WHAT IS TWO-FACTOR AUTHENTICATION AND WHY DO I NEED IT?

What is Two-Factor Authentication?

Two-factor authentication (also known as 2FA or 2-Step Verification) is a technology that provides identification of users through the combination of two different components. With Two-Factor Authentication on Ethtrade, you'll protect your account with something you know (your password) and something you have (your phone).

Why you need Two-Factor Authentication?

Passwords are not difficult to steal. In fact, have you ever done any of the following?

- Use the same password on more than one site
- Download software from the Internet
- Click on links or download attachments in email messages

The reality is, doing any of these common things puts you at risk of having your password stolen by criminals who dedicate day and night trying to break into your accounts, assume your identity, and grab whatever they can when you least expect it: personal information, photos, money, etc.

Two-Factor Authentication can help reduce your risk of exposure even if your password is stolen or your email account is compromised.

How Two-Factor Authentication increases account security?

With Two-Factor Authentication, you'll protect your account with two layers of information: your password and your phone.

Most people only rely on a single layer of protection (their password) because, well, it's convenient. But here's the thing - it's convenient for criminals too. With Two-Factor Authentication, if someone cracks your password layer, your phone is still needed to access your account.

Further, Two-Factor Codes are uniquely generated for your account and expire after 30 seconds. It's highly unlikely that you'll use the same code to access an account more than once.

Here's a quick video on how Two-Factor Authentication protects you:
https://www.youtube.com/watch?time_continue=154&v=GHCkANH7HQg

How do I to setup Two-Factor Authentication?

To begin, you must install an authenticator application on your phone. Some options are:
- Google Authenticator for iOS
- Google Authenticator for Android
- Microsoft Authenticator for Windows Phone

Next, login to your Ethtrade account

In account settings select **Two-Factor Authentication (2FA)**
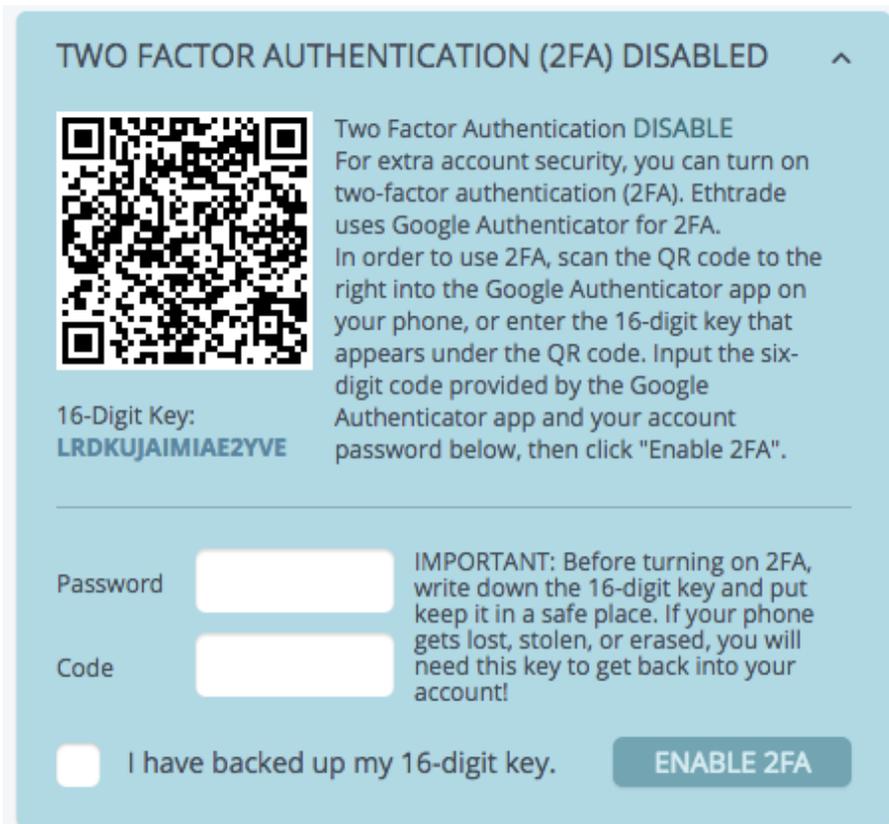
TWO FACTOR AUTHENTICATION (2FA) DISABLED ⌃

