

1.15 What is...

What is 'Two-factor-authentication (2FA)'?

Two Factor Authentication (2FA)

Two-factor-authentication is an optional, but highly recommended security feature, which adds an extra layer of protection to your Joker.com account.

Once enabled, you will need a six-digit security code in addition to your password, whenever you log in to Joker.com.

To generate these security codes, you will need a device or a password-manager with 2FA support for this. **Your smartphone will be fine.**

These two factors – the password, you **know**, and the smart phone, you **have** – add an additional layer of security against theft of credentials or dictionary attacks.

One of the most common and practical options for this purpose is using a **mobile app for your smartphone**. Those are usually free of charge, but any device or app which are capable of talking the [TOTP protocol](#) should work as well. Here is an incomplete list of some apps:

- [Google Authenticator](#) (Android, iOS, Blackberry)
- [Microsoft Authenticator](#) (Android, IOS)
- [Amazon AWS Virtual MFA](#) (Android)
- [Authentikator](#) (Chrome Browser – do not use on same machine!)

To set it up, activate two-factor authentication in your [Joker.com Profile](#) and scan the QR code displayed with your smartphone's 2FA app - done.

During the **short procedure to enable** two-factor-authentication, you will receive a special **16-digit recovery code**.

It is very **important** that you **write this key down** and store it somewhere safe.

If you ever lose your phone, or can't receive or generate a security code, you will need this recovery code for emergency access to Joker.com.

If you have **lost** your 2FA access or recovery code, please contact our [support](#). You can then upload proof of identity there so that we can reactivate your access.

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Please log into your Joker.com account and choose to activate or deactivate two-factor authentication in your [Joker.com Profile](#).

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