

Important Reminder: **2 Factor Authentication is Mandatory from Tomorrow**

Hi there,

Please remember that 2 Factor Authentication (2FA) will become mandatory in 2Shakes from tomorrow, 1st March.

That means that from tomorrow you will need to setup and use an Authenticator App along with your username and password when you log in.

We first mentioned this several months ago, and for a while now we have had a reminder bar in 2Shakes encouraging you to set up 2FA in advance. Thanks to everyone who has set it up already!

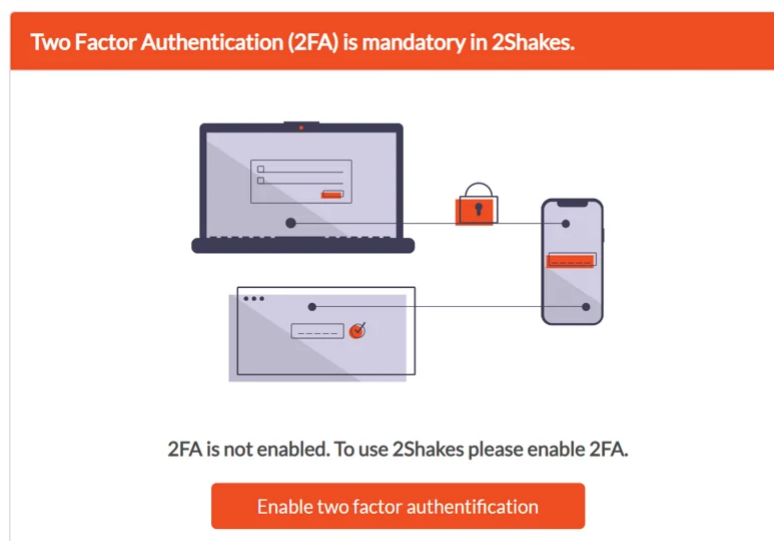
Setting Up 2FA

If you don't have 2FA setup in 2Shakes already, when you first login on or after 1st March you will need to set up 2FA before continuing.

If you don't already have one, you will need to download an Authenticator App such as Google Authenticator, which provides secure six-digit codes to use to log in to your account.

We recommend Google Authenticator because it is widely used, and you can export your accounts easily to a new phone.

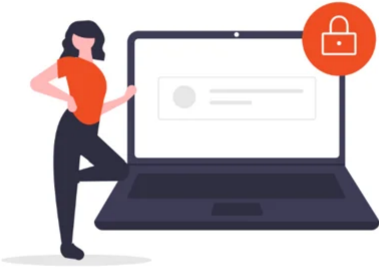
1. When you first login, after entering your password you'll be taken to the 2FA setup screen. Click **Enable two factor authentication** to get started:



2. You will be asked to enter your password, so we know it's you:

Confirm your password

So we know it's you, please confirm your password.



Current password

Cancel Next

3. Then you will be shown back up codes. If you lose your device or otherwise can't get codes from [Google Authenticator](#), you can use backup codes to sign in. We recommend you store your codes wherever you keep your other valuable information. (Note: Backup codes are only valuable to someone if they manage to also steal your password).


Save your backup codes

In a moment you'll set up 2FA using an authenticator app such as Google Authenticator.

First, please note the following backup codes that can be used in case you don't have access to your mobile device.

Make sure you keep these codes safe but accessible, and remember: each backup code can only be used once.

- 12345678
- 23456789
- 34567890
- 45678901
- 56789012



Generated on 28/02/2023
After noting the backup codes, click Next to setup your Authenticator app.

Cancel Download as CSV Next

4. If you haven't already, you will now need to install your chosen Authenticator App, such as Google Authenticator, on your mobile phone.

Once you have the Authenticator App you will be able to use the phone's camera to scan the QR code. There is also an option to enter the code manually if you prefer.