Two Factor Authentication DISABLE
For extra account security, you can turn on two-factor authentication (2FA). Ethtrade uses Google Authenticator for 2FA.
In order to use 2FA, scan the QR code to the right into the Google Authenticator app on your phone, or enter the 16-digit key that appears under the QR code. Input the six-digit code provided by the Google Authenticator app and your account password below, then click "Enable 2FA".
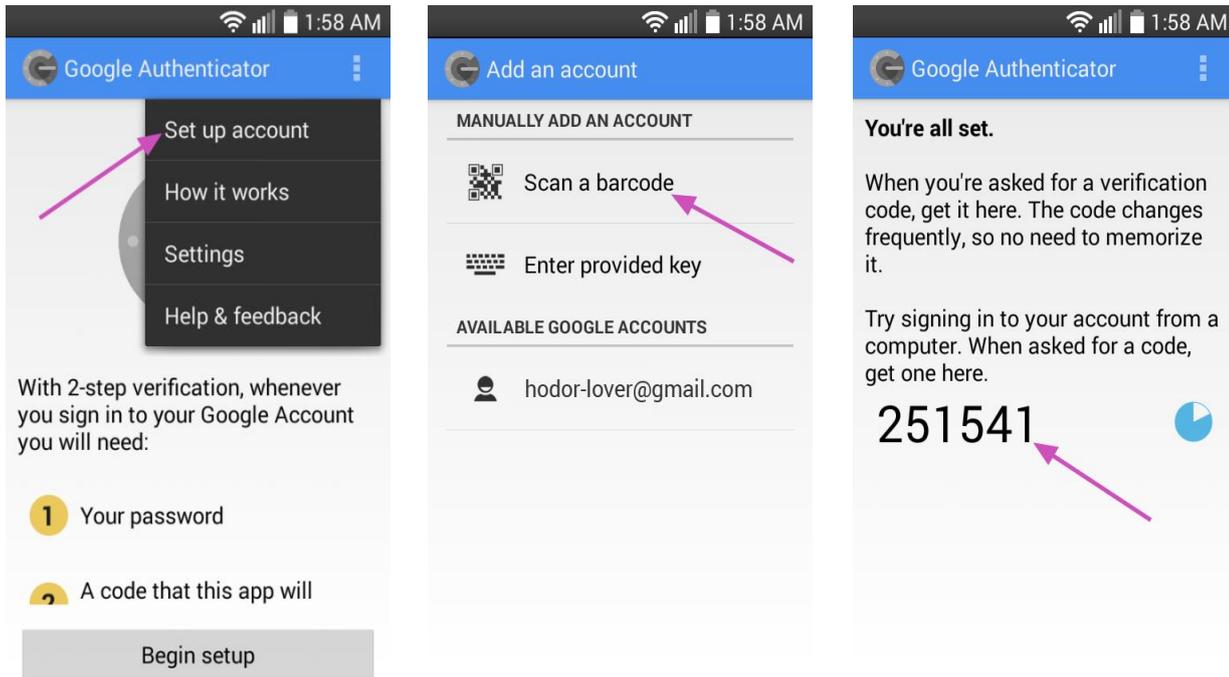
16-Digit Key:
LRDKUJAIMIAE2YVE

Password [   ]

Code [   ]

IMPORTANT: Before turning on 2FA, write down the 16-digit key and put keep it in a safe place. If your phone gets lost, stolen, or erased, you will need this key to get back into your account!

[ ] I have backed up my 16-digit key.   ENABLE 2FA

Using the authenticator application on your phone:
- Select Set up an account
- Click Scan a barcode and Scan the QR Code on the Ethtrade desktop site
- Your authenticator application will begin generating codes

BEFORE YOU CONTINUE: Backup your 16 digit key and put it in a safe place. If your phone gets lost, stolen, or erased, you will need this key to get back into your Ethtrade account! Without this key, the only way to regain access will be to open a support ticket. Account recovery without your 16 digit key can be a lengthy process.

TWO FACTOR AUTHENTICATION (2FA) DISABLED ^

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16-Digit Key:
LRDKUJAIMIAE2YVE

Password ••••••••••

IMPORTANT: Before turning on 2FA, write down the 16-digit key and put keep it in a safe place. If your phone gets lost, stolen, or erased, you will need this key to get back into your account!

Code 734810

✓ I have backed up my 16-digit key.   **ENABLE 2FA**

Next, enter your password and the 6 digit code that is generated by your authenticator application.

That's it. Easy right? Your account is now much more secure.

After turning on two-factor authentication you can select two options for protecting your account: use of two-factor codes to login and for withdrawals from balance.

TWO FACTOR AUTHENTICATION (2FA) ENABLED ^

☐ Two Factor Authentication on sign in

☐ Two Factor Authentication on withdrawal

Password

If you want to turn off 2FA, input your account password and the six-digit code provided by the Google Authenticator app below, then click "Save".

