

Two-Factor Authentication

Setup and Configuration

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Activate two-factor Authentication

1. Login with your e-ID username and password, and once logged in click on **'Manage Account'**.

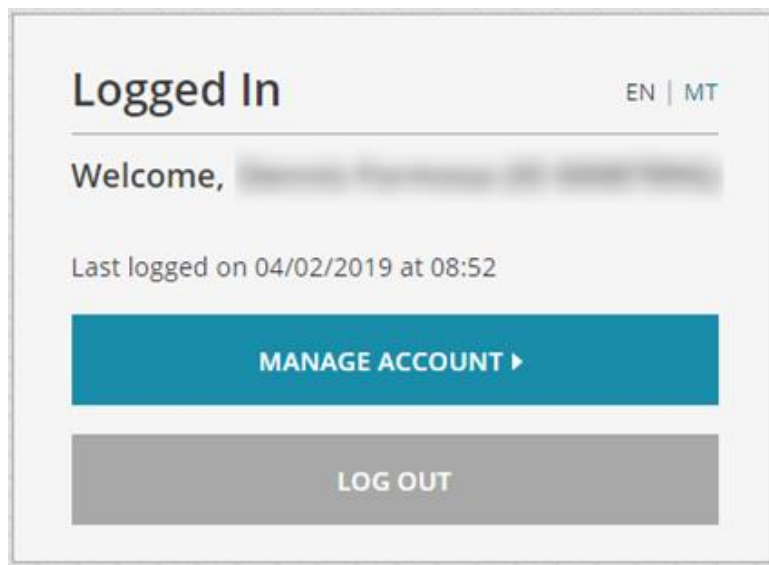


Figure 1 - Logged In

2. Click **'Turn ON two-factor'**.

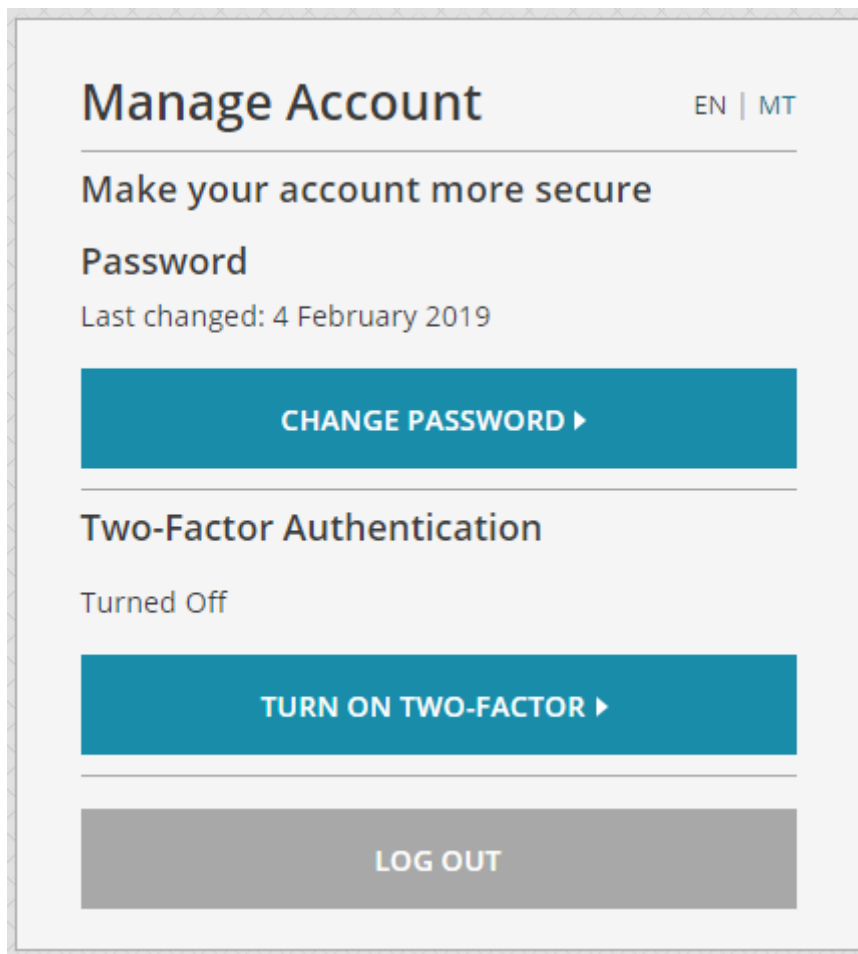


Figure 2 - Manage Account



3. After reading the information provided, click '**Start**'.

Step 1 - Information EN | MT

Two-factor authentication makes your account more secure by adding an extra layer of security. Find out more about two-factor authentication [here](#)

After two-factor authentication has been enabled, you will need your password and verification code to authenticate.

Benefits of Two-Factor Verification

-  **Adds an extra layer of security**
Enter your password and the unique verification code sent to your phone
-  **Keeps the bad guys out**
If someone else gets hold of your password, it won't be enough to sign into your account

START ▶

CANCEL

Figure 3 - Information on two-factor authentication

4. Click **'Next Step'**, and the system will send you an email with the subject 'Electronic Identity Two-Factor Verification' including a verification code.

