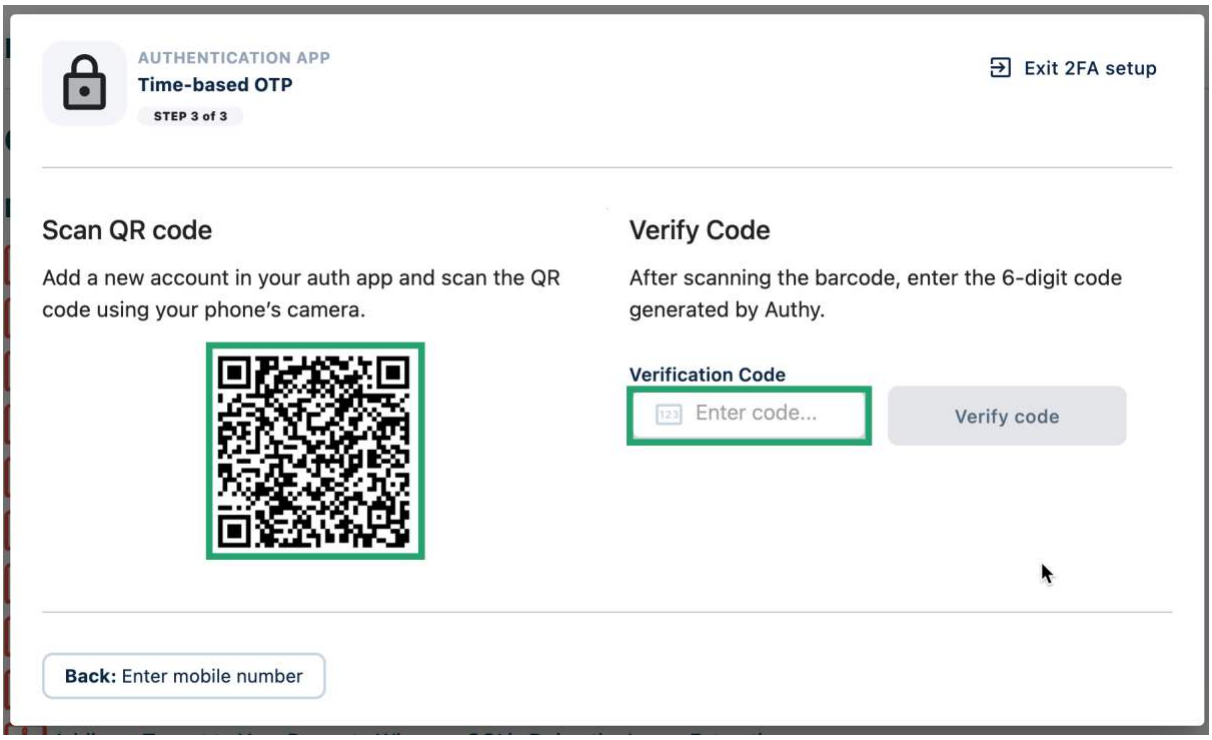

## Step#5:

**Enter the mobile number** that will be used for two-factor authentication.



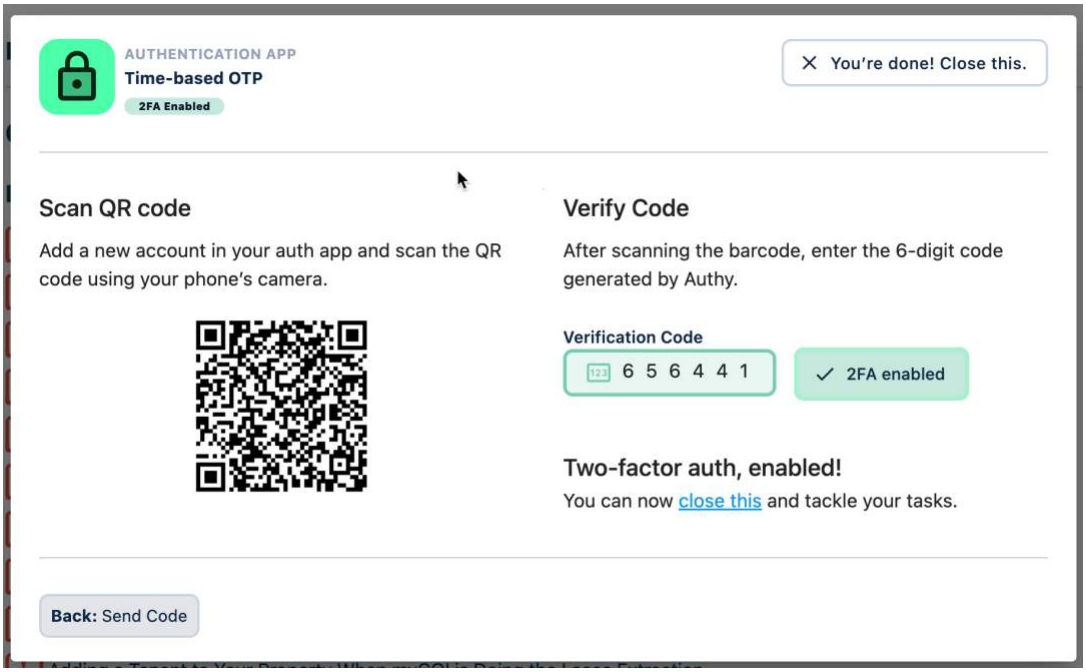
## Step#6:

Users can either **scan the QR code** or **enter** the **6-digit code** generated by Authy.




