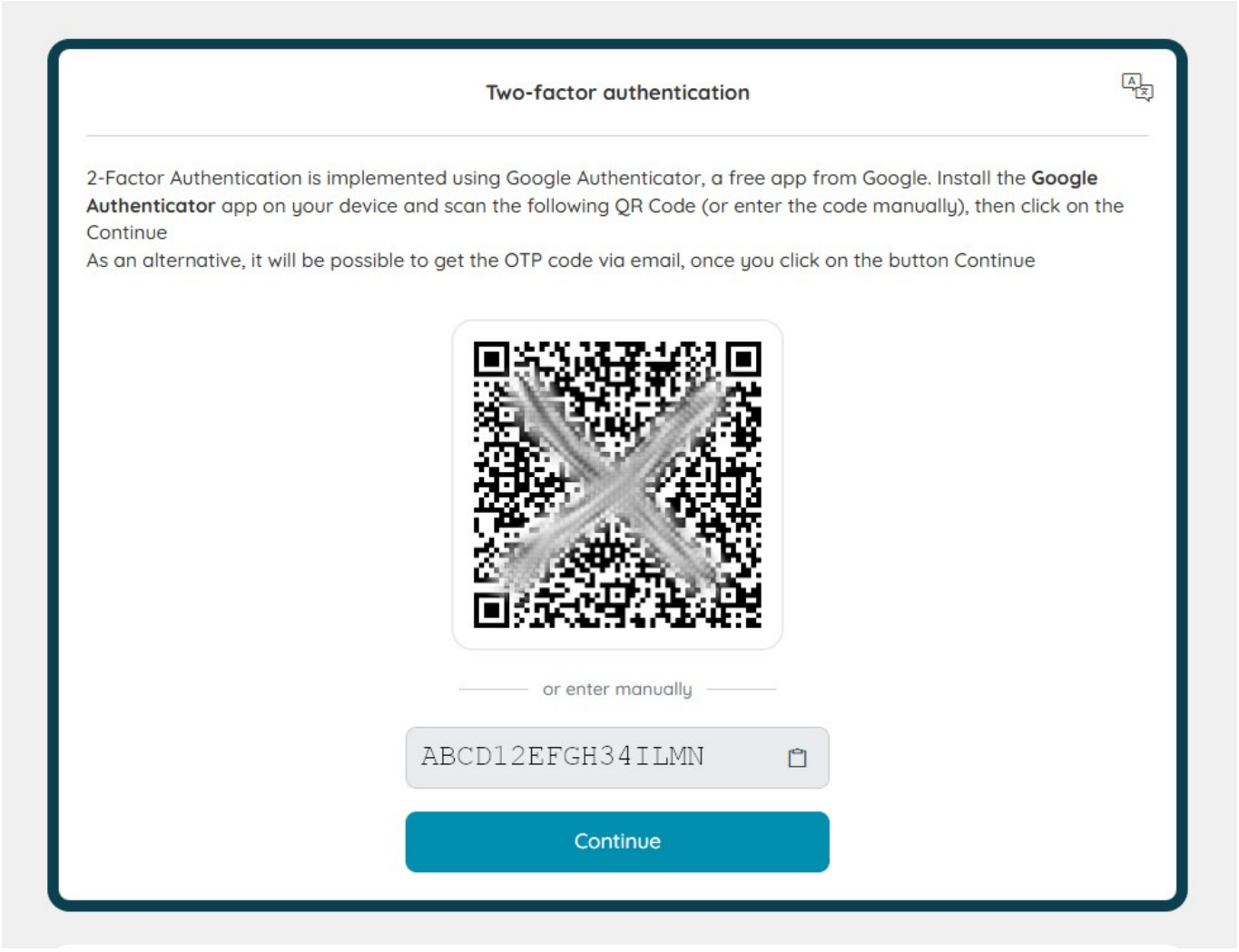
2FA Guide for logging into the Hosting Solutions control panel

As of **12th November 2024, 2FA is required for all Hosting Solutions customers and each user must enable *2FA* to access Control Panel**.

Two-factor authentication is a 'strong authentication' system that uses **two authentication methods simultaneously**: in our case, these two methods are **credential authentication** (user and password) and **OTP** (One Time Password) **authentication**.

From 12 November, therefore, if **2FA** has not been activated, access to the **Control Panel** will be subject to the activation of two-factor authentication.

Once logged in, therefore, the user will be shown a screen displaying a **QR Code** and an **alphanumeric code** as in the image below.



There are two different ways to complete the 2FA activation procedure.

