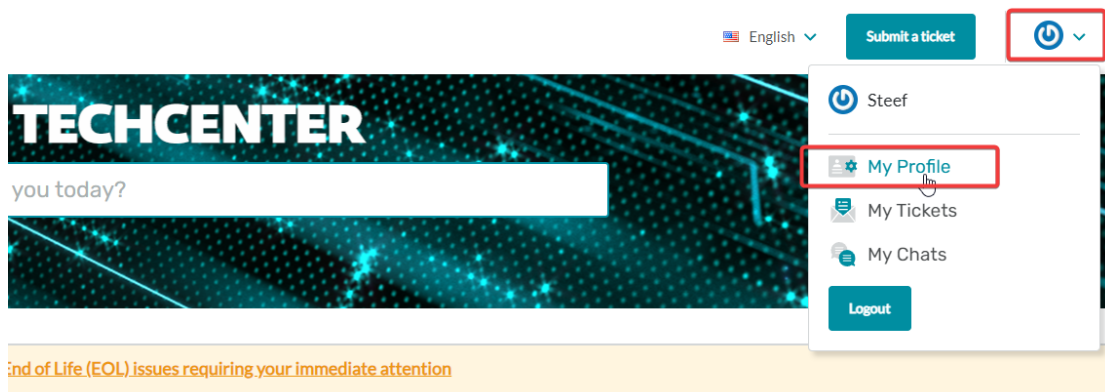


Enable 2fa for your Techcenter account

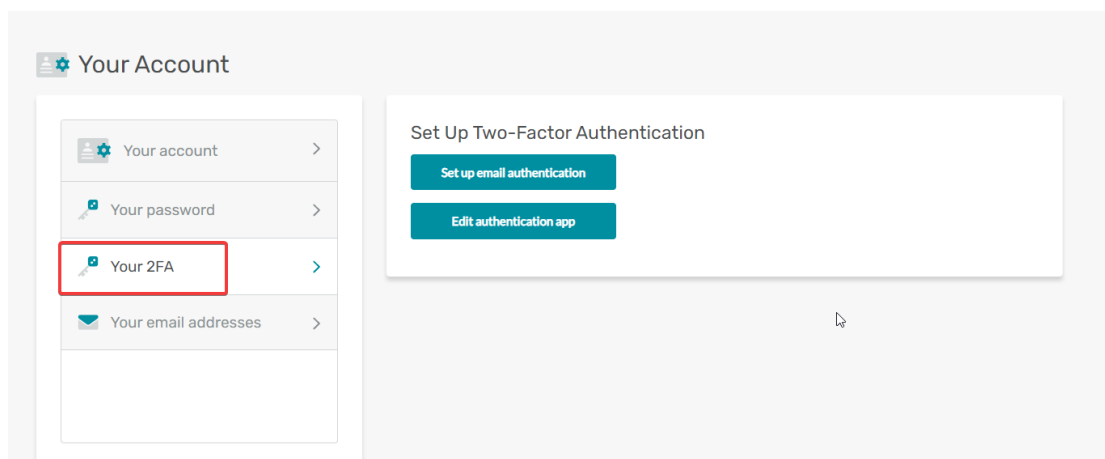
Steef | ESET Nederland - 2025-01-20 - [Comments \(0\)](#) - [Tech center](#)

If you are accessing Techcenter with Two Factor Authentication set up, you can manage this for your account from your User Profile.

To enable 2fa, login with your Techcenter account. Click on your **Avatar** > **My Profile** > **Your 2FA**:



Under **Your 2FA**, you have two options available: **Email Authentication** and **Authentication App (Recommended!)**.



