Helpcomp Support Center

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?

1. 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.
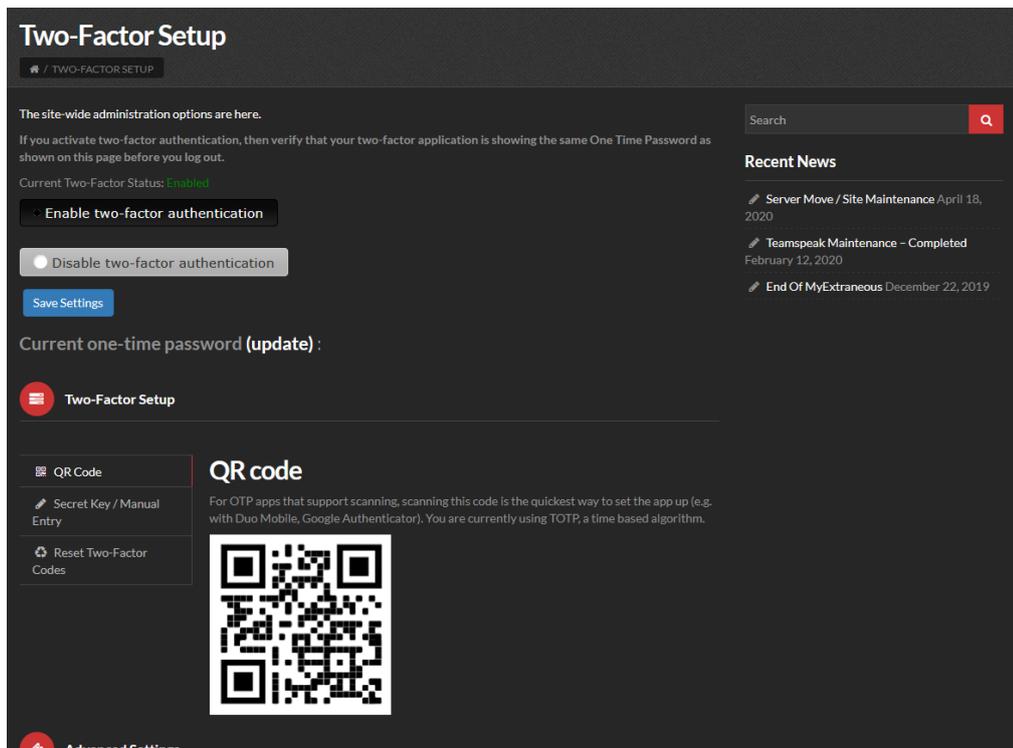
3. Download a 2FA Client on your smart phone - We recommend either Google Authenticator, Authy, or Microsoft Authenticator

4. Add an Account by clicking the 3 dots in the top right corner

5. Scan the QR code
   1. 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
      1. 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

7. 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.
   1. 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.