

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:

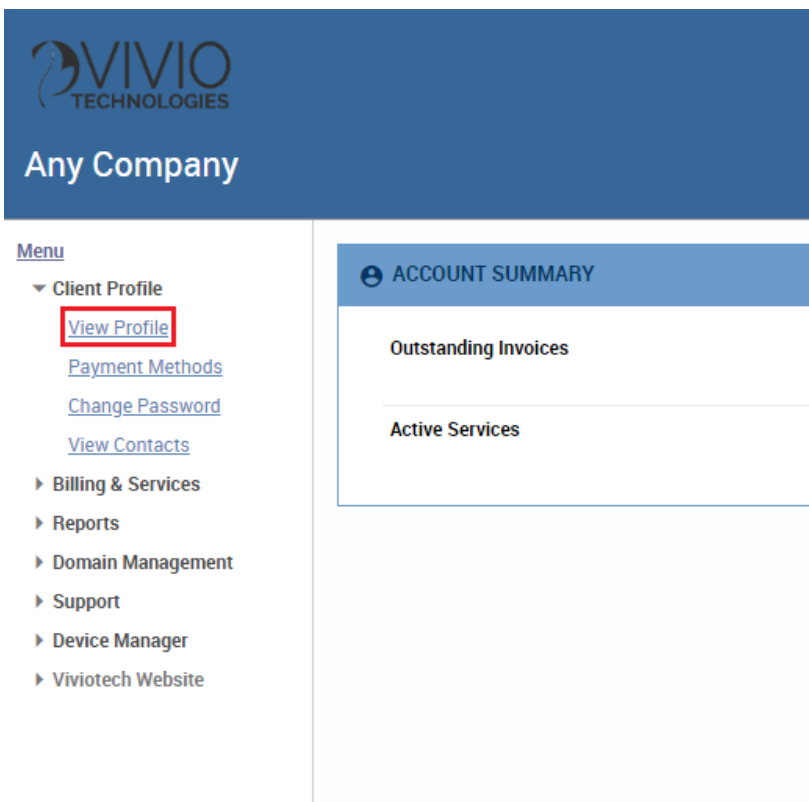
- [How to add two-factor authentication](#)
- [How to remove two-factor authentication](#)
- [Changing 2FA permissions for your other users](#)

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

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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:

[Click to change](#)

Two-Factor:

[Click to enable](#)

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:

Enter 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.”

Two-Factor Authentication - Vivio Technologies - Google Chrome

portal.viviotech.net/client/popup_twofactor_enable.php

Two-Factor Authentication

Your secret key is shown below Use your app to scan the barcode or enter the key manually.

QHNATAPGLOMF8XZ2

Next Cancel

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.

Two-Factor Authentication - Vivio Technologies - Google Chrome

portal.viviotech.net/client/popup_twofactor_enable.php

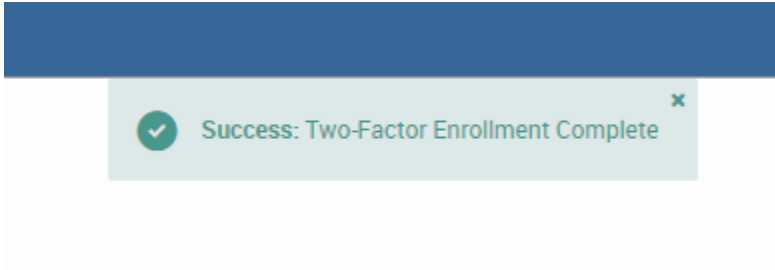
Two-Factor Authentication

Please verify your token. Enter the security code generated by your mobile authenticator app to make sure it is configured correctly.

Token:

Complete Enrollment Cancel

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.



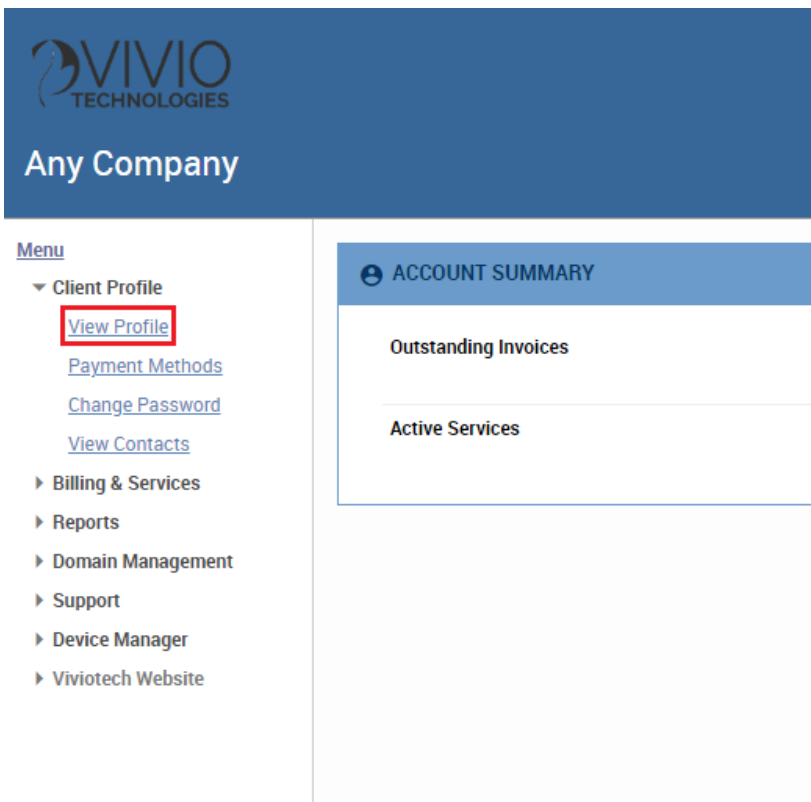
If you need any help adding two-factor authentication to your account, please [get in touch](#) with our Support team.