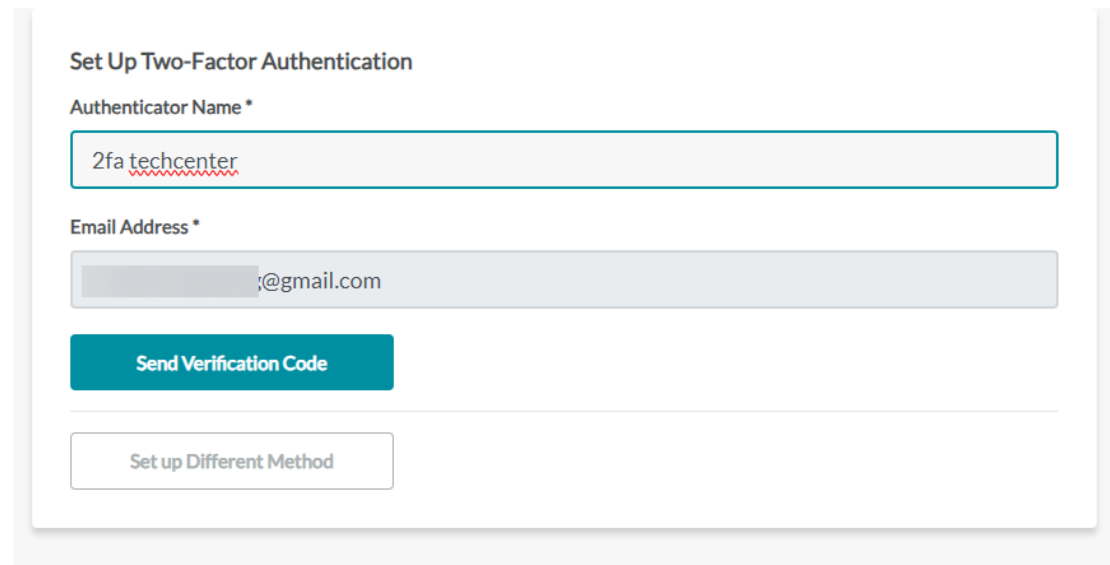
We will walk through the steps to set up both of these options below.

Email Authentication

Begin by clicking **Set up email authentication**.

You will be asked to set an Authenticator Name, and your email address

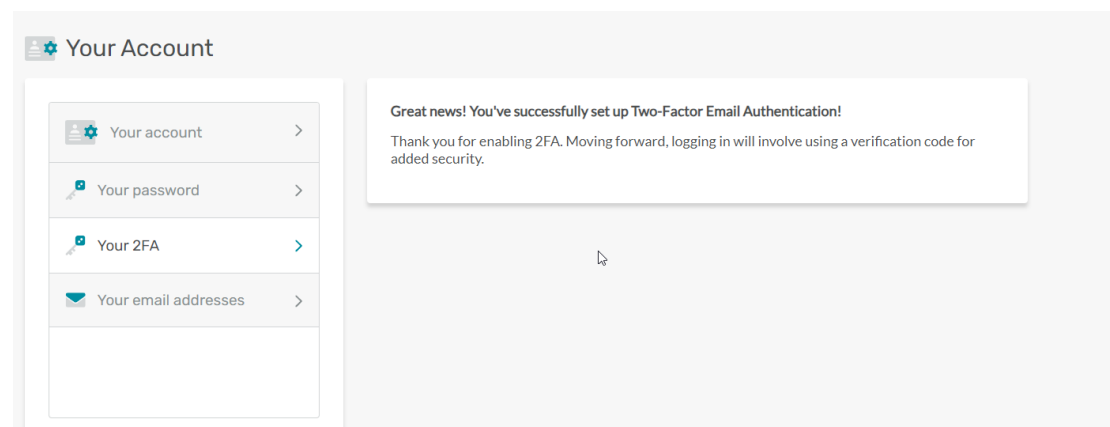
will be automatically set from the email you use to log into the Help Center.



The screenshot shows a web form titled "Set Up Two-Factor Authentication". It has two input fields: "Authenticator Name *" with the value "2fa techcenter" and "Email Address *" with a partially visible email address ending in "@gmail.com". Below the fields is a teal button labeled "Send Verification Code". At the bottom is a link that says "Set up Different Method".

Click **Send Verification Code**. You will then receive a verification code to the email address, copy this and paste it into the form hit **Submit Code and Create**.

You will then see this message confirming your 2FA setup.



