

Two-Factor Authentication Setup

Google Authenticator is a widely used and trusted option for enabling two-factor authentication. Due to this, we've enabled support for it in our system. Google Authenticator generates a 6-digit code to type in after properly authenticating with their username and password.

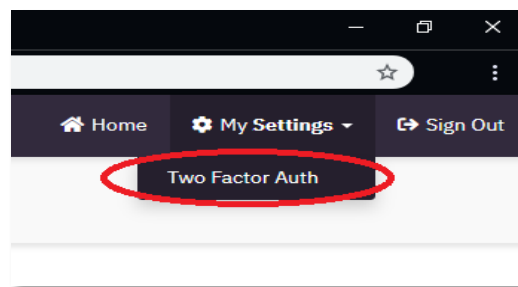
To set up Google Authenticator, you first need to download the official Google Authenticator app on your mobile phone (for Android or iOS).

- iOS: [App Store link](#)
- Android: [Play Store link](#)

You can also search in your respective device's app store for 'Google Authenticator'.

Setup/Functionality Instructions

After logging into your user, click the "My Settings" dropdown from the top right-hand corner of the Control Panel, then click the "Two Factor Auth" option.



This will bring you to the screen to configure Two Factor Authentication for your user.

Home / Gateway Options / Two-Factor Authentication

Two-factor authentication allows you to protect your gateway account against unwanted logins by using a second device to authenticate you are the person using your account credentials. Using a trusted app on your smartphone, you can verify your identity when logging into the control panel.

Two-Factor Authentication is **OFF**

Set Up

1. Install Google Authenticator ([iOS](#) / [Android](#)) or Authy ([iOS](#) / [Android](#)).
2. Click the "+" button to add a new key.
3. Choose the "scan barcode" option.
4. Scan the QR code on this page.
5. Enter the 6 digit code from the app below to complete setup.

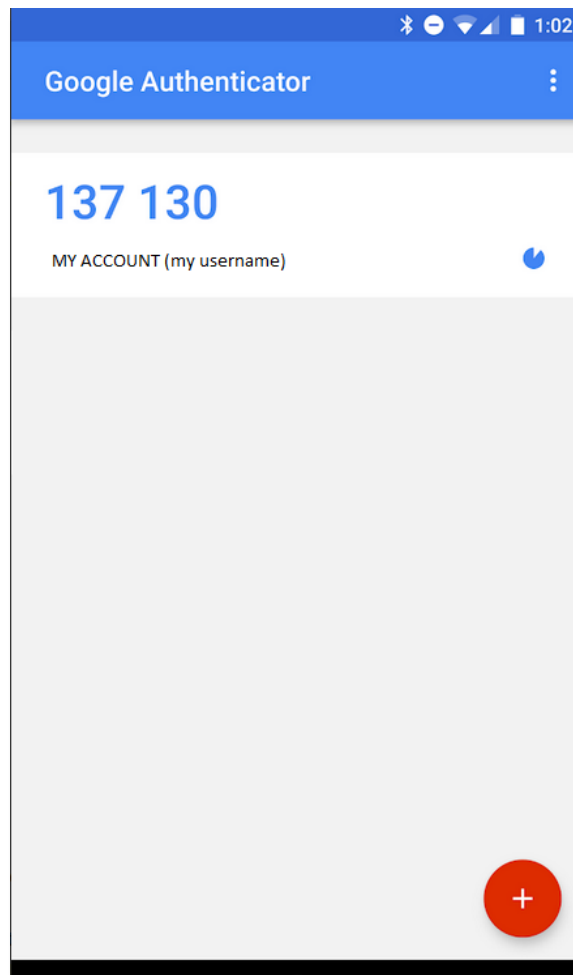


6-Digit Auth Code

Authenticate

Please note that once this feature is turned on, you will need to enter this code from the app every time you log into the merchant control panel. The code will be different every time, so you'll need to have the device this is set up with today available each time you log in. API behavior is not impacted by enabling this feature.

Launch the Google Authenticator application on your smart phone, click the “+”, and choose “Scan a Barcode” to add a new two-factor authentication key to the app.



After scanning the QR code displayed on the Control Panel, a new cycling code will appear in your Google Authenticator app, along with an auto-generated title to help remember what account the code is used for.

To finalize setup for your user, enter the 6-digit code displayed in the Google Authenticator app into the box under “6-Digit Auth Code” and click “Authenticate”

6-Digit Auth Code

You will be presented with the following screen confirming your two-factor authentication has been successfully configured.

[Home](#) / [Gateway Options](#) / Two-Factor Authentication

Two-factor authentication allows you to protect your gateway account against unwanted logins by using a second device to authenticate you are the person using your account credentials. Using a trusted app on your smartphone, you can verify your identity when logging into the control panel.

Successfully added Two-Factor Authentication

Two-Factor Authentication is **ON**

Disable Two-Factor Authentication

Turning off two-factor authentication will make it so you no longer need to use another device to authenticate your identity when logging into your gateway account. This is less secure and **not recommended**.

Disable Two-Factor

To use Google Authenticator when signing into a Merchant Account:

1. Successfully authenticate with your regular Username and Password
2. You will be prompted to enter in the two-factor authentication code. Launch the Google Authenticator app, enter the current 6-digit code associated with the account name, and click "Authenticate"

Two-Factor Authentication

Open your authentication app and enter the 6-digit code for your gateway account.

Authenticate

If you are unable to access your code, please contact support for assistance.

Notes

- Google Authenticator codes are available for 30 seconds and are unusable after that time has expired. Codes with 5 seconds left to use will turn red. There is also a small countdown clock icon to the right of each code that will get smaller as time ticks down.



- If a user inputs the wrong Secret Key/Passphrase, enters an expired code, or (after release) attempts to use a code generated from a Key/Passphrase previous to the currently set Key/Passphrase, they will receive 'Authentication Failed' when attempting to input their one-time password.