QR code or alphanumeric code

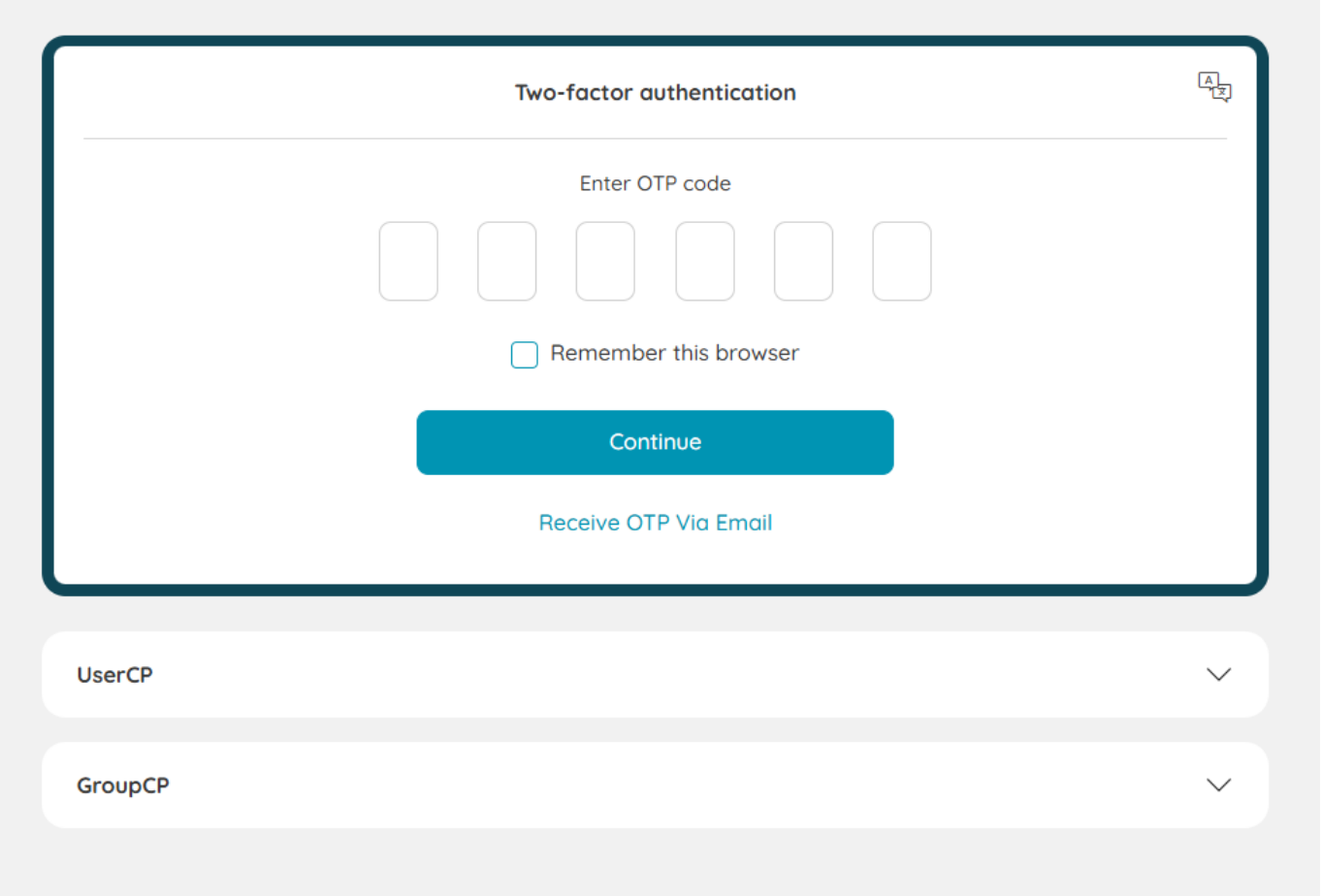
This authentication system requires the **Google Authenticator** app (or an equivalent application) to be installed on a smartphone: once the app is open, scan the QR Code shown on the screen or, alternatively, enter the alphanumeric code below.

If you use Google Authenticator, open the app and tap on the **+** icon in the bottom right-hand corner, then tap on **'scan a QR code'** or **'insert code'**: in the first case, the camera will automatically be activated (subject to authorisation) to frame the QR Code; in the second case, you will have to manually enter the alphanumeric code shown on the same screen.

If the operation is successful**, Google Authenticator** will display a **six-digit OTP code** that lasts for a few seconds and can therefore be used within this validity period as a second authentication factor to access the Control Panel. If the code expires, simply enter the next generated OTP code, as the app generates OTP codes continuously.

Receive OTP via email

In this case, the **OTP code is sent by email**. To activate this mode, it is necessary to click on '**Receive OTP via Email**' in the OTP entry form, as in the image. The OTP code will be sent to the **contact email account of the user who is logging into the Control Panel.**



Saving the authentication

To avoid entering the **OTP** every time you connect from the same browser, simply click on the **Remember this browser** box (see image) before clicking on **Continue**. From that moment on,

future logins from the same browser can be made using the credentials only, without the OTP code.

If more than one browser is used to access the Control Panel, even on different devices, it will be necessary to tick the box for each browser when logging in.