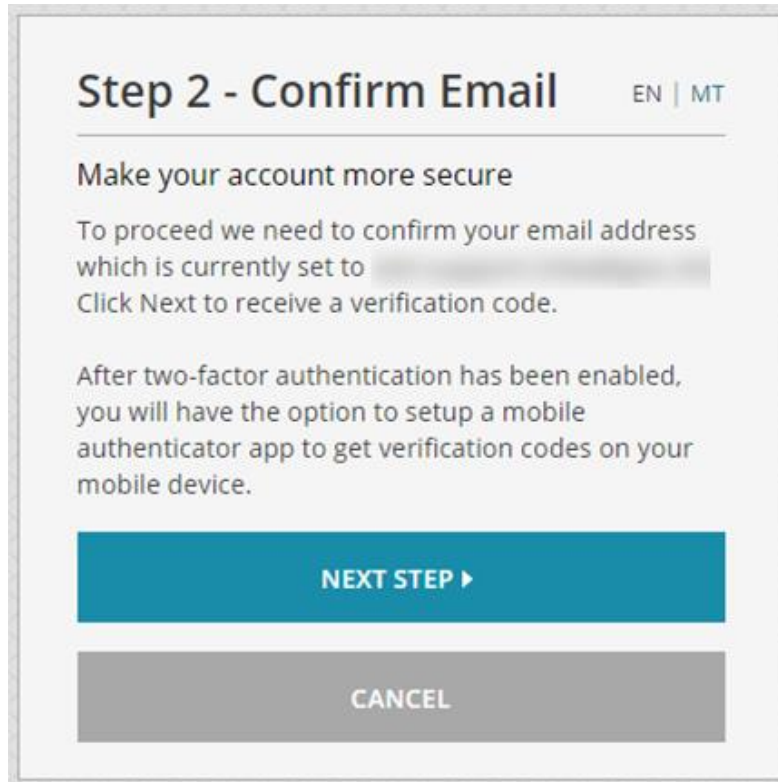


Figure 4 - Confirm your email address

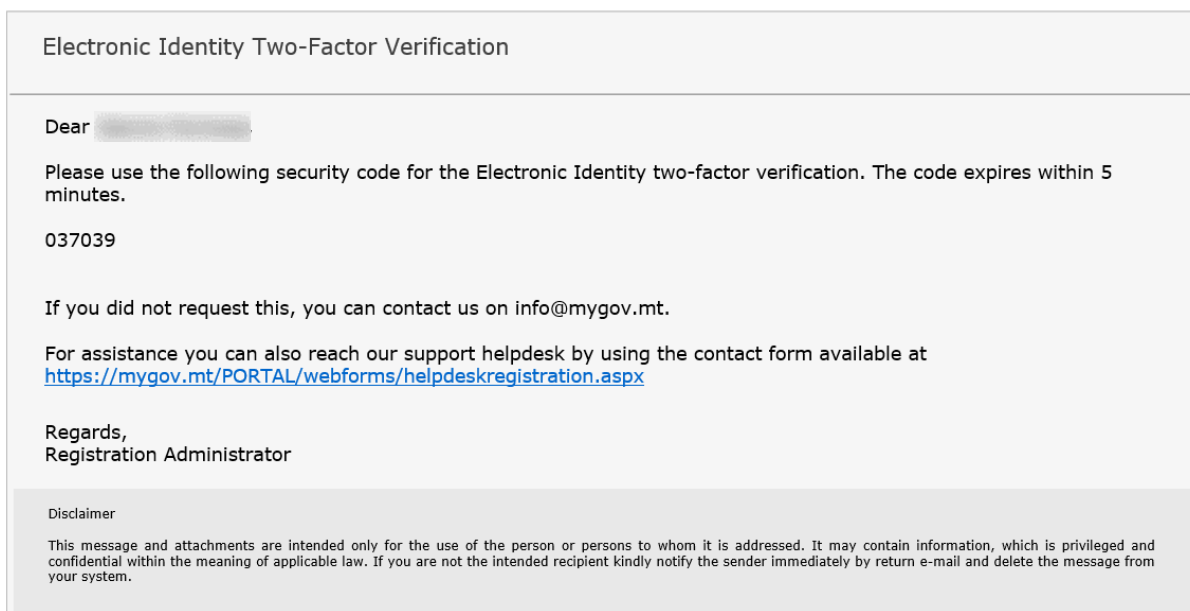


Figure 5 - Email received to activate two-factor authentication

5. Copy the verification code you've received and click on '**Verify**' to continue with the activation process.

Step 3 - Verify Code EN | MT

Make your account more secure

We have just sent you a verification code to [redacted] Enter the verification code below to confirm the email address.

Verification Code

Enter the verification code

If you did not receive the verification code then click [Resend](#) to get a new code.

VERIFY ►

CANCEL

Figure 6 - Verify code received via email

6. Click **'Finish'**, and you will receive another email with the subject 'Electronic Identity Account Turn On Two-Factor Verification' confirming that two-factor authentication has been enabled for your e-ID account.

