

# How to add two-factor authentication to your Vivio Portal account

Two-factor authentication is a security system that provides additional protection for your online accounts. It works by requiring a time-based one-time password, in addition to your username and password, when logging into your Vivio Portal account.

 To get started, you will need to install a token generator application on your mobile phone, such as Google Authenticator, Duo Mobile, or Authy.

## Step-by-step guides in this article:

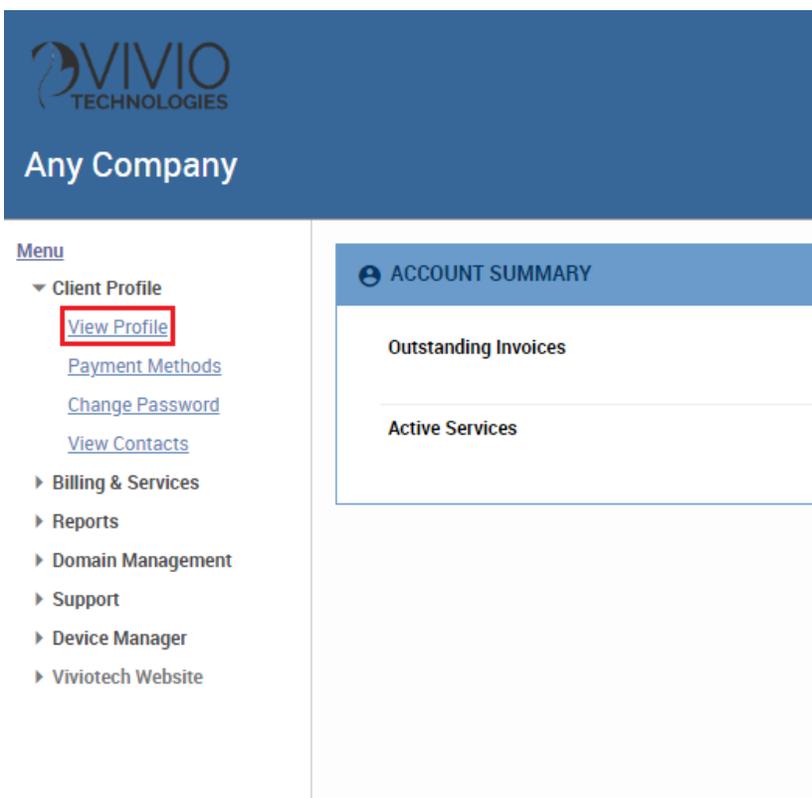
- [How to add two-factor authentication](#)
- [How to remove two-factor authentication](#)
- [Changing 2FA permissions for your other users](#)

## How to add two-factor authentication

Follow these steps to enable two-factor authentication (2FA) on your account.

**Step 1:** Log in to the [Vivio Client Portal](#). If you need assistance with this step, please see [How to access your Vivio Portal client account](#).

**Step 2:** Under “Client Profile,” select “View Profile.”



**Step 3:** Scroll down to “Two-Factor” within the “AUTHENTICATION” section and select “Click to enable.”

**VIVIO**  
TECHNOLOGIES

Any Company

Menu

- Client Profile
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- Reports
- Domain Management
- Support
- Device Manager
- Viviotech Website

### Client Profile

ADDRESS & CONTACT INFORMATION		EDIT
Name:	Joe Example	
Company:	Any Company	
Address:	1234 Street Address College Place, WA 99324 United States	
E-mail:	marketing@viviotech.net	
VAT ID:		
Phone:	000-000-0000	
Fax:		
Invoice Delivery:	Email Only	

AUTHENTICATION	
Password:	<a href="#">Click to change</a>
Two-Factor:	<a href="#">Click to enable</a>

CUSTOM FIELDS		EDIT
Security Code		

**Step 4:** In the new pop-up that opens, **re-enter** your Portal account password and **select** "Next."

Two-Factor Authentication - Vivio Technologies - Google Chrome

portal.viviotech.net/client/popup\_twofactor\_enable.php

### Two-Factor Authentication

Enabling two-factor verification on your account requires you to use a mobile device to generate a code in addition to your standard login and password.

