Two-Factor Authentication Setup

Last Modified on 08/27/2025 8:37 am EDT

Google Authenticator is a widely used and trusted option for enabling two-factor authentication, so support for it has been enabled. Google Authenticator generates a 6-digit code to enter after properly authenticating with a username and password.

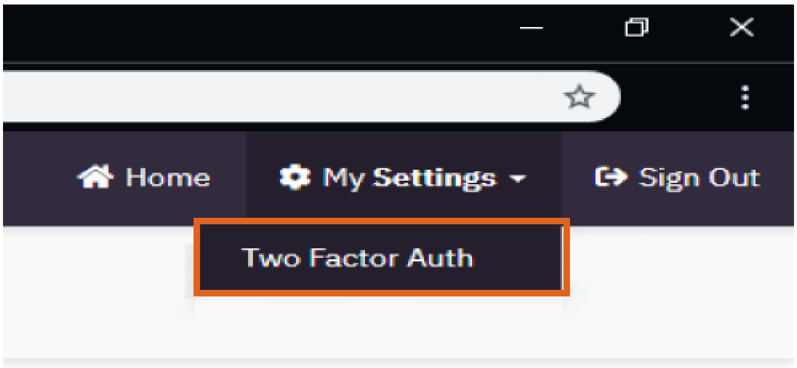
To set up Google Authenticator, download the official Google Authenticator app on a mobile phone (for Android or iOS).

- iOS: **App Store link**
- Android: **Play Store link**

Alternatively, search in the device's app store for *Google Authenticator*.

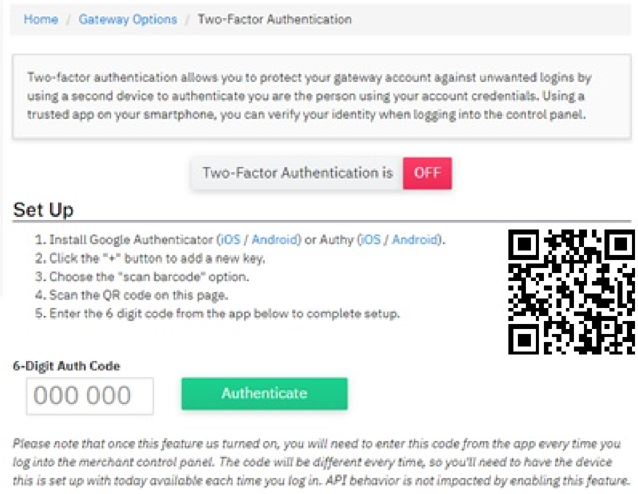
Setup/Functionality Instructions

After logging in, select the *My Settings* drop-down from the top right-hand corner of the *Control Panel*, then select the *Two Factor Auth* option.



This will navigate to the screen to configure Two Factor Authentication.

Launch the Google Authenticator application, select the **+**, and choose **Scan a Barcode** to add a new two-factor authentication key to the app.



Home / Gateway Options / Two-Factor Authentication

Two-factor authentication allows you to protect your gateway account against unwanted logins by using a second device to authenticate you are the person using your account credentials. Using a trusted app on your smartphone, you can verify your identity when logging into the control panel.

Two-Factor Authentication is OFF

Set Up

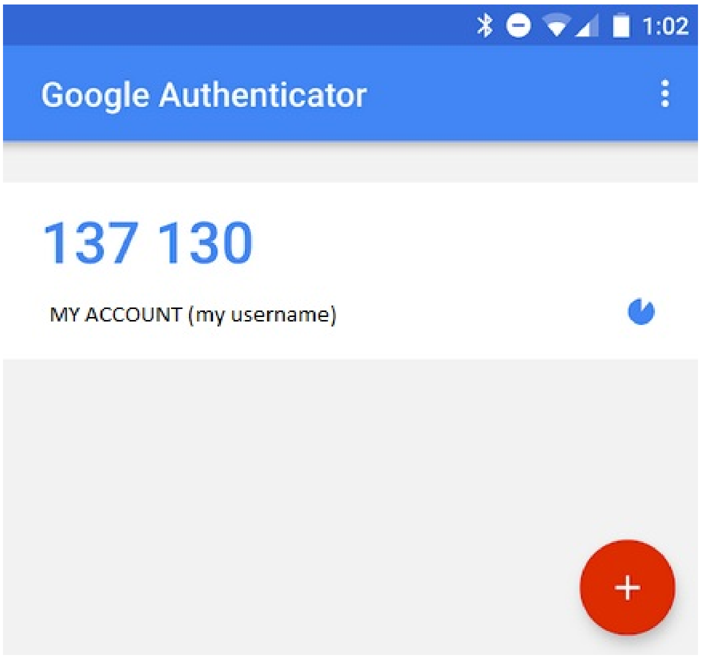
1. Install Google Authenticator (iOS / Android) or Authy (iOS / Android).
2. Click the "+" button to add a new key.
3. Choose the "scan barcode" option.
4. Scan the QR code on this page.
5. Enter the 6 digit code from the app below to complete setup.