## Step#7:

Once the user has entered the verification code, the window will update and two-factor authentication using **Time-Based OTP have been activated.**

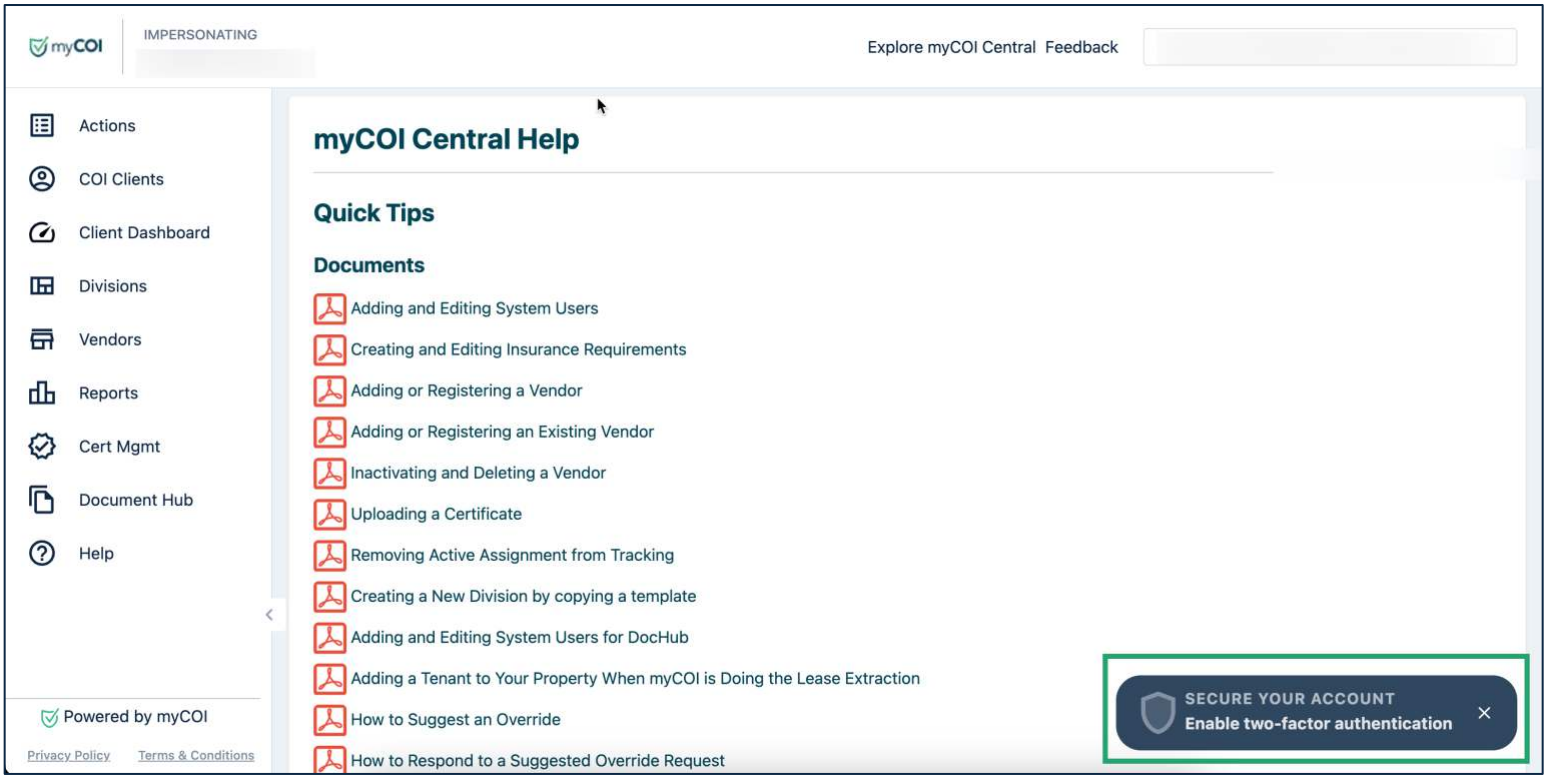


# 2FA - SMS, Mobile Phone Instructions

To setup two-factor authentication using SMS, Mobile Phone option, follow the direction below:

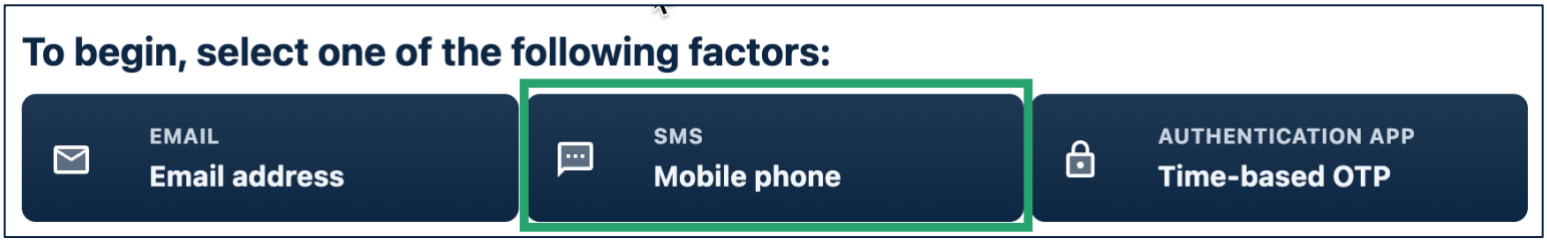
## Step#1:

Select the **Secure Your Account, Enable two-factor authentication** on the bottom right.