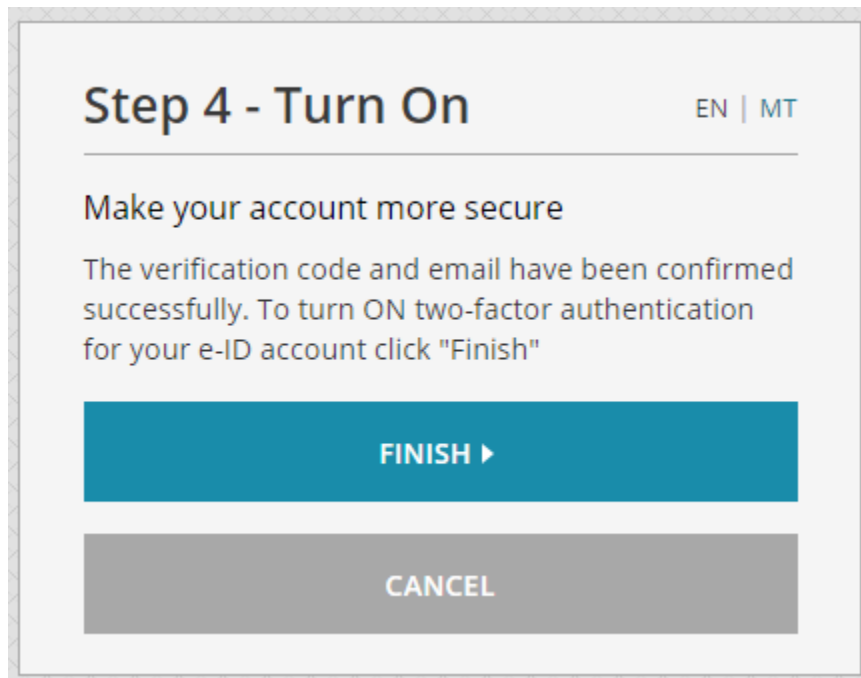


Figure 7 - Final step to complete activation process

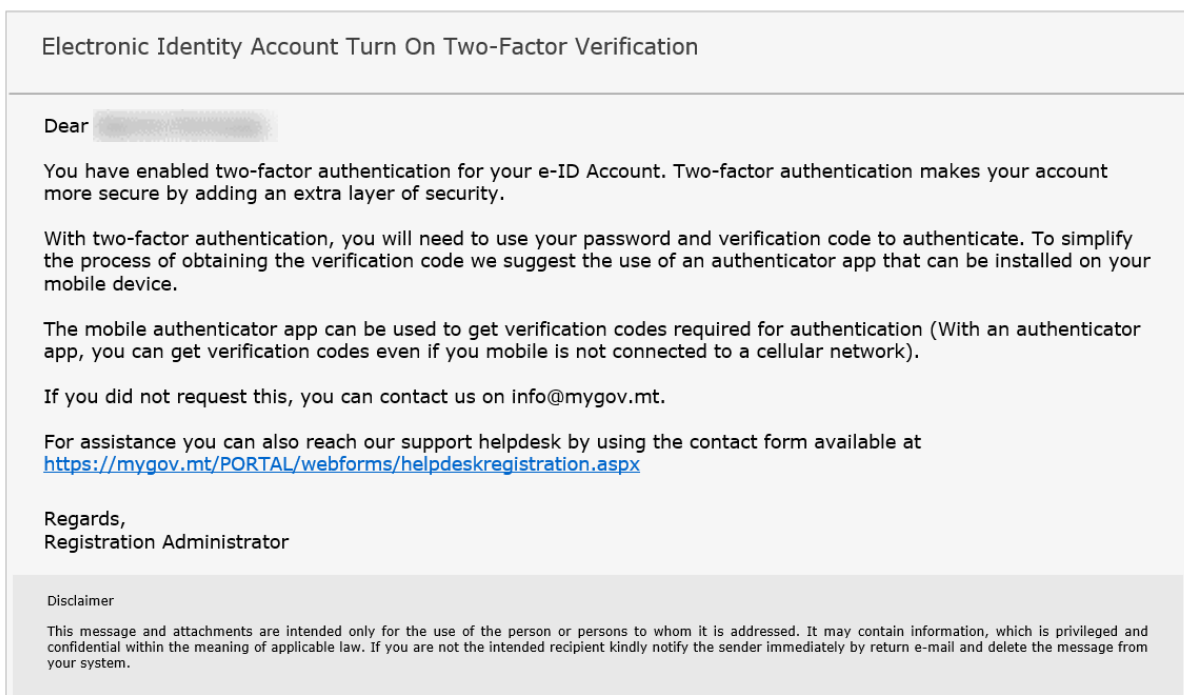


Figure 8 - Email received to confirm that two-factor authentication was enabled

Setting up Authenticator App

1. From **'Manage Account'** page, click **'Set up Authenticator App'**.

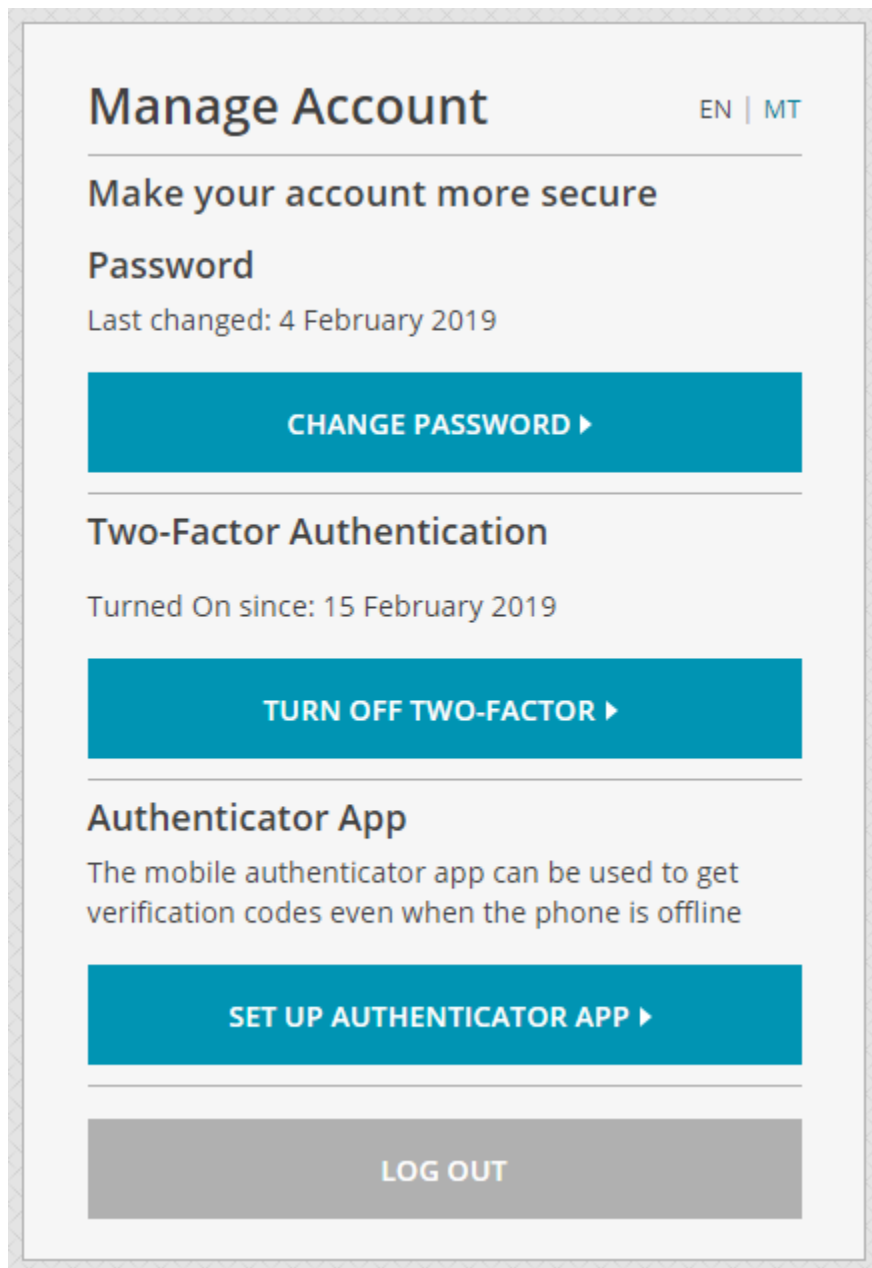


Figure 9 - Manage Account

2. Select the operating system of your mobile device, and click **'Next Step'**.

Step 1 - Select Device EN | MT

The module authenticator app can be used to get verification codes required for authentication .

With an authenticator app, you can get verification codes even if your mobile is not connected to a cellular network.

What mobile device do you want to install the app on?

- Android
- iPhone
- Windows Phone
- Other

NEXT STEP ▶

CANCEL

Figure 10 - Select mobile device OS

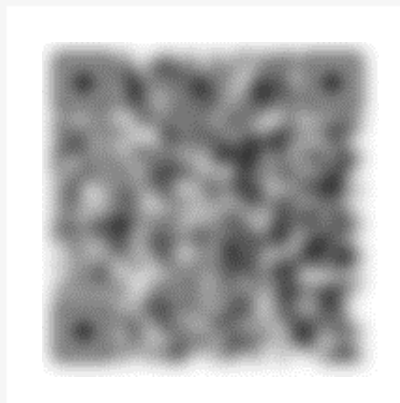
3. Follow the instructions provided and scan the barcode to pair the Authenticator app to your e-ID account. If an error is encountered during barcode scanning, click '**Problem scanning the barcode?**', and set the Authenticator app via the use of a secret key, as per Figure 12 - Set up Authenticator app via secret key. Click '**Next Step**'.