Set up Authenticator

1. Install an Authenticator app such as Google Authenticator on your device
[Click here for Android / Google](#)
[Click here for iOS / Apple](#)
2. Open the app and select the + to add a new account
3. Choose 'scan a QR code' and scan the code below




Or [click here](#) to enter the code manually

Cancel Back Next

5. The Authenticator App will add 2Shakes as an account, and start to generate six-digit codes that continually update. Enter the current code to confirm:

Confirm code

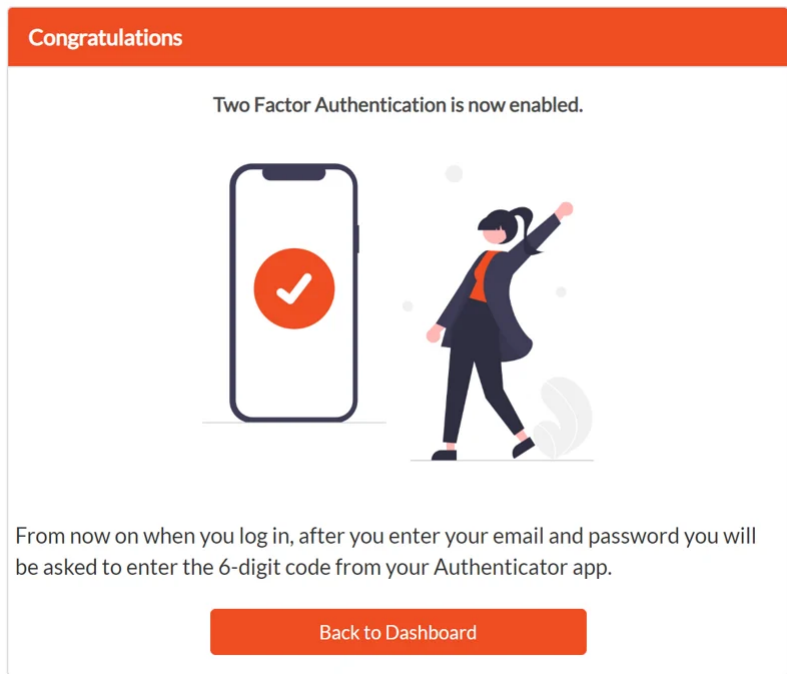
Enter the 6-digit code that you see in the Authenticator app



Current code

Cancel Back Next

6. After entering the code you'll get a confirmation screen that 2FA is now set up successfully:



7. Well done! You can now click on **Back to Dashboard**, or use any of the navigation menus to use 2Shakes.

From now on, each time you login to 2Shakes you will enter your email and password, followed by the current 6-digit code on the Authenticator App.

Changing Phone?

When it comes to changing your phone, Google Authenticator has an export account function that is really useful, and can save you tons of time.

1. In Google Authenticator, use the ... and select Export Accounts.
2. Select all, some or one account you want transferred to the new phone.
3. Click **Export** and scan the QR code (or codes) shown on the old phone using Google Authenticator on your new phone.
4. The codes will now appear on your new phone, **and are still usable on your old phone too!**

Lost Phone?

If you lose your phone, the next time you log in to 2Shakes you can use one of your backup codes (the ones you saved in a safe place in step 3 above). Then you can setup 2FA again.

If you no longer have access to your backup codes just email support@2shakes.co.nz and we will help you, no problem.

Final Thoughts

It is worth mentioning that we have always recommended the 2FA option in 2Shakes to improve the security of your account.

The change to make 2FA mandatory is part of a wider implementation of 2FA being mandated by some of our integration partners, and we simply would not be able to run 2Shakes as it is without this change.

We know most of you will already have an Authenticator App, and adding 2Shakes 2FA should hopefully be relatively painless. We really do appreciate that mandatory 2FA can feel like a hassle for some of you, and we want you to know we will try to minimise any frustrations as much as we can.

And as always, if you have any questions, need any further information, or want to send us feedback, please email us at support@2shakes.co.nz, thanks.

And thanks very much again for using 2Shakes,

Ngā mihi nui,

Mike
CEO



2Shakes

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