Code

SAVE

4

I'm getting "Incorrect Code" errors.
The most common cause for "Incorrect Code" errors is that the time on your Google Authenticator app is not synced correctly. Follow these steps to correct this.

What if I don't have access to a phone that supports Authenticator Applications?
It's also possible to use a desktop Authenticator Application to login to Ethtrade.
Some examples are WinAuth (Windows only) and Authy (Cross platform).

Logging in with Two-Factor Authentication codes
Now that you have Two-Factor enabled, logging in will be a little different.
1. Enter your login or e-mail and password as usual.
2. When asked for your Two-Factor code, enter the code currently displayed in the authenticator application on your phone.

Withdrawal from balance using the two-factor authentication codes
Once you have turned on Two-Factor payout procedure will be slightly different
1. Select a payment method and enter amount which you want to withdraw, as you usual do.
2. In the window of request the two-factor authentication code you have to enter code that is displayed in authentication application on your phone.

My Two-Factor codes aren't working ("Incorrect Code" errors)

Steps to fix "Incorrect Code" errors with Two-Factor Authentication
The most common cause for "Incorrect Code" errors is that the time on your Google Authenticator app is not synced correctly. To make sure that you have the correct time in your Google Authenticator app follow the instructions for your operating system below.
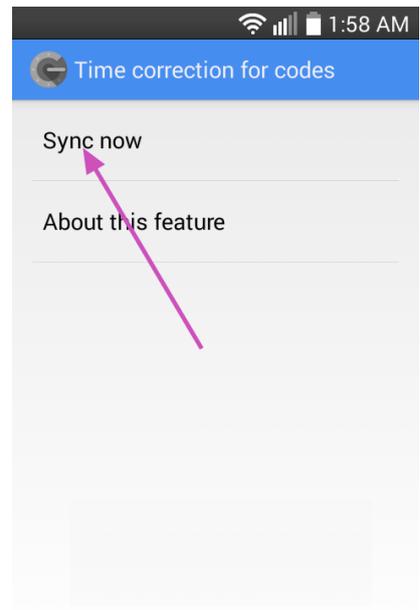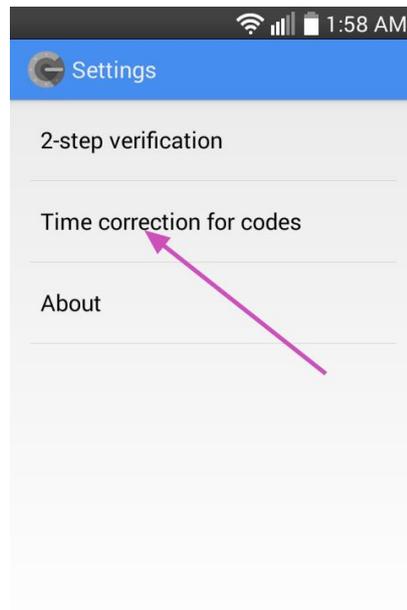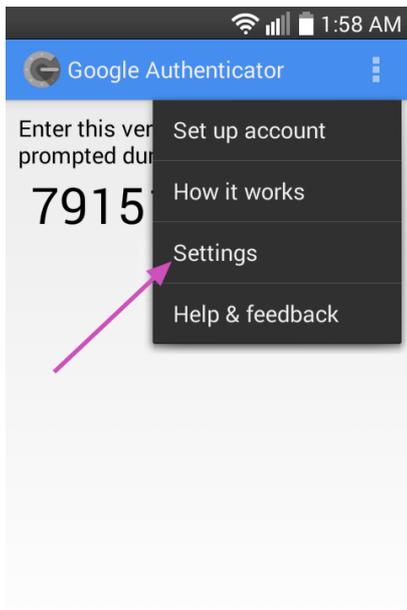
On iOS (Apple iPhone):
1. Go to the **iPhone Settings App**. (your phone settings area)
2. Select **General**
3. Select **Date & Time**
4. Ensure **Set Automatically** is enabled
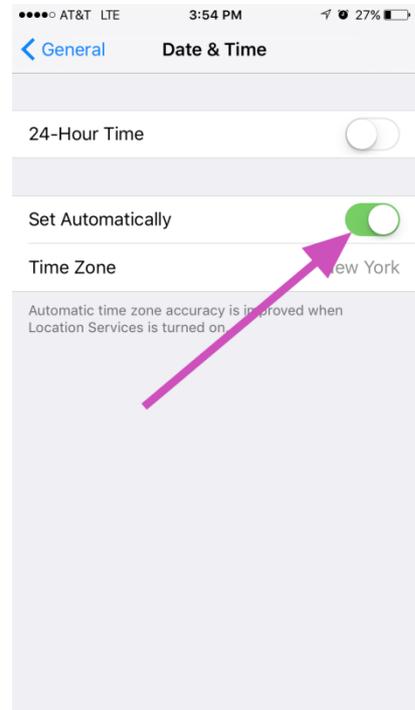
On Android:
1. Go to the **Main Menu** on the **Google Authenticator** app
2. Select **Settings**
3. Select **Time correction for codes**
4. Select **Sync now**

On the next screen, the app will confirm that the time has been synced, and you should now be able to use your verification codes to sign in.