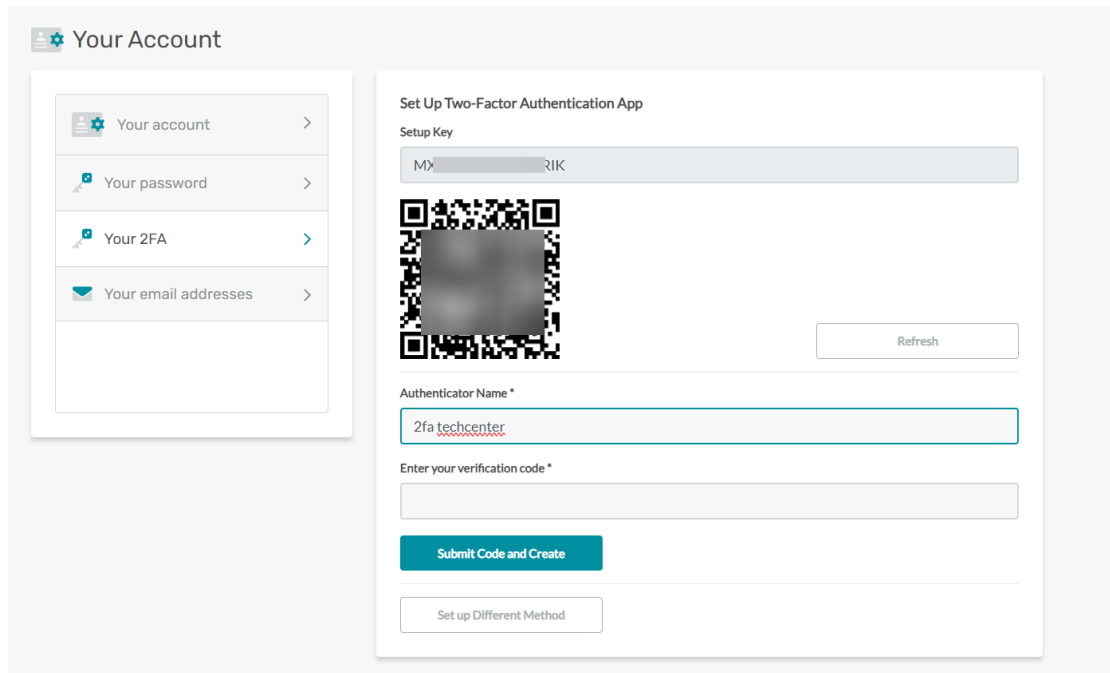
Authenticator App

Note

To set up 2FA via Authenticator App you will need access to an Authenticator App or service. For this example, we are using [Google Authenticator](#), but you can use any supported Authenticator Service.

Click on **Set up authentication app**.

You need to open your authenticator app and scan the QR code or enter the Setup Key:



The screenshot shows a web interface for account management. On the left is a sidebar titled "Your Account" with a gear icon, containing links for "Your account", "Your password", "Your 2FA", and "Your email addresses". The main content area is titled "Set Up Two-Factor Authentication App". It features a "Setup Key" field with the text "MX" and "RIK". Below this is a QR code and a "Refresh" button. The "Authenticator Name *" field contains the text "2fa.techcenter". Below that is a field for "Enter your verification code *" and a "Submit Code and Create" button. At the bottom is a link for "Set up Different Method".

Your Account

- Your account
- Your password
- Your 2FA
- Your email addresses

Set Up Two-Factor Authentication App

Setup Key

MX RIK

Refresh

Authenticator Name *

2fa.techcenter

Enter your verification code *

Submit Code and Create

Set up Different Method

Once you have done this, give your authenticator a name and enter the verification code that comes up on your authentication app:

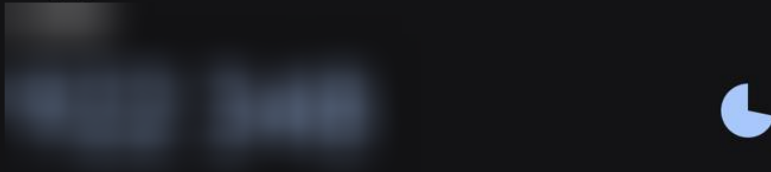
12:19

4G 85

Google Authenticator



Zoeken...



