## 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 <u>TOTP protocol</u> should work as well. Here is an incomplete list of some apps:

- <u>Google Authenticator</u> (Android, iOS, Blackberry)
- <u>Microsoft Authenticator</u> (Android, IOS)
- <u>Amazon AWS Virtual MFA</u> (Android)
- <u>Authentikator</u> (Chrome Browser do not use on same machine!)

To set it up, activate two-factor authentication in your <u>Joker.com Profile</u> 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 <u>support</u>. You can then upload proof of identity there so that we can reactivate your access.

Page 1 / 2

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## 1.15 What is...

Please log into your Joker.com account and choose to activate or deactivate two-factor authentication in your <u>Joker.com Profile</u>.

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> Page 2 / 2 (c) 2024 Joker.com <webmaster@joker.com> | 2024-04-19 07:52 URL: https://www.ote.joker.com/faq/content/52/480/en/what-is-\_two\_factor\_authentication-2fa\_.html