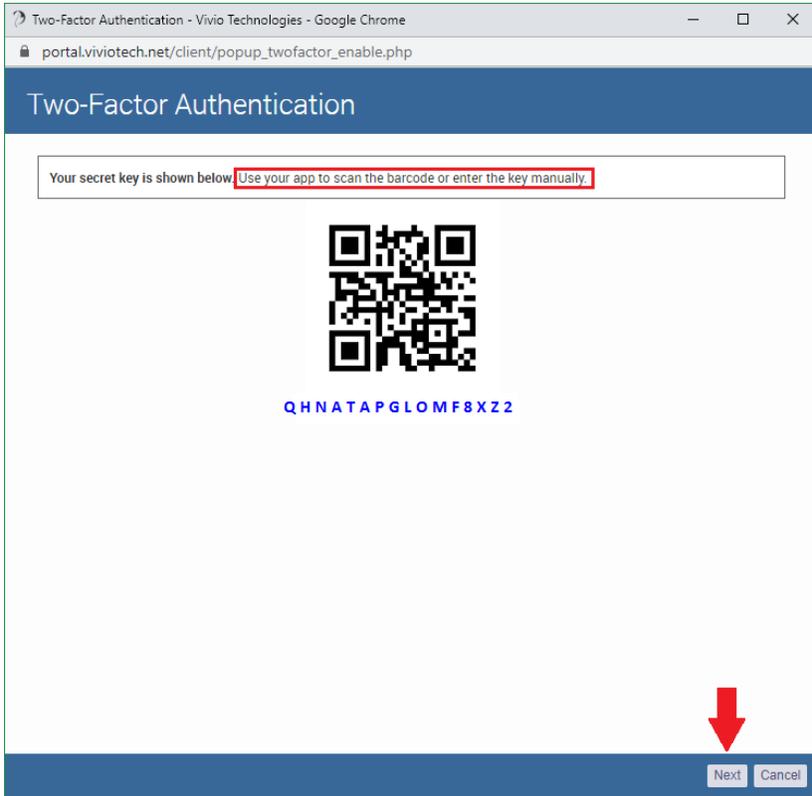
You will need a mobile device with a token generator app installed, such as Google Authenticator, Duo Mobile, or Authy Token.

To proceed, please verify your password:

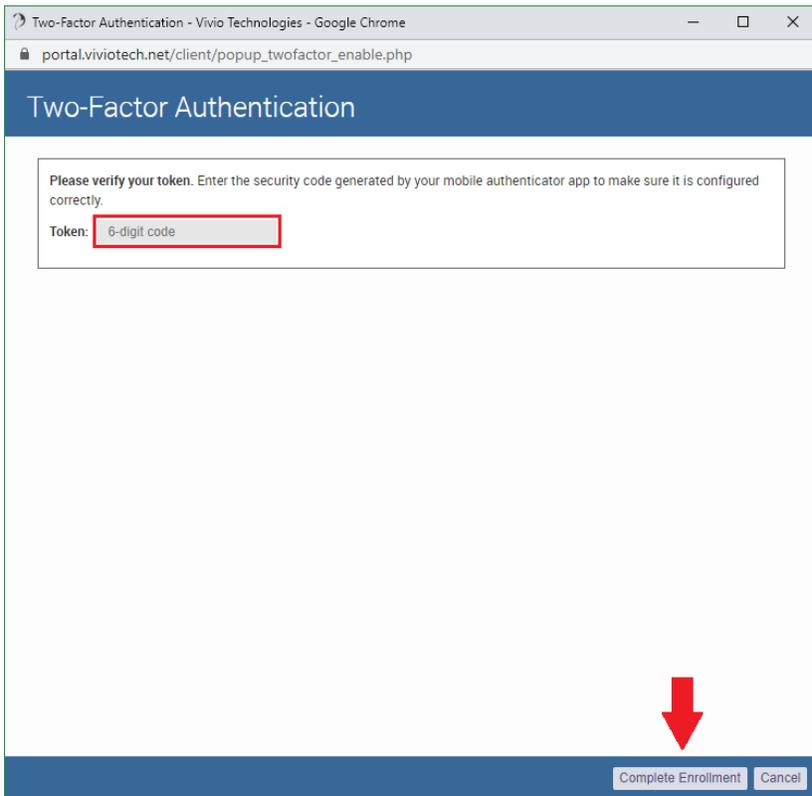
[Next](#) [Cancel](#)