6-Digit Auth Code

000 000

Please note that once this feature us turned on, you will need to enter this code from the app every time you log into the merchant control panel. The code will be different every time, so you'll need to have the device this is set up with today available each time you log in. API behavior is not impacted by enabling this feature.

After scanning the QR code displayed on the *Control Panel*, a new cycling code will appear in the Google Authenticator app, along with an auto-generated title to help remember for what account the code is used.

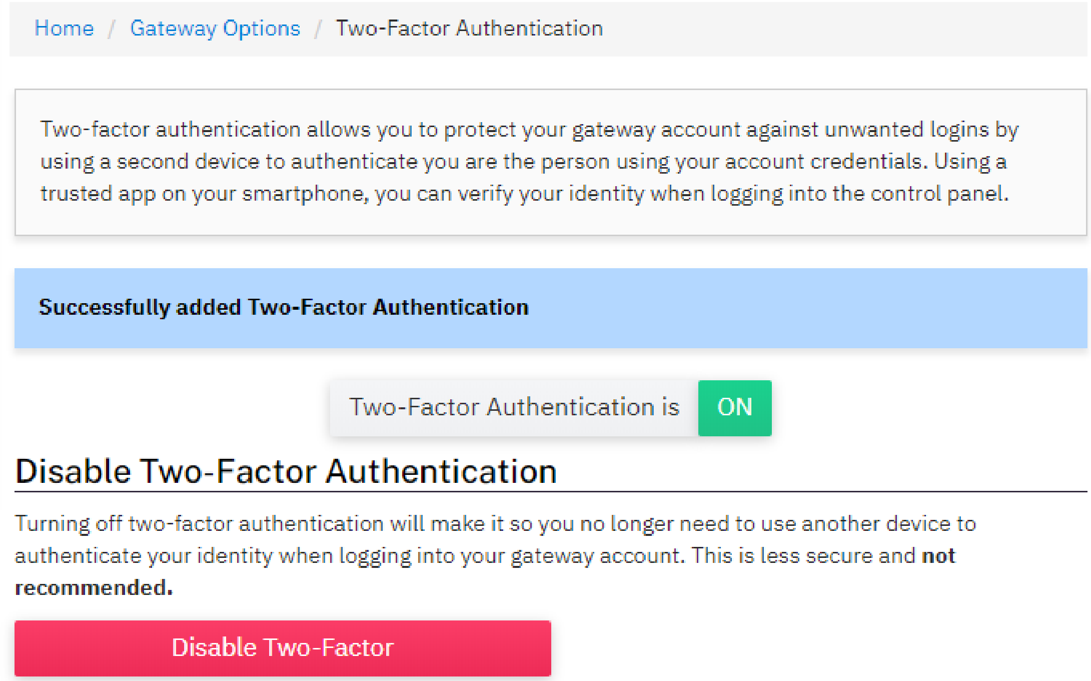


137 130

MY ACCOUNT (my username)

To finalize setup, enter the 6-digit code from the Google Authenticator app into the*6-Digit Auth Code* field and select **Authenticate**.

The following screen will be displayed confirming two-factor authentication has been successfully configured.



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Two-factor authentication allows you to protect your gateway account against unwanted logins by using a second device to authenticate you are the person using your account credentials. Using a trusted app on your smartphone, you can verify your identity when logging into the control panel.

Successfully added Two-Factor Authentication

Two-Factor Authentication is ON

Disable Two-Factor Authentication

Turning off two-factor authentication will make it so you no longer need to use another device to authenticate your identity when logging into your gateway account. This is less secure and **not recommended.**

Use Google Authenticator when Signing into a Merchant Account

1. Successfully authenticate with the regular *Username* and *Password*.
2. A prompt will display to enter the two-factor authentication code. Launch the Google Authenticator app, enter the current 6-digit code associated with the account name, and select **Authenticate**.

Notes

Google Authenticator codes are available for 30 seconds and are unusable after that time has expired. Codes with 5 seconds left to use will turn red. There is also a small countdown clock icon to the right of each code that will get smaller as time ticks down.

If the wrong *Secret Key/Passphrase* is entered, an expired code is used, or (after release) an attempt is made to use a code generated from a *Key/Passphrase* previous to the currently set *Key/Passphrase*, *Authentication Failed* will display when attempting to input the one-time password.