

## TWO-FACTOR AUTHENTICATION

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### Getting Started Guide



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## Indroduction

### Two-factor Authentication

Two-factor authentication is designed to better protect your account. Instead of just relying on a password to access your account, with two-factor authentication enabled you will need your password and a time based PIN provided to you on your smartphone.

### Google Authenticator

Google Authenticator is a free mobile application that allows you to generate 2-step verification codes on your smartphone without a network connection.

### Supported Devices

Android version 2.1 or later

iOS version 3.1.3 or later

## TWO-FACTOR AUTHENTICATION

# Usage

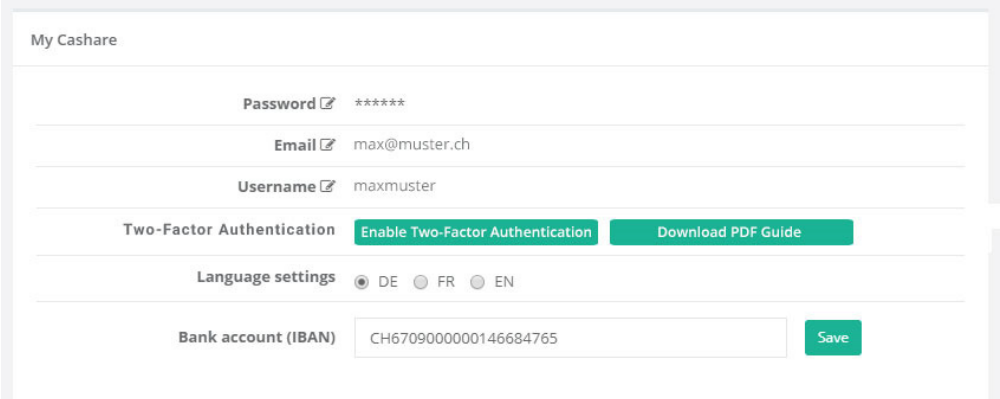
## Step 1

Login into your Cashare account and go to the **Two-factor Authentication** page

(Account > User Data > Two-factor Authentication).

## Step 2

Click **Enable Two- Authentication**




The screenshot shows the 'My Cashare' user settings page. It includes fields for Password (masked with asterisks), Email (max@muster.ch), and Username (maxmuster). The 'Two-Factor Authentication' section features a green 'Enable Two-Factor Authentication' button and a 'Download PDF Guide' button. Below this is the 'Language settings' section with radio buttons for DE (selected), FR, and EN. At the bottom, the 'Bank account (IBAN)' field displays CH6709000000146684765, with a green 'Save' button to its right.

### Step 3

**Scan the QR code** with Google Authenticator app on your smartphone in order to create a new account within the app. Next, **enter the time based 6 digit PIN** the app now generated into the Verification code field and click **Enable Two-Factor Authentication**.

## Two-Factor Authentication



Please write down your Authentication Key:  
**L13EYMZWKUZEQRKL**

[Print it here](#)

Do not save the QR Code in any digital form. The QR Code must be printed on paper and saved in a secure place, where only you can access it.

Your Authentication Key:

Your 6-Digit Authentication Code:

**Important notice**

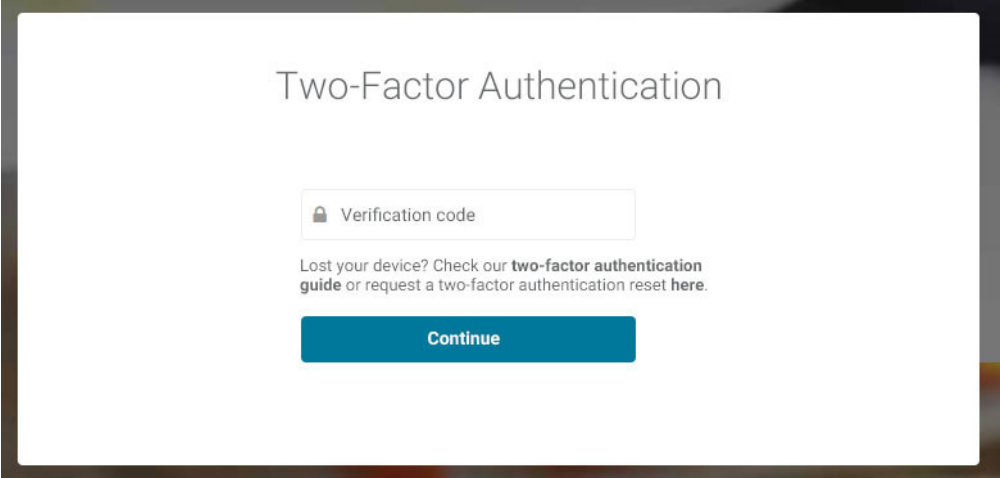
Always write down your authentication key! You will not be able to log into your account in case you lose your mobile device. If you are having problems with our system rejecting your authentication code, check your mobile device's clock. It must be synchronized perfectly. Your device will generate a new code every 30 seconds.

**Enable Two-Factor Authentication**

# Login

## How to login with Two-factor Authentication enabled

Login as usual: Enter your email address and password and click login. Then, when prompted, enter the 6 digit PIN displayed in your Google authenticator app on your smartphone and click Authenticate.

A screenshot of a web application's Two-Factor Authentication (2FA) login screen. The screen has a white background with a thin grey border. At the top, the text "Two-Factor Authentication" is centered in a large, grey, sans-serif font. Below this, there is a text input field with a light grey border and a small lock icon on the left. The placeholder text "Verification code" is visible inside the field. Underneath the input field, there is a line of smaller text: "Lost your device? Check our **two-factor authentication guide** or request a two-factor authentication reset **here**." The word "here" is a blue hyperlink. At the bottom of the form, there is a solid blue rectangular button with the word "Continue" written in white, centered text.

# Lost phone

## How to login with Two-factor Authentication enabled

When setting up your two-factor authentication on your mobile phone you must note and safely store the provided 16 Authentication Key. With that key you can install authenticator to other devices if yours breaks down or gets lost. If you are no longer in possession of the key, please contact our customer support at **support@cashare.ch**.