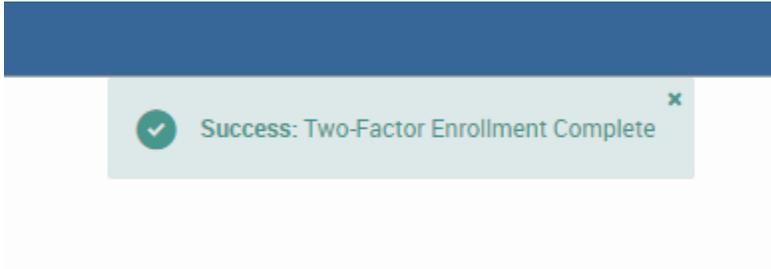
**Step 5:** In the new pop-up that opens, use the token generator application on your mobile phone to scan the QR code or enter the key manually to set up a new account. Then return to this pop-up window and **select** "Next."



**Step 6:** In the new pop-up that opens, **enter** the security code that was generated by your mobile authenticator app and then **click** "Complete Enrollment." This will verify that the 2FA was set up correctly.



**Step 7:** A message will appear at the top of your screen. "Success: Two-Factor Enrollment Complete." Your two-factor authentication is now ready to use the next time you log into your Vivio Portal account.



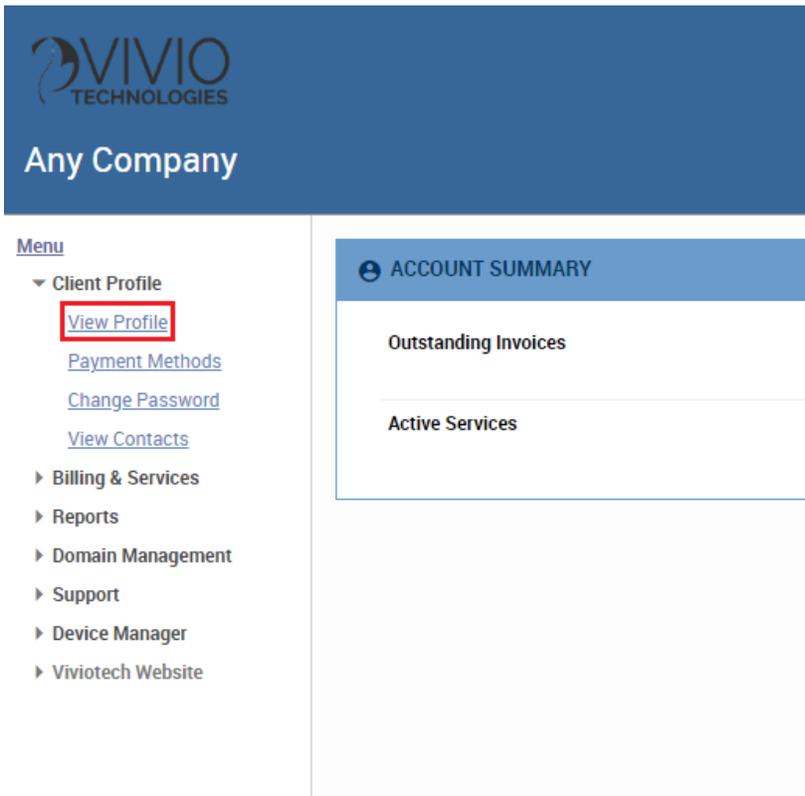
If you need any help adding two-factor authentication to your account, please [get in touch](#) with our Support team.