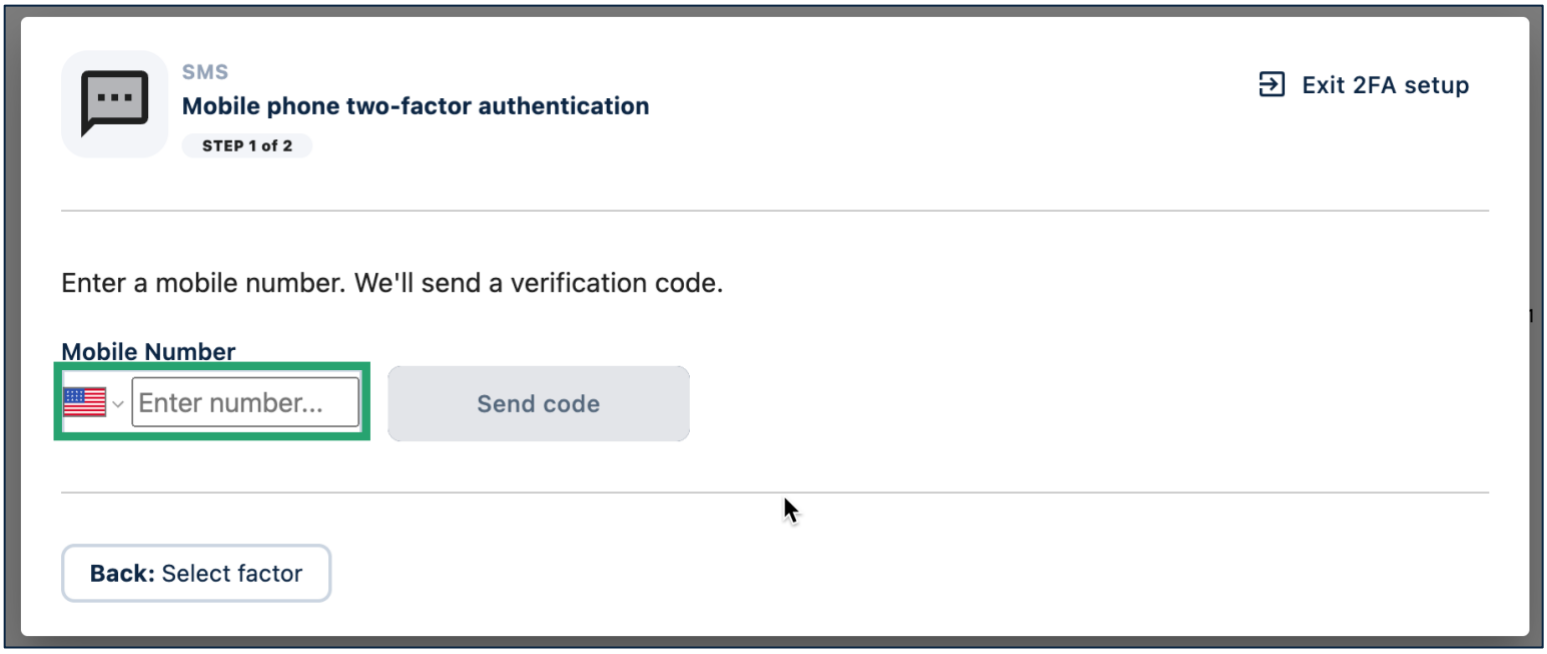

## Step#2:

Select **SMS, Mobile Phone**



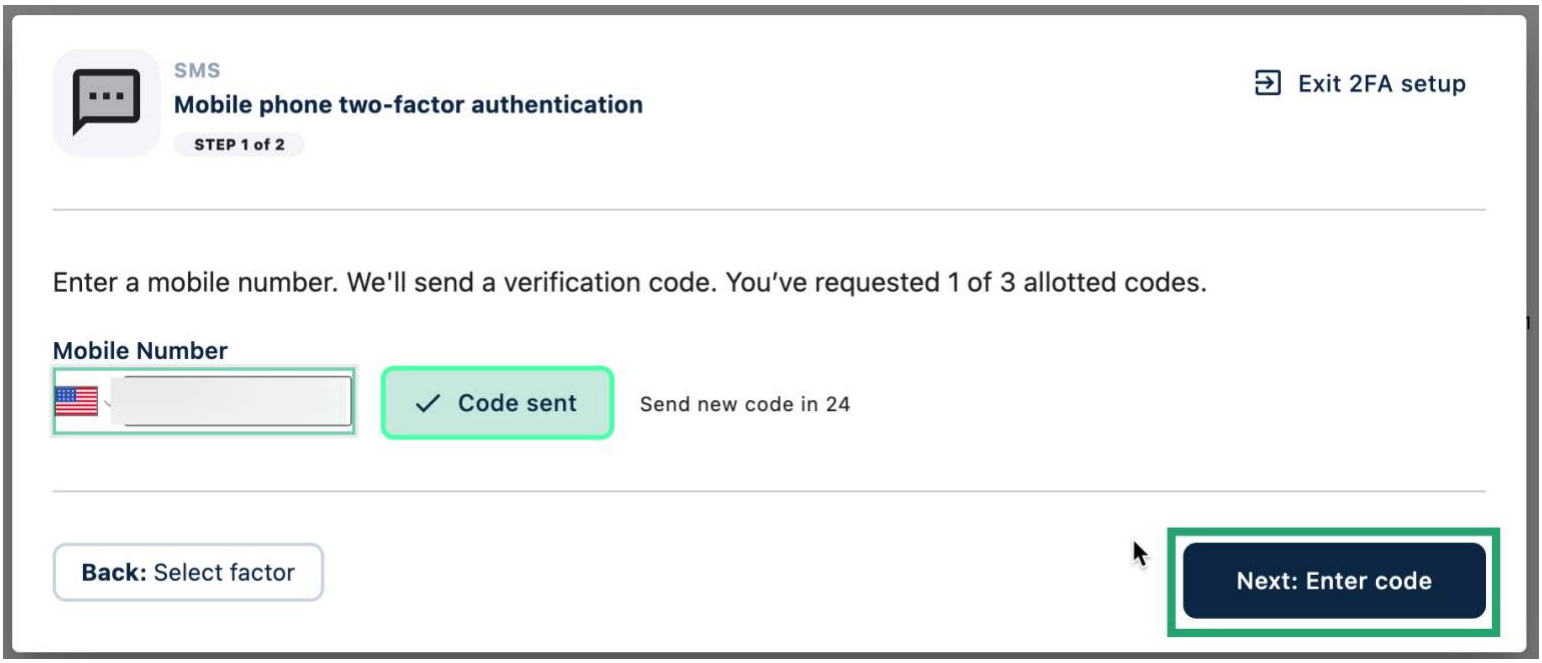
## Step#3:

**Enter the mobile phone number** that the two-factor authenticator code will be sent to and click Send code.



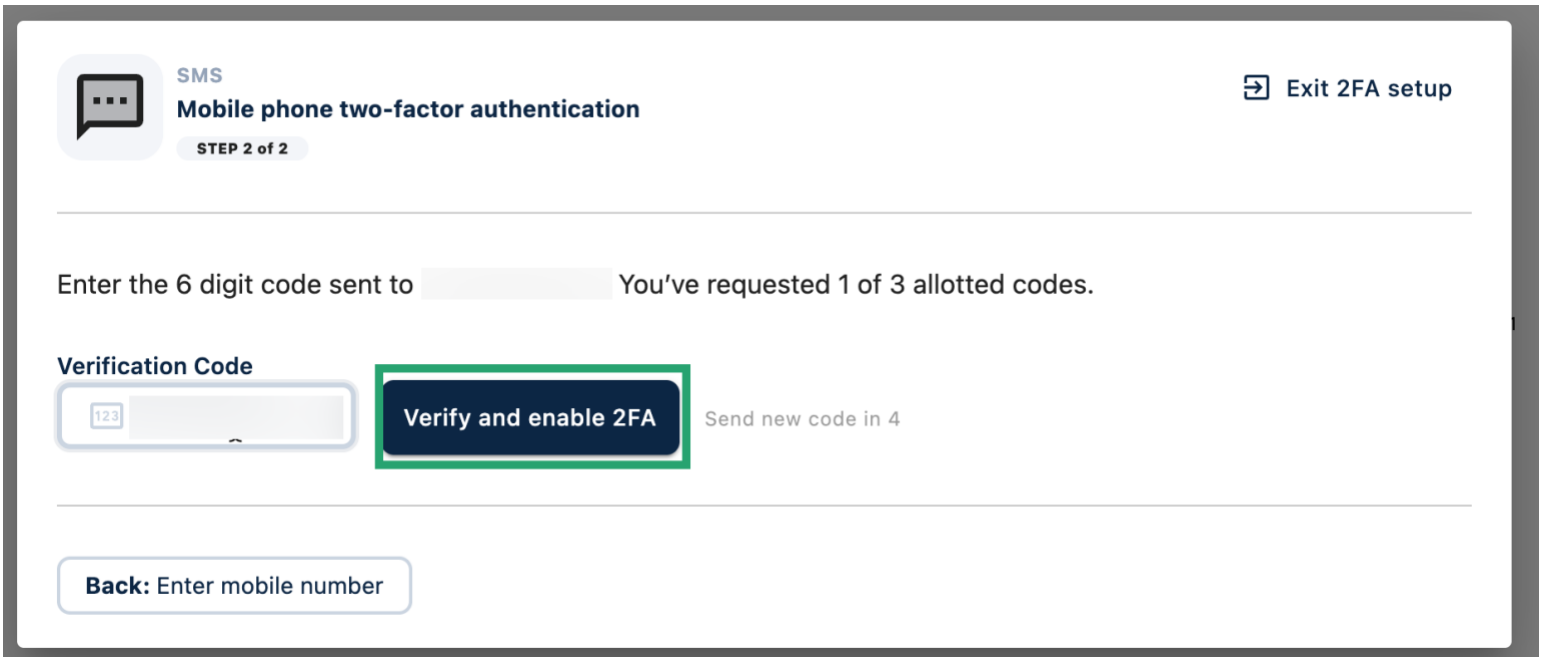

## Step#4:

Select **Enter Code**



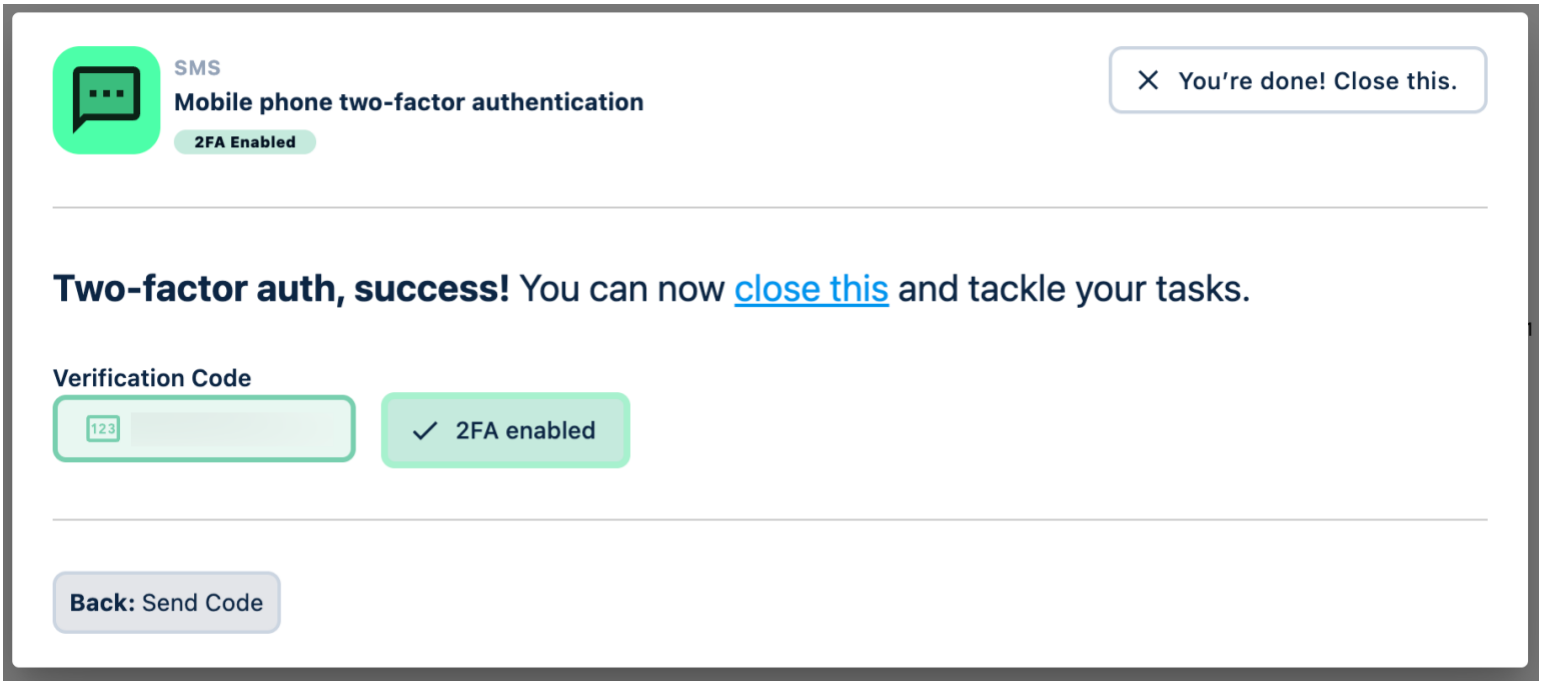
## Step#5:

Select **Verify and Enable 2FA**




## Step#6:

Once the user has entered the verification code, the window will update and two-factor authentication using **SMS, Mobile Phone have been activated**.

