Helpcomp Support Center

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Two-Factor Authentication Setup

Superk - 2021-05-02 - Commenti (0) - Website

GamersArray supports 2FA or Two-Factor Authentication.

What is it? Two-Factor Authentication or Multi-Factor Authentication is another form of authentication in addition to a password (aka 2FA). This is usually a six digit code you will need to enter. The code can be Time Based (TOTP) - as in it changes every 30 seconds, or it can be event based (HOTP) - The code will change every time you log in.

I enabled 2FA and now I cannot log in: Wait 30 seconds and try again (let a new code generate). If you have multiple codes shown verify you're using the correct code. If you still cannot log in please open a ticket and we will have to reset your 2FA account. After 5 failed attempts your account will be locked and you will need to open a ticket or wait 30 minutes for your account to unlock.

How do I enable / disable it?

- Please go to : https://gamersarray.com/twofactorsetup or go to your profile > Edit Account > scroll to the bottom and click 'Click here to setup / update your Two-Factor Authentication Preferences'
- 2. Here you will see a page similar to below.



- 3. Download a 2FA Client on your smart phone We recommend either Google Authenticator, Authy, or Microsoft Authenticator
- 4. Add an Account by clicking the 3 dots in the top right corner
- 5. Scan the QR code
 - If your app doesn't support a QR Code, or you don't want to install a barcode scanner you can add an account manually by using a Secret Key. To use a secret key, click the "Secret Key / Manual Entry" tab under Two-Factor Setup
 - Enter the account name You can enter your own, or use the one listed.
 - 2. You will then be given a Secret Key. This will be the key you need to manually enter on your phone
- 6. Once you have set up 2FA, click the (update) link beside Current one-time password
- Verify the code shown matches the one on your phone. If it does, you have set up 2FA and next time you log in you will need to enter a 2FA code to sign in.
 - If the code shown doesn't match, even after clicking Update try to re-enroll in 2FA on your phone. If it still doesn't show the correct code please disable 2FA and open a ticket.