## How to remove two-factor authentication

Follow these steps to disable two-factor authentication (2FA) on your account.

**Step 1:** Log in to the [Vivio Client Portal](#). If you need assistance with this step, please see [How to access your Vivio Portal client account](#).

**Step 2:** Under "Client Profile," select "View Profile."



**Step 3:** Scroll down to "Two-Factor" within the "AUTHENTICATION" section and select "Click to disable."

**VIVIO TECHNOLOGIES**  
Any Company

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- Viviotech Website

## Client Profile

ADDRESS & CONTACT INFORMATION		EDIT
Name:	Joe Example	
Company:	Any Company	
Address:	1234 Street Address College Place, WA 99324 United States	
E-mail:	marketing@viviotech.net	
VAT ID:		
Phone:	000-000-0000	
Fax:		
Invoice Delivery:	Email Only	

AUTHENTICATION	
Password:	<a href="#">Click to change</a>
Two-Factor:	<a href="#">Click to disable</a>

CUSTOM FIELDS		EDIT
Security Code		

**Step 4:** In the new pop-up that opens, **re-enter** your Portal account password and **select** "Disable Two-Factor Authentication."

Two-Factor Authentication - Vivio Technologies - Google Chrome

portal.viviotech.net/client/popup\_twofactor\_disable.php

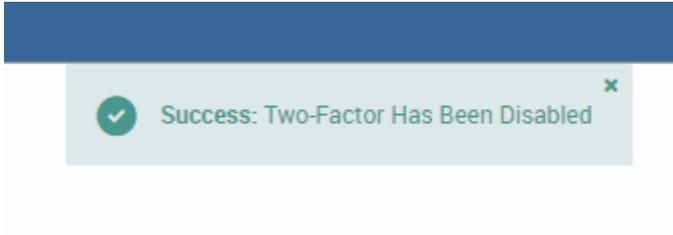
## Two-Factor Authentication

Disable two-factor authentication? If you are sure you would like to proceed, please verify your password below.

Password:

[Disable Two-Factor Authentication](#) [Cancel](#)

**Step 5:** A message will appear at the top of your screen. "Success: Two-Factor Has Been Disabled." Two-factor authentication is no longer required the next time you log into your Vivio Portal account.



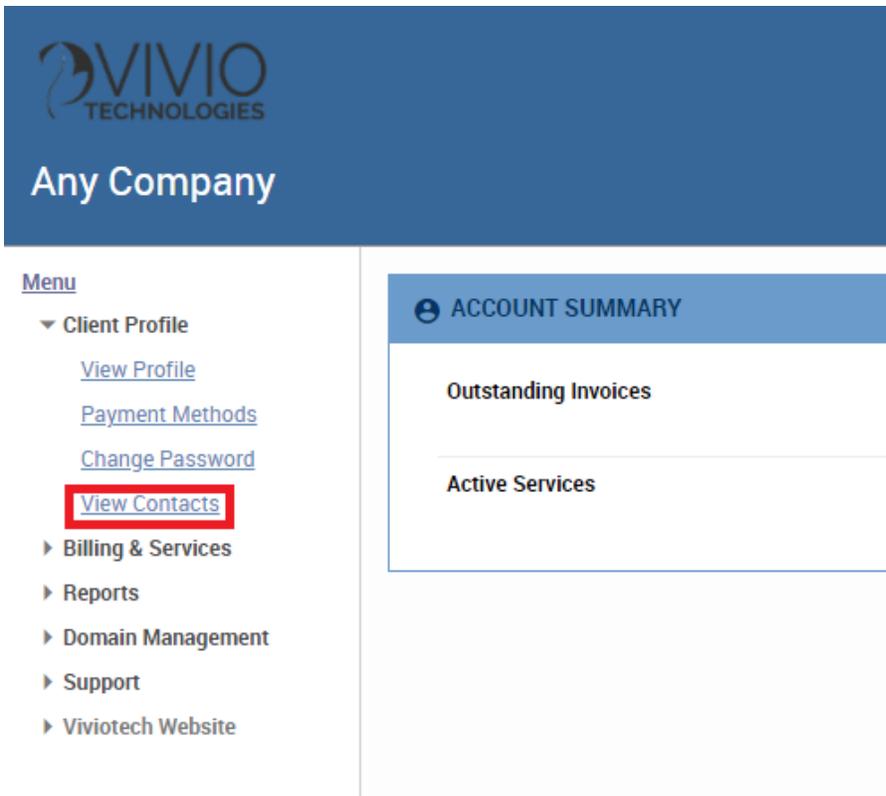
If you need any help removing two-factor authentication on your account, please [get in touch](#) with our Support team.