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."

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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:

[Click to change](#)

Two-Factor:

[Click to disable](#)

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.

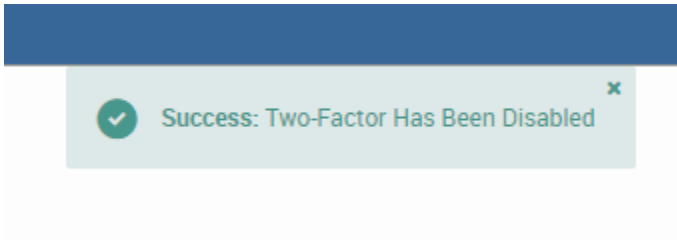
Password:

Enter your 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.



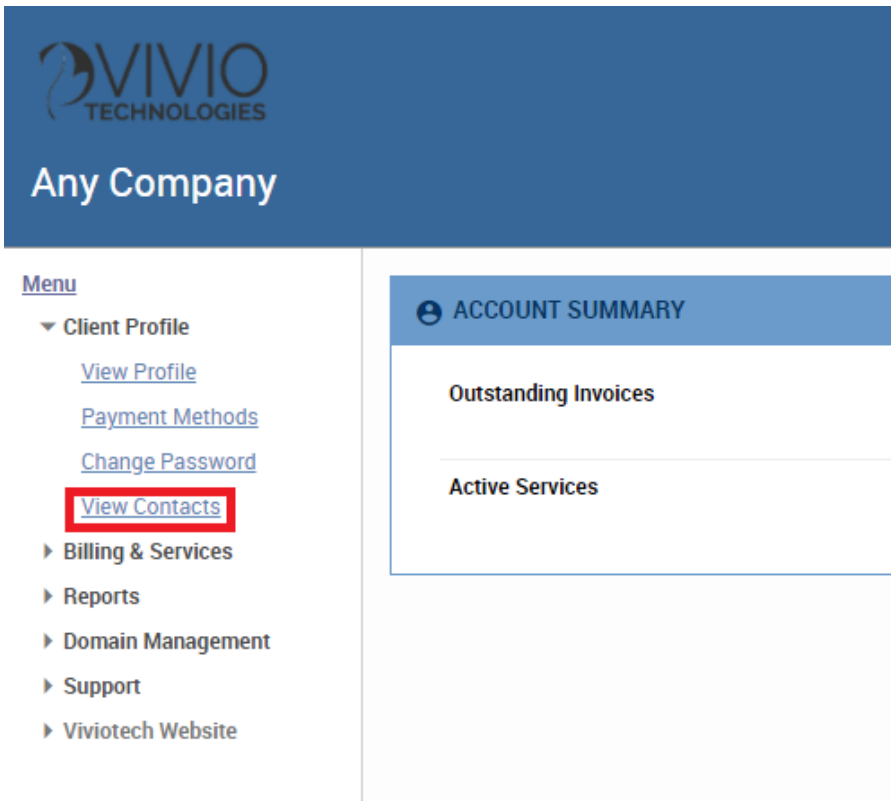
If you need any help removing two-factor authentication on your account, please [get in touch](#) with our Support team.

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	
3522	Joe Example	Primary Contact	000-000-0000	marketing@viviotech.net		edit deactivate
3523	Contact Example		000-000-0000	marketing@viviotech.net		edit deactivate

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: *

Contact Example

Email:

marketing@viviotech.net

[edit](#)

Title:

Phone:

000-000-0000

Audit Account:

☐

RWhois Roles:

☐ POC

☐ Tech

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:

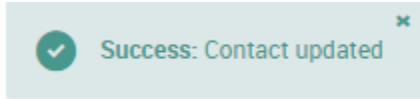
() shows inherited value

Resources	View	Create	Update	Delete
Client Portal	(None)	(None)	(None)	(None)
▶ Client Profile	Allow	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](#)