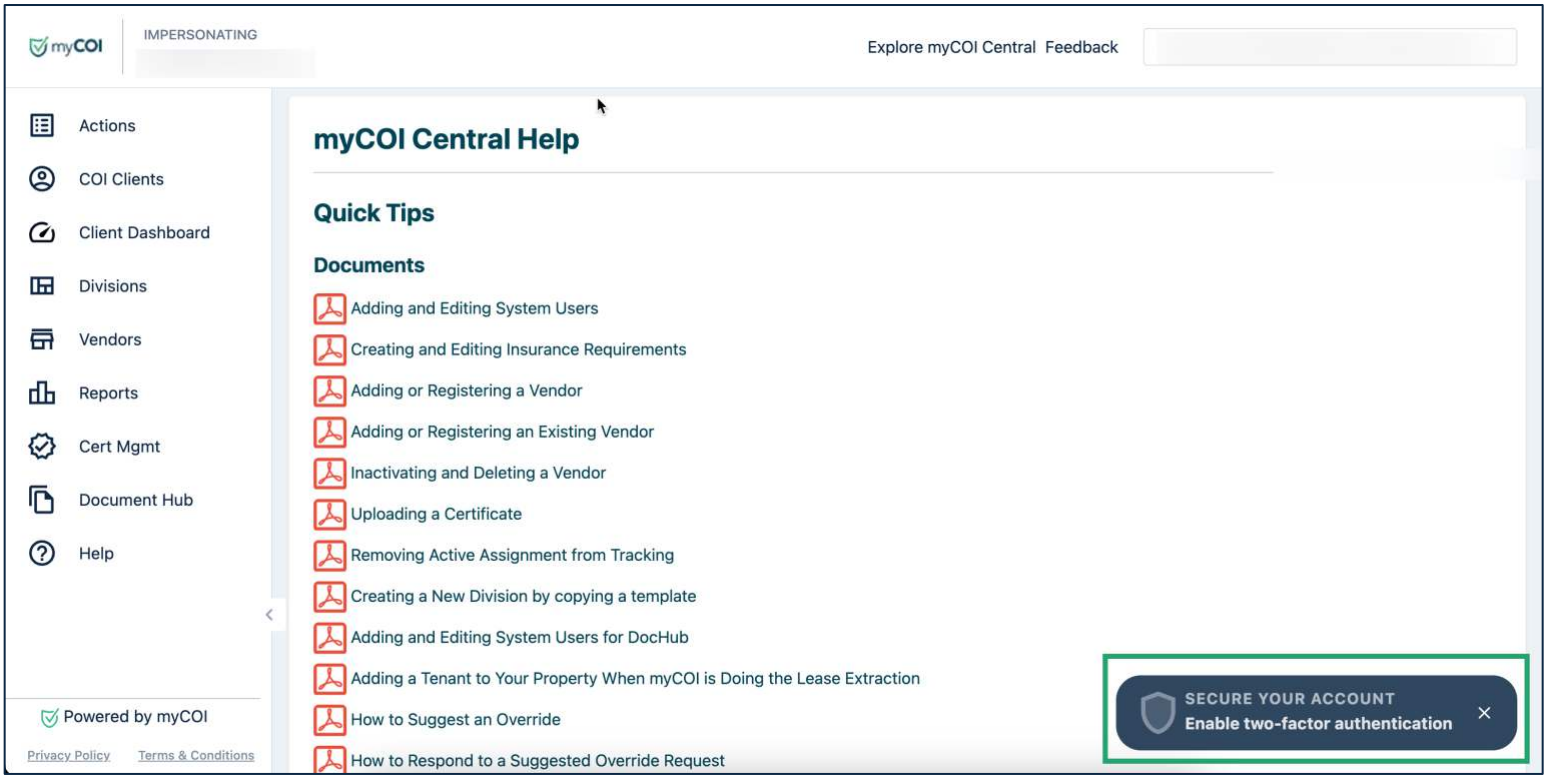


# 2FA – Email Address

To setup two-factor authentication using Email Address option, follow the direction below:

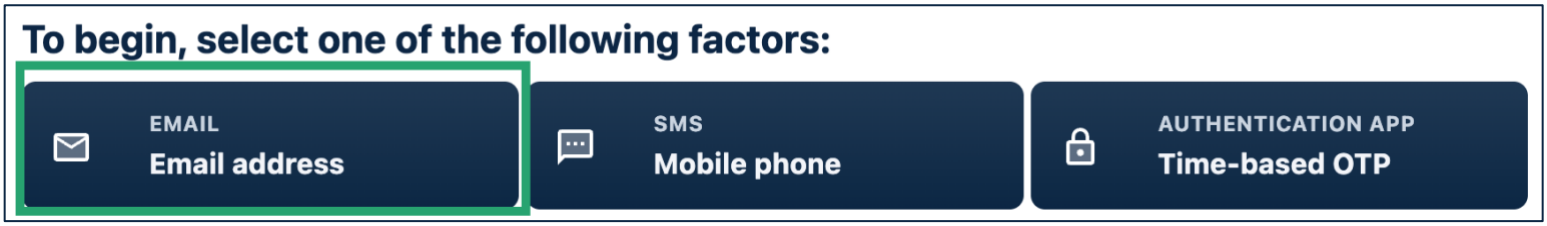
## Step#1:

Select the **Secure Your Account, Enable two-factor authentication** on the bottom right.