Step 2 - Scan Barcode

EN | MT

Set Up Authenticator App (Part 1 /2)

1. Set up Authenticator app by searching for "authenticator" in [Play Store](#)
2. Open the app you installed in Step 1
3. Pair the authenticator app with your e-ID account by scanning the barcode below



[Problem scanning the barcode ?](#)

NEXT STEP ▶

CANCEL

Figure 11 - Set up Authenticator app via barcode scanning

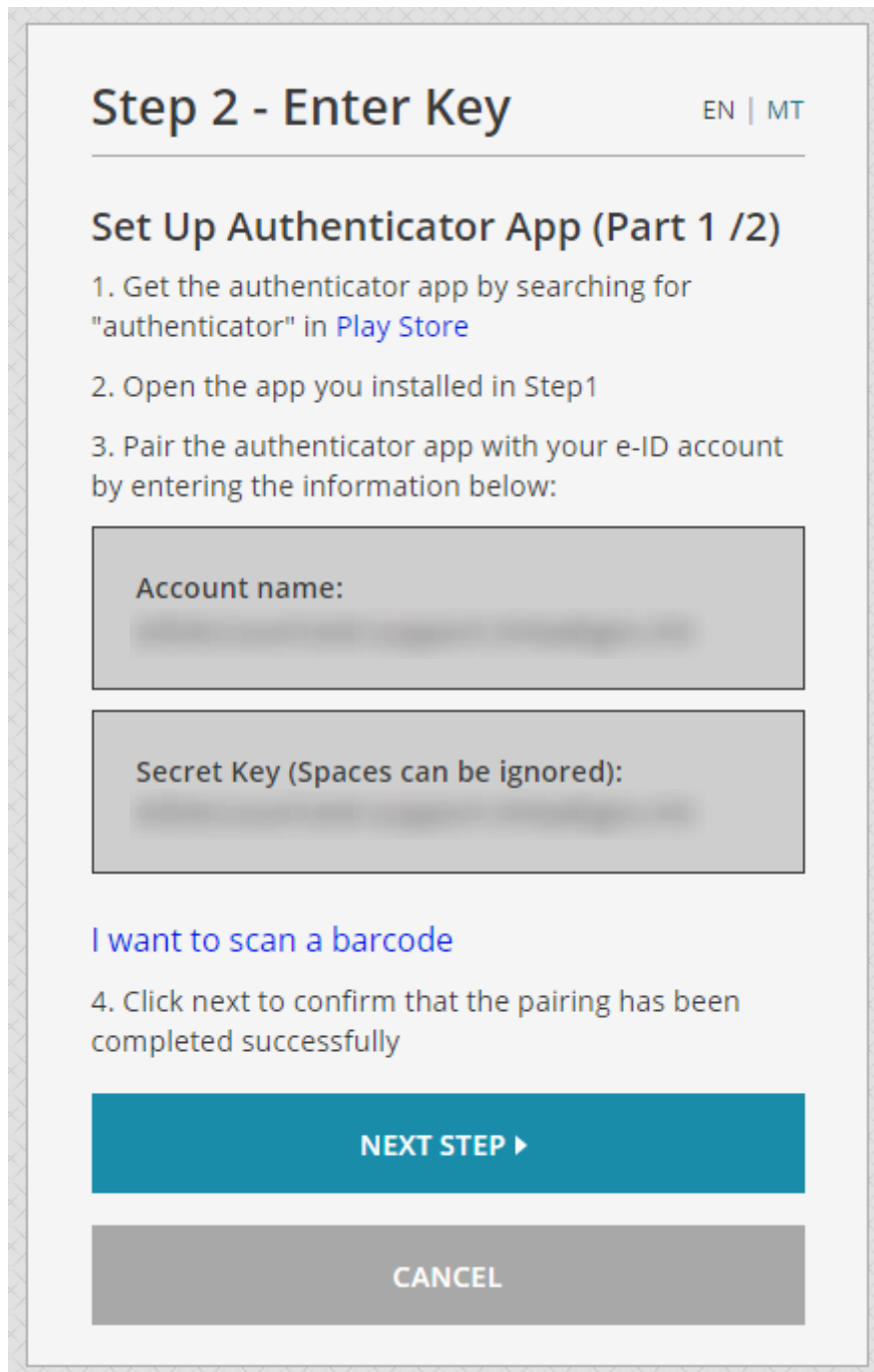


Figure 12 - Set up Authenticator app via secret key

4. Input the verification code shown in Authenticator app and click '**Verify**'.

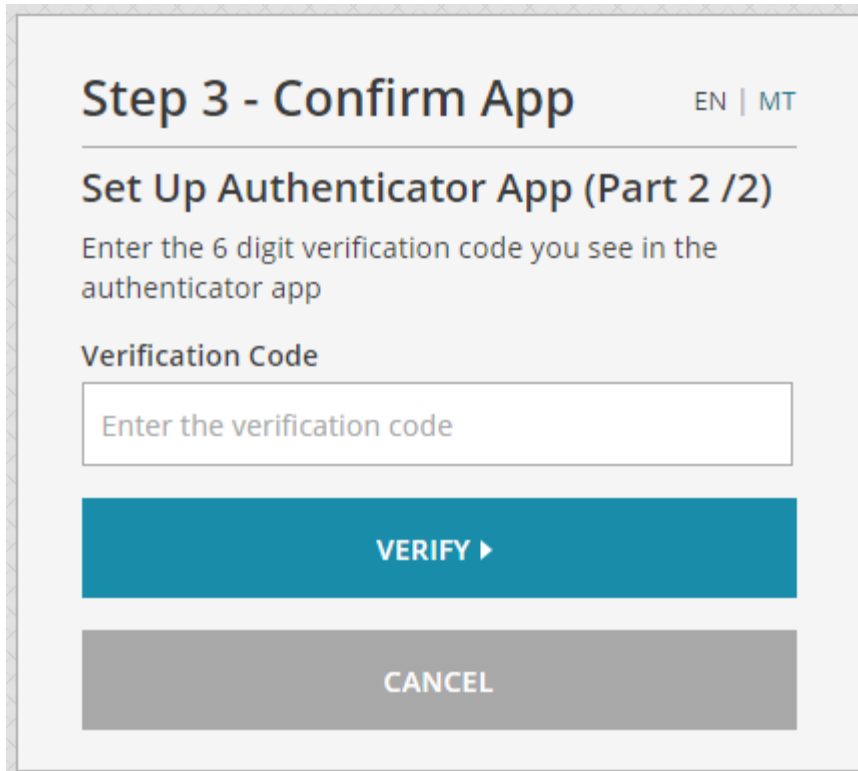


Figure 13 - Verify code shown on Authenticator app

5. Click '**Continue**' to complete set up.

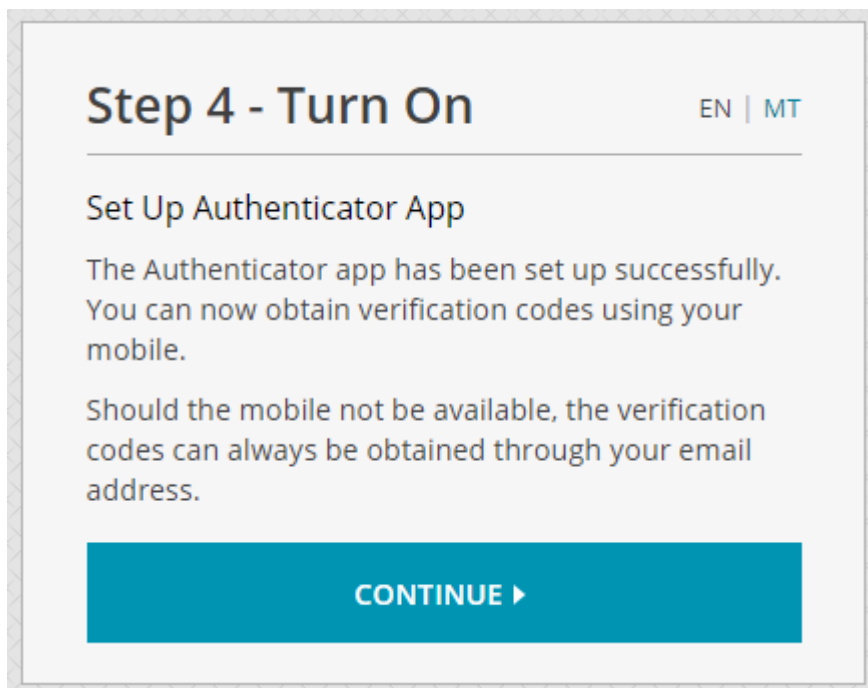
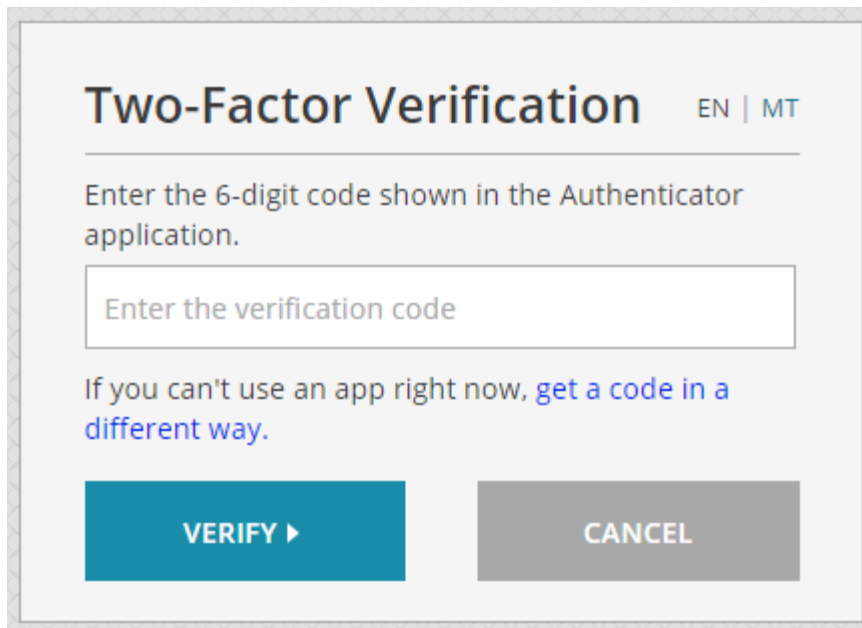