## Changing 2FA permissions for your other users

Follow these steps to let your other contacts add two-factor authentication to their profiles.

**Step 1:** Log in to the [Vivio Client Portal](#). If you need assistance with this step, please see [How to access your Vivio Portal client account](#).

**Step 2:** Under "Client Profile," select "View Contacts."



**Step 3:** Select "Edit" on the line to the right of the contact. A new pop-up will open.

# Contacts

ADD CONTACT

View: Active Contacts

Contacts 1-2 of 2 Shown [\(Download CSV File\)](#)

ID	Name	Title	Phone	Email	Phone/Chat Code
<a href="#">3522</a>	<a href="#">Joe Example</a>	Primary Contact	000-000-0000	<a href="#">marketing@viviotech.net</a>	<a href="#">edit</a>   <a href="#">deactivate</a>
<a href="#">3523</a>	<a href="#">Contact Example</a>		000-000-0000	<a href="#">marketing@viviotech.net</a>	<a href="#">edit</a>   <a href="#">deactivate</a>

Contacts 1-2 of 2 Shown



**Step 4:** In the new pop-up that has opened, **select** the "Permissions" tab at the top.

## Edit Contact

Contact Details   Login & Password   **Permissions**   Unlock   Custom Fields

Name: \*

Email:  [edit](#)

Title:

Phone:

Audit Account:  ?

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**Step 5:** On the "Client Profile" line, under "View," **select** "Allow." Then **select** "Update" to save this change. The pop-up will close.

## Edit Contact

Any Company Client ID: 1707

Contact Details   Login & Password   **Permissions**   Unlock   Custom Fields

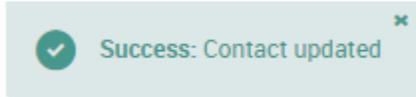
Filter resources:  () shows inherited value

Resources	View	Create	Update	Delete
Client Portal	(None) ▾	(None) ▾	(None) ▾	(None) ▾
▶ Client Profile	<b>Allow</b> ▾	Inherit ▾	Inherit ▾	Inherit ▾
▶ Billing & Services	Inherit ▾	Inherit ▾	Inherit ▾	Inherit ▾
▶ Reports	Inherit ▾	Inherit ▾	Inherit ▾	Inherit ▾
▶ Domain Management	Inherit ▾	Inherit ▾	Inherit ▾	Inherit ▾
▶ Support	Inherit ▾	Inherit ▾	Inherit ▾	Inherit ▾
▶ Device Manager	Inherit ▾	Inherit ▾	Inherit ▾	Inherit ▾
▶ Viviotech Website	Inherit ▾	-	-	-
▶ Client Preferences	Inherit ▾	Inherit ▾	Inherit ▾	Inherit ▾

[Update](#) [Cancel](#)



**Step 6:** A message will appear at the top of your screen. "Success: Contact updated." This user is now able to add two-factor authentication to their profile. Repeat these steps for each additional user.



If you need any help changing the permissions for two-factor authentication, please [get in touch](#) with our Support team.

## Related articles

- [How to Preview a Domain by Modifying your Hosts File](#)
- [How to Lock down Your WordPress Login Page](#)
- [How to add or manage a credit card on file](#)
- [How to add two-factor authentication to your Vivio Portal account](#)
- [How to Reduce Your Backup Usage in R1Soft](#)