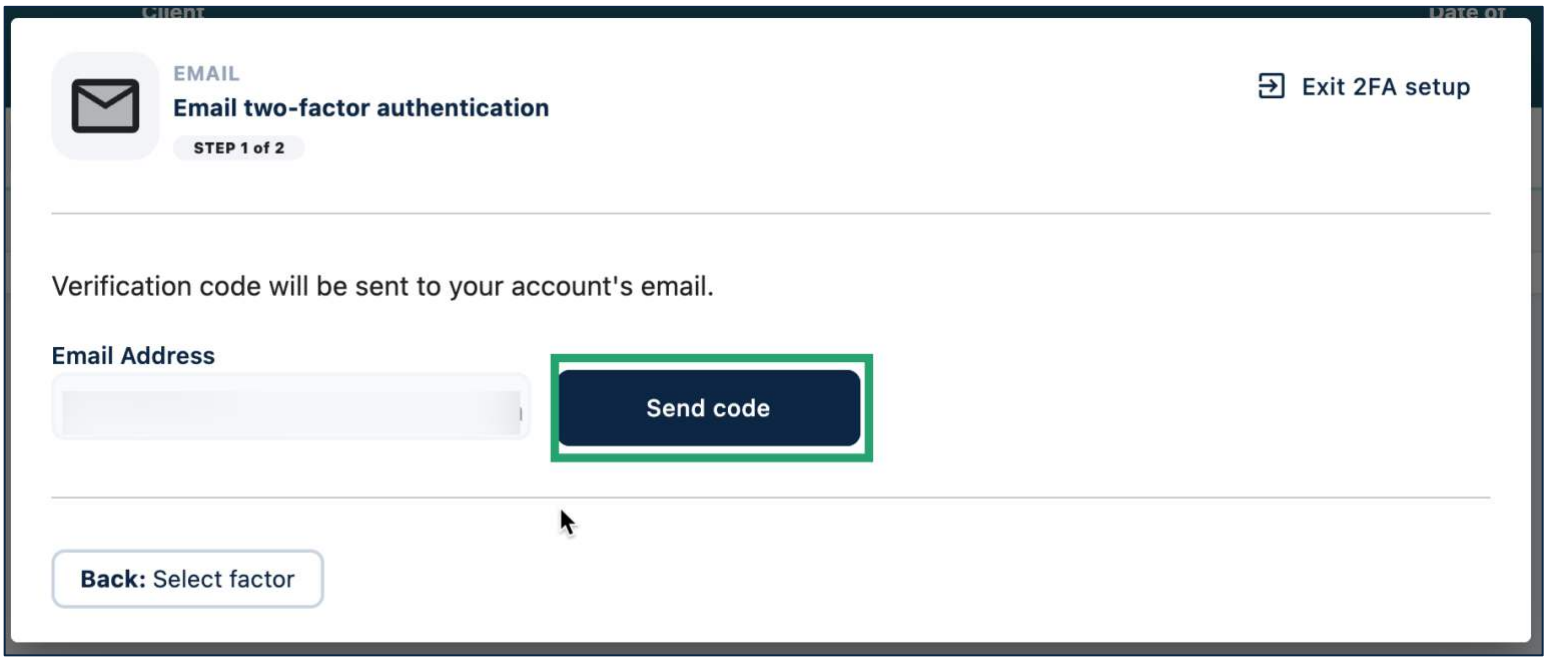

## Step#2:

Select **SMS, Mobile Phone**



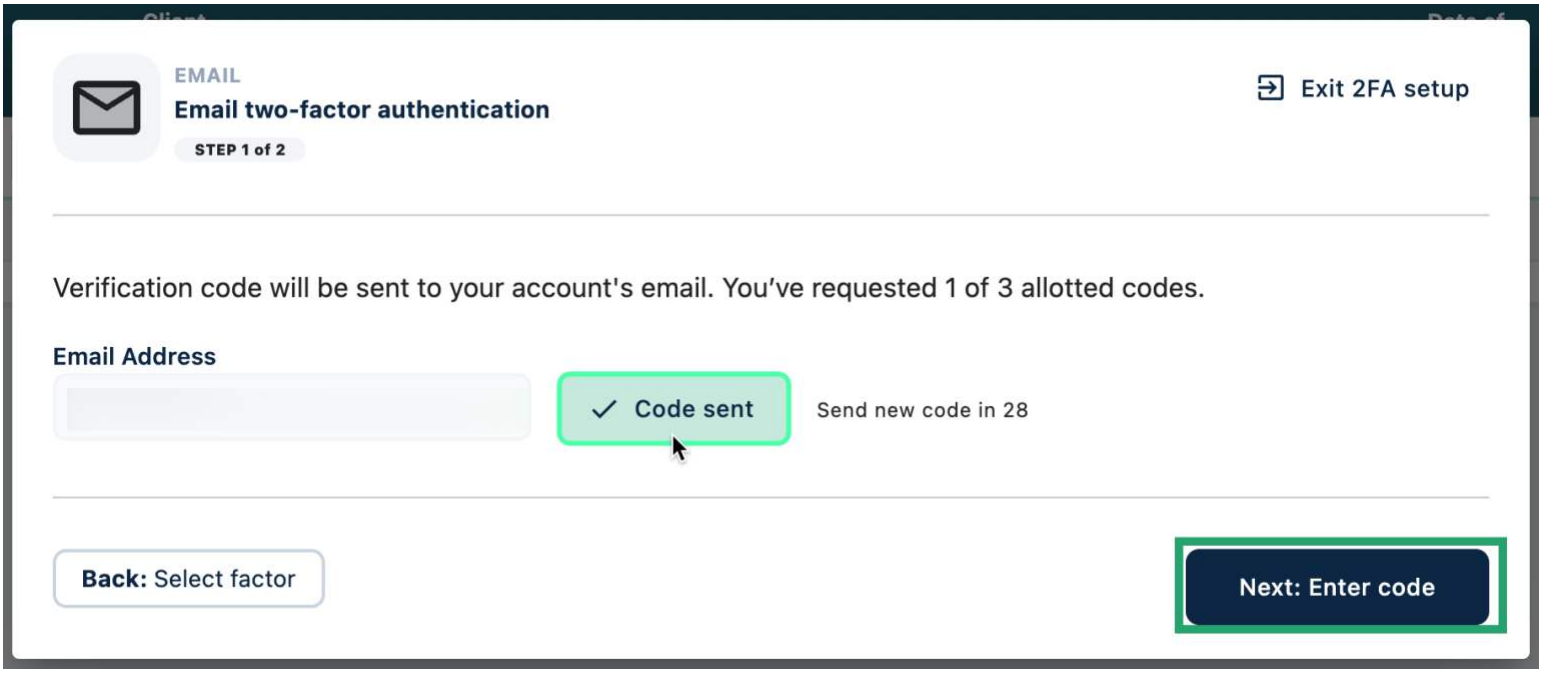
## Step#3:

Select **Send code**, after entering email address.