How do I restore my authenticator app from a 16 digit key backup?

If your phone is lost, stolen, or erased you'll need to restore your authenticator application from a backup. You did create a backup of your 16 digit key, right?

- Open your authenticator application on your phone
- Select **Set up an account**
- Click **Enter provided key**
- Name your account, input your 16 digit key, and if given the choice select **Time based**
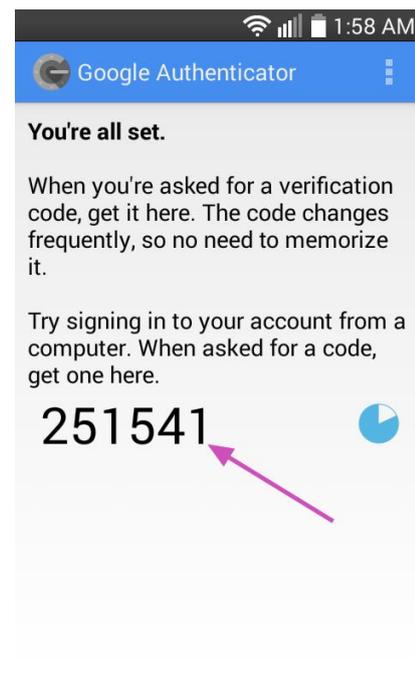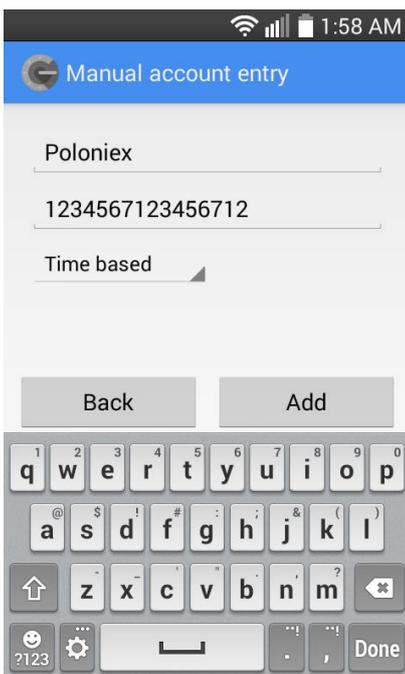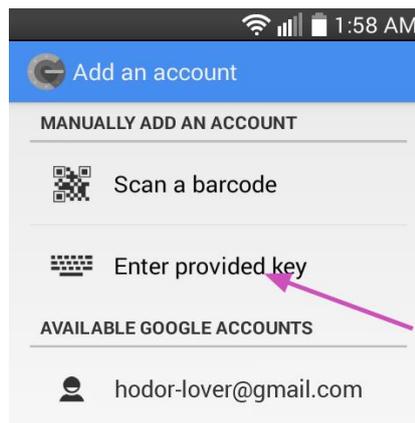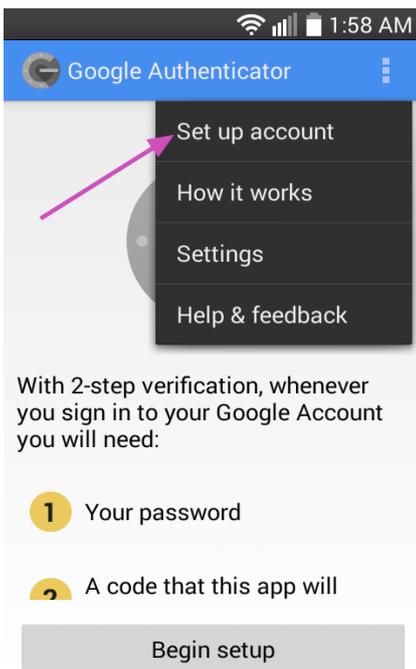
Can I access my 2FA-enabled account if I lost access to my 2FA device?

If you have a backup of your 16 digit key, you can recover your account using the instructions outlined here.

If you do not have a backup of your 16 digit key, please open a support ticket at Ethtrade Support for assistance.