Deskpro: [redacted]@gmail.com

94 [redacted] 4 [redacted] 5



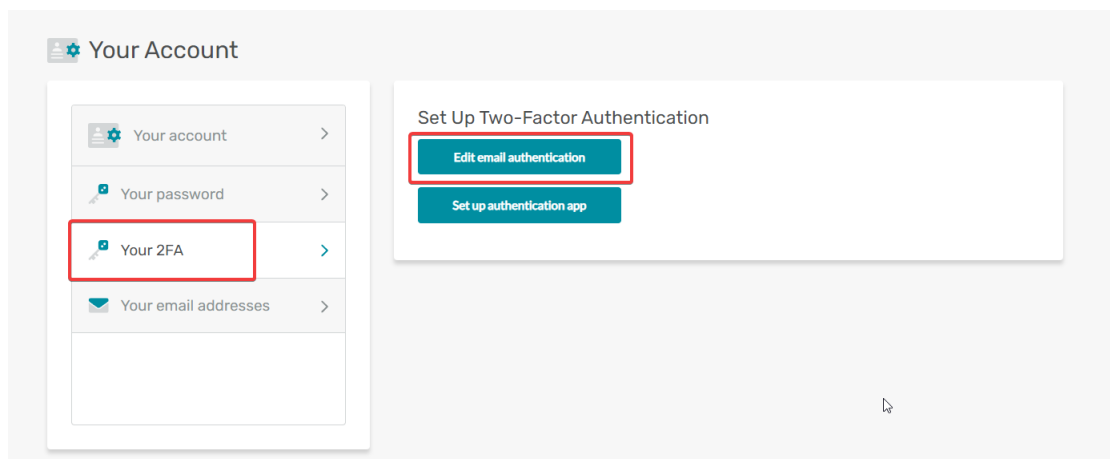
Then click **Submit Code and Create**.

When you have successfully entered the verification code you will see a confirmation message.

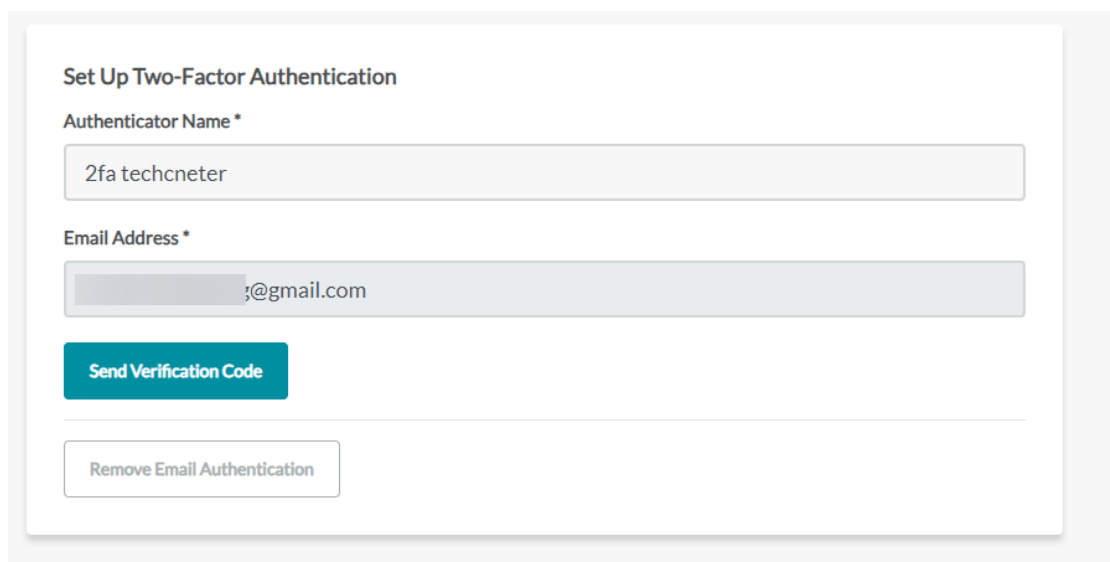
Managing your 2FA

If you have already set up 2FA, you can manage it at any time from your User Profile. Click on your **Avatar > My Profile > Your 2FA**.

You will then see the option to **Edit** the option you have enabled:



If you select edit you can change the name or your authenticator or remove it.



Have you lost access to your authenticator app or email account?

In the event you lose access to the Authentication Service/App or Email Account for authentication, use the “Request 2fa Reset” button after logging into Techcenter:

Log-in

Two-Factor Authentication

Enter your verification code *

Verify Code

Resend Code

Request 2FA Reset