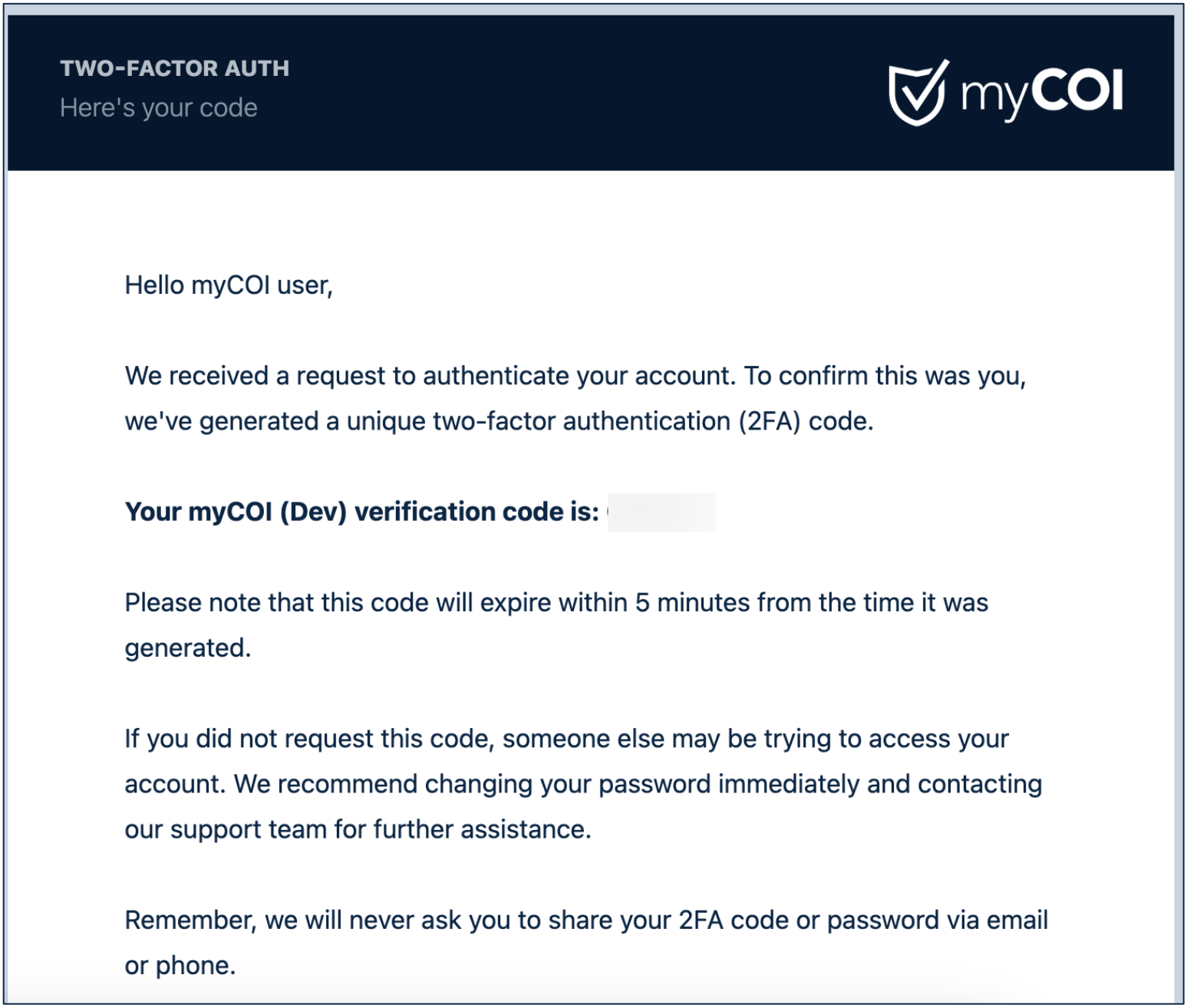

## Step#4:

Select **Enter code**



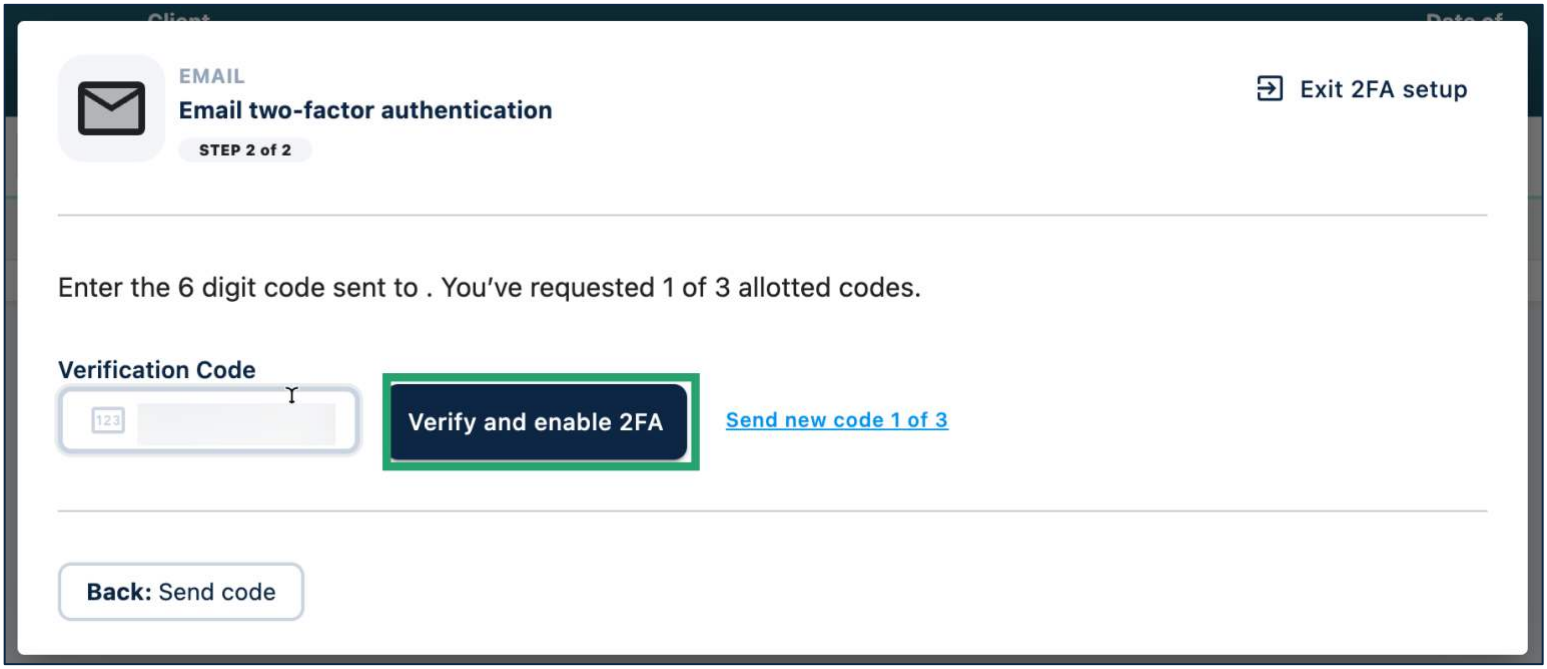
## Step#5:

User will receive an email with the verification code.



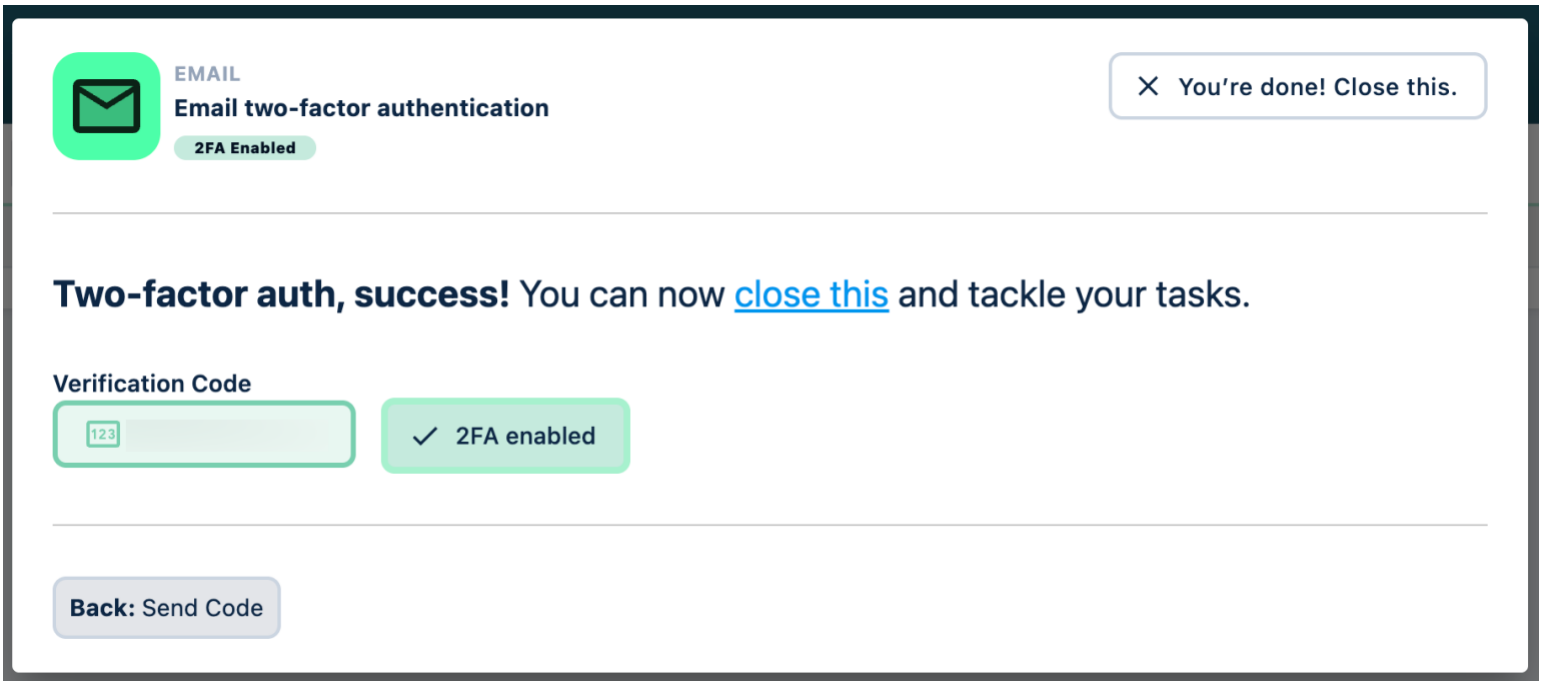
## Step#6:

**Enter the verification code** and select **Verify and enable 2FA.**




## Step#7:

Once the user has entered the verification code, the window will update and two-factor authentication using **Email have been activated.**



# FAQ's

## What is Two-Factor Authentication?

Two-factor authentication (also known as **2FA**) is an extra layer of security that helps protect your accounts from unauthorized access. It does this by requiring you to provide two different pieces of evidence, or "factors," before you can log in. The first factor is something you know, like your password. The second factor is something you have, like your phone.

## How does Two-Factor Authentication work?

You try to log in to your account. The system prompts you to enter your password. After you enter your password, the system sends a code to your phone via email, text, or an authenticator app. You enter the code to complete the login process.