Figure 14 - Final step to turn on Authenticator app

Two-factor Authentication via email

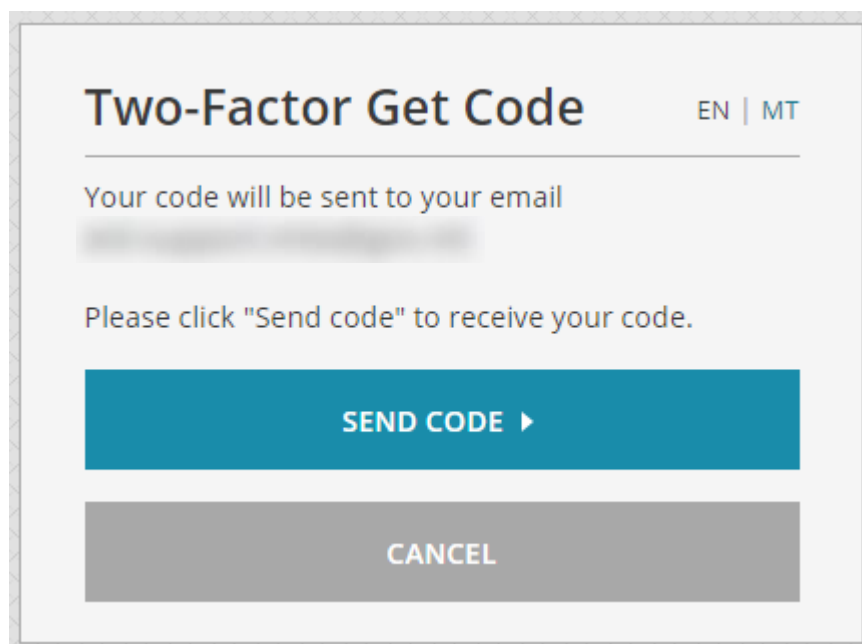
1. Click **'get a code in a different way'**.



The image shows a 'Two-Factor Verification' screen. At the top, the title 'Two-Factor Verification' is displayed in a large, bold font, with language options 'EN | MT' to its right. Below the title, there is a horizontal line, followed by the instruction 'Enter the 6-digit code shown in the Authenticator application.' A text input field with the placeholder text 'Enter the verification code' is positioned below this instruction. Underneath the input field, there is a link that says 'If you can't use an app right now, [get a code in a different way.](#)' At the bottom of the screen, there are two buttons: a teal button labeled 'VERIFY ▶' and a grey button labeled 'CANCEL'.

Figure 15 - Two-factor Verification screen

2. Click **'Send Code'** to receive a verification code via email. The system will send you an email titled 'Electronic Identity Two-Factor Verification' including a verification code.



The image shows a 'Two-Factor Get Code' screen. At the top, the title 'Two-Factor Get Code' is displayed in a large, bold font, with language options 'EN | MT' to its right. Below the title, there is a horizontal line, followed by the instruction 'Your code will be sent to your email' and a blurred email address. Below this, there is another instruction: 'Please click "Send code" to receive your code.' At the bottom of the screen, there are two buttons: a teal button labeled 'SEND CODE ▶' and a grey button labeled 'CANCEL'.

