Two Factor Authentication

Two factor authentication (2FA) enhances your account security by requiring both your password and a one-time access code to login.

The one-time access codes can be retrieved from an Authenticator app (recommended), via email. or via SMS.

When you login to your account at https://voipportal.com.au/ you'll be prompted to enable two-factor authentication.

Enabling Two-Factor Authentication

To begin the process, click the **Enable Two-Factor Authentication** button. Enabling two-factor authentication requires an authenticator app.
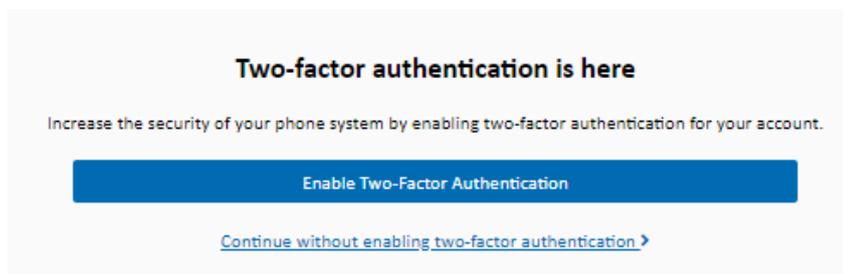
If you don't already have an authenticator app, some of the common freely available ones are listed below - click the platform to be taken to the app store. This guide uses Google Authenticator

- Google Authenticator iOS Android
- Microsoft Authenticator iOS Android
- Authy iOS Android PC/Mac

Launch your authenticator, then click the + / **Add** button to add a new 2FA code.

Choose **Scan a Barcode** when prompted - you can also enter it manually if required, by selecting 'Enter a provided key' and using the unique code under the QR code.

Point your phone's camera at the QR code to link your phone's authenticator.

Two-factor Authenticator

Scan this QR code into your Two-Factor Authenticator application.

Shared Secret:
Save this code in a secure location for recovery purposes

Enter the 6-digit code from your two-factor authentication application

🔒 123456

Authenticate & Enable
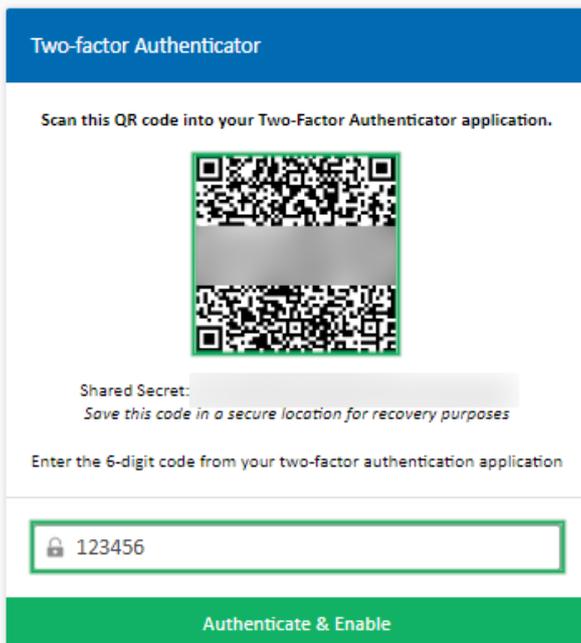
Locate the entry for https://voipportal.com.au/ in your authenticator's list, then enter the 6 digit code into two-factor setup screen and click **Authenticate & Enable**

123 456

Skipping Two-Factor Authentication Enablement

If you would prefer not to enable two-factor at this time, you can select either of the following options:

Continue without enabling two-factor authentication will dismiss the prompt for this login, but will display it for any future logins.

Two-factor authentication is here

Increase the security of your phone system by enabling two-factor authentication for your account.

Enable Two-Factor Authentication

Continue without enabling two-factor authentication ❯
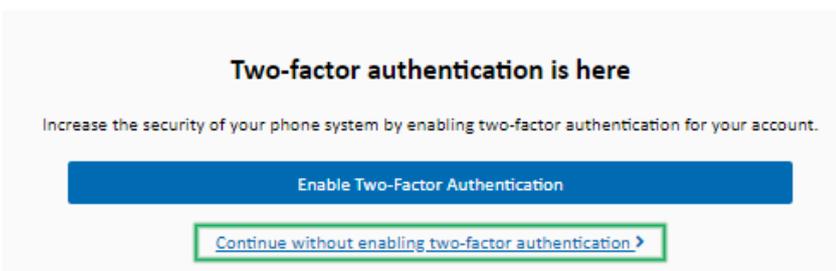
You can also select to not be reminded about enabling two-factor authentication by choosing either 24 hours, 30 days or 12 months.

Do not remind me about two-factor authentication for 24 hours ▾   **SAVE**

Logging in With Two-Factor Authentication

Once two-factor is enabled, when you log in, you'll be required to provide a code. You can retrieve this code through the following methods
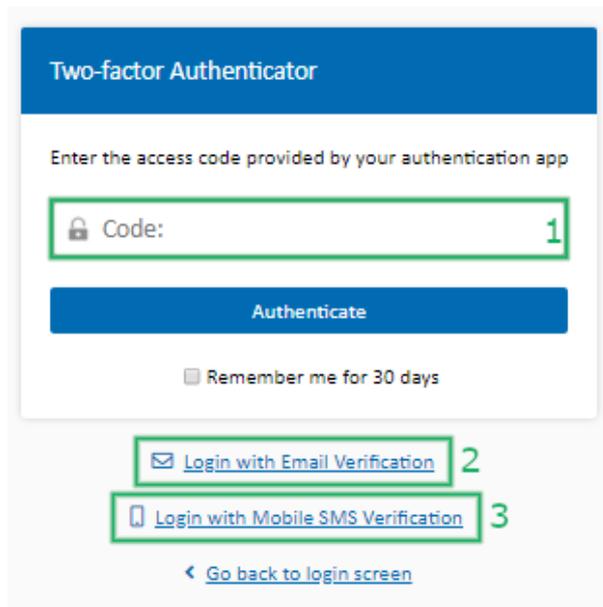
1. Authenticator

Open your authenticator app and locate the entry for your https://voipportal.com.au/ username.

Enter the 6 digit code into the prompt and click **Authenticate**

2. Email

At the two-factor prompt, click **Login with email verification**. The system will automatically send an email to the email address of main account user.

Enter the 6 digit code from the email into the prompt and click **Authenticate**

3. SMS

At the two-factor prompt, click **Login with SMS verification**. The system will automatically send an SMS to the number we have on file.

Enter the 6 digit code from the SMS into the prompt and click **Authenticate**

Disabling Two-Factor Authentication

If, for any reason, you need to disable two-factor authentication, you can do so by logging in to https://voipportal.com.au/, clicking on your username at the top right, and selecting **Account Authorisation**
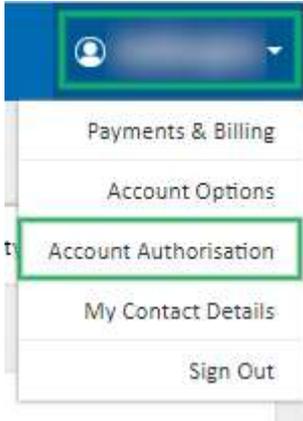
Clicking the **Disable Two-Factor Authentication** button will switch off two-factor. This action will generate an email and SMS alert to both the account holder and any authorised contacts on the account.