

How To Add Virtual Multi-Factor Authentication

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You will need to download and install a time-based virtual authenticator.

The recommended mobile authenticator is the Google Authenticator for Android or iOS. See this [page](#) from Google Support for more help on how to install the Google Authenticator.

Click on the down arrow at the top right of the page, then click *User Profile*.

In the left-hand side menu, select *Security*. In the **Virtual Authenticator** section of the page, click *Update*.

Click the *Add Virtual Authenticator* button on the pop-up window to confirm.

A QR code for you to scan with your phone will be displayed on the screen. You may also choose to add the secret key manually if you are using a virtual authenticator that allows it.

Notice

This QR Code and Secret key are only displayed once. When you leave this page, they will no longer be available.

If you do not complete the setup on your mobile device, you will not be able to log in.

Once you scan the QR code with your phone, the phone should display a 6 digit code for you to enter in the **Virtual Authenticator** section. Enter the 6 digit code displayed and click *Complete*.

You will see that the status has changed from **Inactive** to **Active** and it will show the date/time of when the authentication method was added.

Adding a virtual authenticator to your Qualpay user requires you to enter a 6 digit code from your virtual authenticator in addition to your user login and password when you log in to the Qualpay site. How often you are required to enter the

authentication code at login can be changed on the user profile **Security** page.