Figure 16 - Receive verification code via email

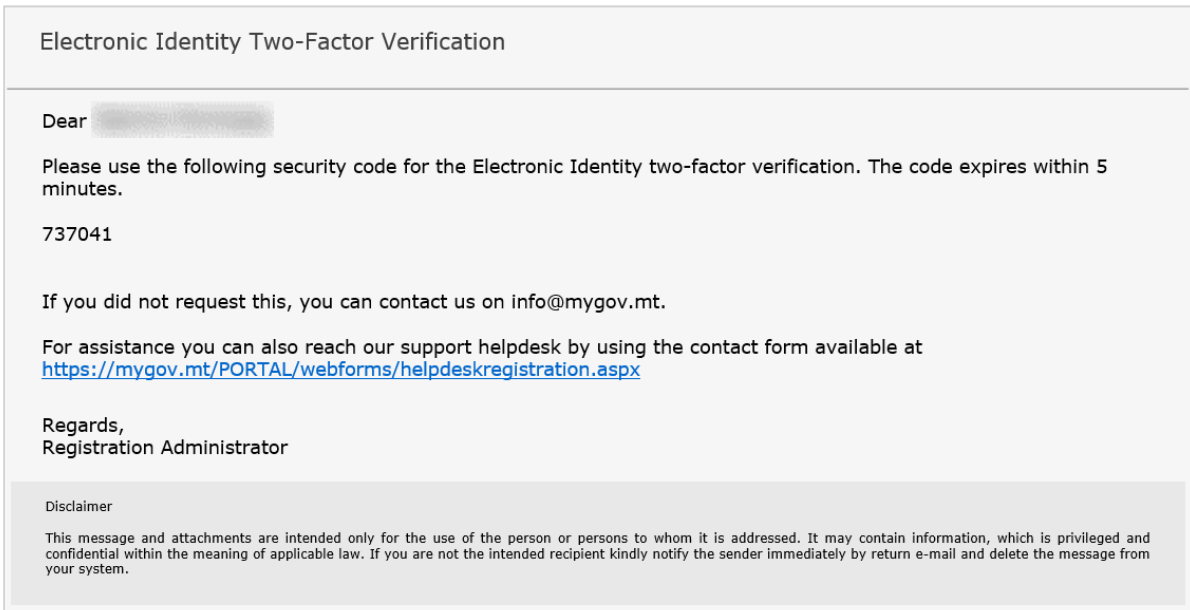


Figure 17 - Email received with verification code

3. Copy the verification code you've received and click on **'Verify'** to complete authentication process.

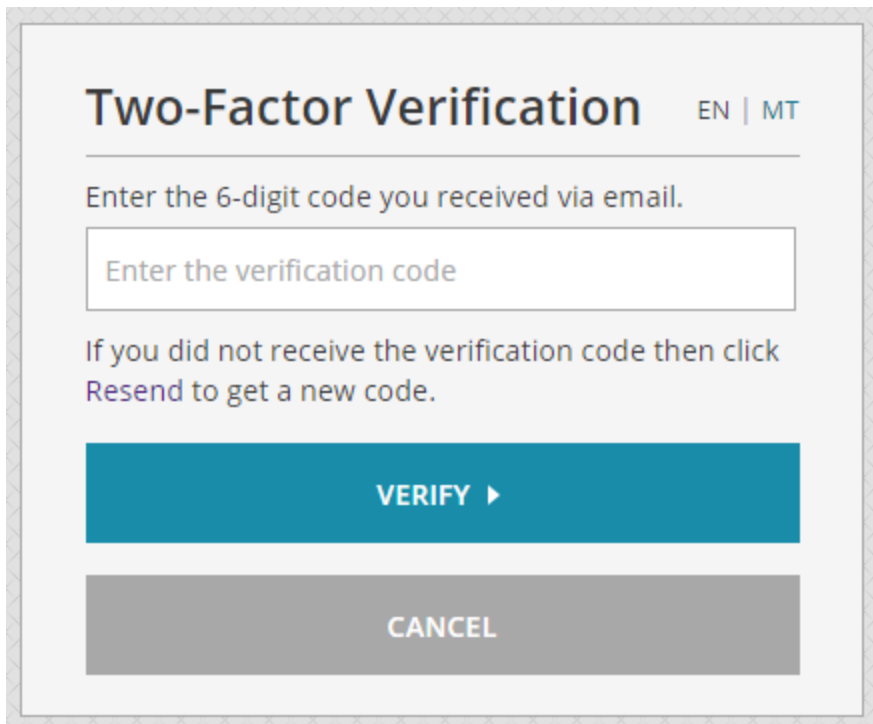
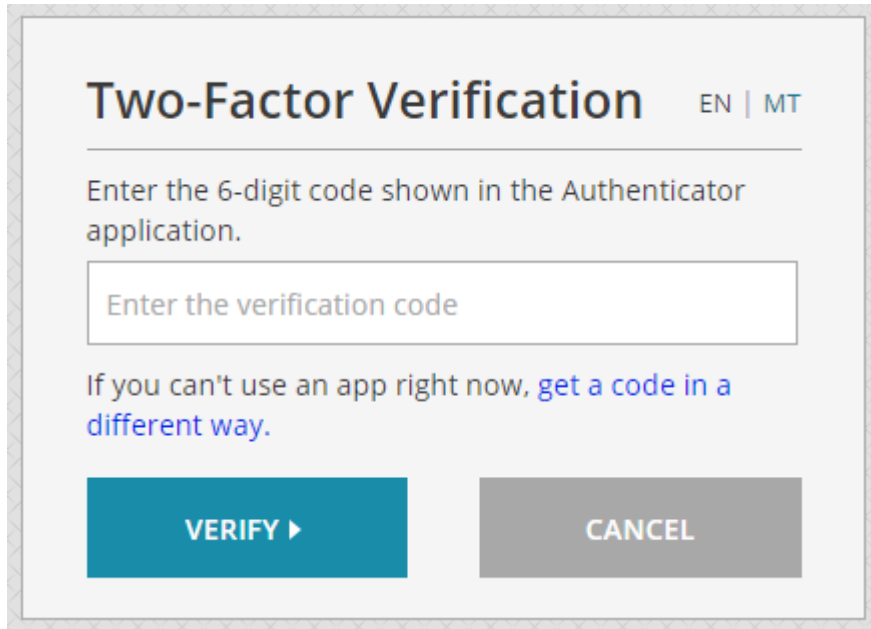


Figure 18 - Two-factor Verification screen

Two-factor authentication via Authenticator app

1. Input verification code shown in Authenticator app and click **'Verify'** to complete authentication process.



The image shows a mobile application screen titled "Two-Factor Verification" with language options "EN | MT" in the top right corner. Below the title, there is a horizontal line. The main text reads "Enter the 6-digit code shown in the Authenticator application." Below this text is a white rectangular input field with the placeholder text "Enter the verification code". Underneath the input field, there is a line of text: "If you can't use an app right now, [get a code in a different way.](#)". At the bottom of the screen, there are two buttons: a teal button labeled "VERIFY ▶" and a grey button labeled "CANCEL".

Figure 19 - Two-factor Verification screen