

# 2FA - Two-factor authentication for your mailbox

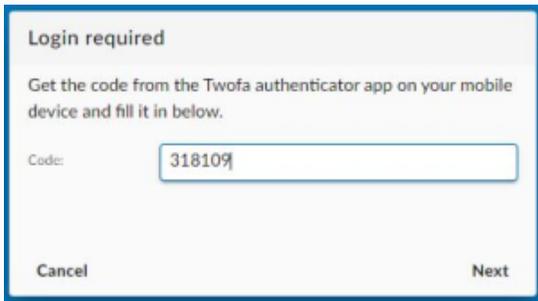
**Two-factor authentication**, or **2FA** as it's commonly abbreviated, adds an extra step to your basic login procedure. Without 2FA, the password is your single factor of authentication: you enter your username and password, then you're done.

With 2FA, you log in to the Webmail by entering your username and password and the six-digit code provided by an app installed on your smartphone.

## On this page

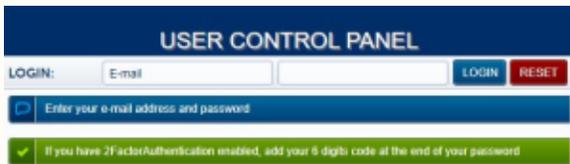
1. [Enable 2FA for your mailbox](#)
2. [Disable 2FA for your mailbox](#)

 After the latest update of the GroupOffice Webmail, you will be prompted to enter the 2FA code in a new pop-up window.



 When logging into the [User Panel](#), if you have 2FA enabled for your mailbox, you must add at the end of the password the 6-digit code provided by the app on your phone.

For example, if your password is **T9D3K!px** and the 6-digit code is **189 145**, you must enter **T9 D3K!px189145** in the login form of the User Panel.



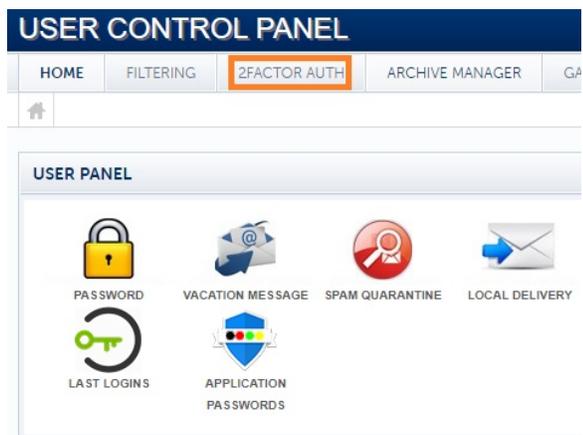
## 1. Enable 2FA for your mailbox

What you need:

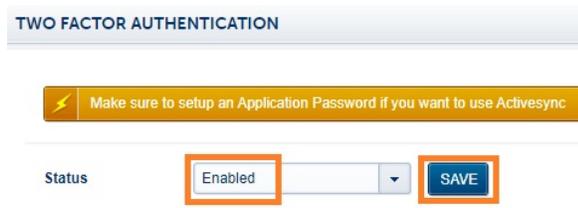
- a smartphone with a 2FA App installed (OTP / 2-Step Verification / 2-Factor Authentication), such as [Authy](#) or [Google Authenticator](#).

To enable 2FA for your e-mail address:

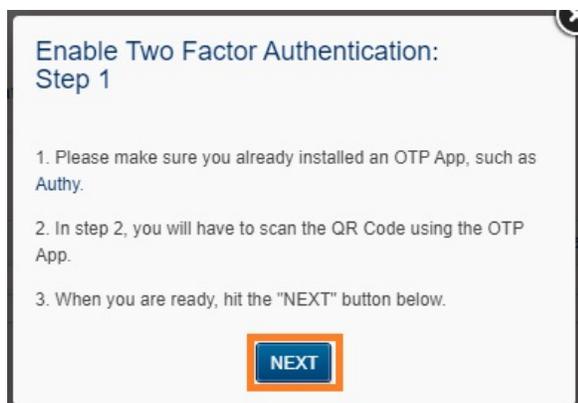
- Log in to the **User Panel**
- From the menu, go to **2-Factor Auth**



- Update the dropdown **Status** to **Enabled**. Click on the **Save** button.



- Recheck the requirements: have a 2FA App installed on your phone, such as [Authy](#) or [Google Authenticator](#)
- When ready, click on the **Next** button



- Scan the QR code with the installed 2FA App and fill in the generated six-digit code in the **Challenge** input field.
- **Click on the Save button before your token expires. It is always better to wait for the app to generate a fresh token, so you have enough time before it expires.**
- You have enabled 2FA, and you will be prompted to fill in the token every time you log in using Webmail.

### Enable Two Factor Authentication: Step 2

1. Scan this QR code using your OTP App.
2. Once the account is added, you will be given a 6 digit code
3. Enter the code in the field below.
4. Hit "SAVE" button below before your code expires.



Challenge

## 2. Disable 2FA for your mailbox

To disable 2FA for your e-mail address:

- Log in to the [User Panel](#)
- From the menu, go to **2-Factor Auth**

### USER CONTROL PANEL

HOME   FILTERING   **2FACTOR AUTH**   ARCHIVE MANAGER   GA

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#### USER PANEL

PASSWORD   VACATION MESSAGE   SPAM QUARANTINE   LOCAL DELIVERY

LAST LOGINS   APPLICATION PASSWORDS

- Update the dropdown **Status** to **Disabled**. Click on the **Save** button.

### TWO FACTOR AUTHENTICATION

⚡ Make sure to setup an Application Password if you want to use Activesync.

Status

- Insert the token from your 2FA App (such as Authy or Google Authenticator) in the **Challenge** input field.
- **Click on the Save button before the token expires. It is always better to wait for the app to generate a fresh token, so you have enough time before it expires.**
- After you see the confirmation message that the 2FA was disabled, you can delete the entry from your 2FA app.

### Disable Two Factor Authentication

1. To disable 2 Factor Authentication, insert the code from your OTP App ( Authy ).

2. Hit "SAVE" button below before your code expires. If this happens, insert again your newly generated code from Google Authenticator app.

Challenge