HOW TO SET UP 2-FACTOR AUTHENTICATION

TKS CUSTOMER GUIDE

2-factor authentication is a way of securing your confidential personal data by adding an additional layer of security when signing in to your myTKS customer account. In addition to your existing username and password, you will be setting up and using an authentication app on your mobile device to generate unique one-time passwords that are used to validate and authorize all future sign-ins.
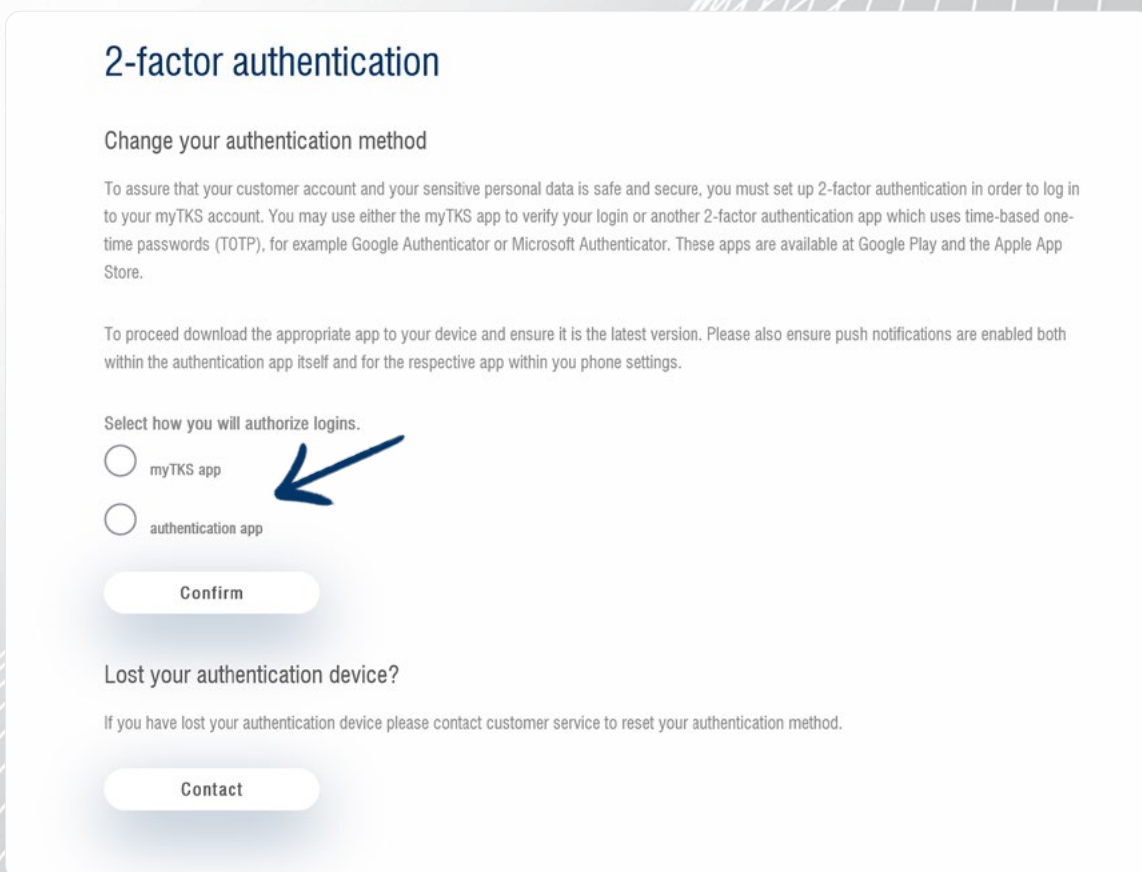
Getting started
To successfully set up 2-factor authentication it is important to follow the step-by-step instructions as prompted at the TKS website. Take it slow and steady and be sure that all of your entries are accurate.

What you'll need: a verified myTKS customer account, a mobile device which you will use authorize or confirm sign-ins, a compatible authenticator app installed and activated on your mobile phone or tablet.

IMPORTANT: Update your authentication app! Previous versions of the myTKS app for example did not support authentication.

❶ Log in to your myTKS account at the TKS website, you will be automatically redirected to the 2-factor authentication setup page.

❷ Select how you will authorize future logins: **myTKS app** or a **third-party authentication app**, then click on **Confirm**.

Examples of third-party apps include **Microsoft Authenticator** or **Google Authenticator** which will supply you with a secure one-time authentication code or password when logging in to a website.

2-factor authentication

Change your authentication method

To assure that your customer account and your sensitive personal data is safe and secure, you must set up 2-factor authentication in order to log in to your myTKS account. You may use either the myTKS app to verify your login or another 2-factor authentication app which uses time-based one-time passwords (TOTP), for example Google Authenticator or Microsoft Authenticator. These apps are available at Google Play and the Apple App Store.

To proceed download the appropriate app to your device and ensure it is the latest version. Please also ensure push notifications are enabled both within the authentication app itself and for the respective app within you phone settings.

Select how you will authorize logins.

⬡ myTKS app

⬡ authentication app

[Confirm]

Lost your authentication device?

If you have lost your authentication device please contact customer service to reset your authentication method.

[Contact]

3 Set up your authentication method and authentication app...

Third-party app

With a third-party app such as Microsoft or Google Authenticator, you will receive a **TKS confirmation email** that contains both a **link** and a scannable **QR code**. Either one will launch your phone's authentication app and at the same time register your myTKS account within the app.

If you have never used an authentication app, it is essential that you install a compatible app on your device, and that it is **activated** by logging in with your respective Google, Microsoft, or other account, and that **push notifications** are enabled.

Enabled: All notifications
MICROSOFT AUTHENTICATOR

Scan a QR code / Verified IDs
MICROSOFT AUTHENTICATOR
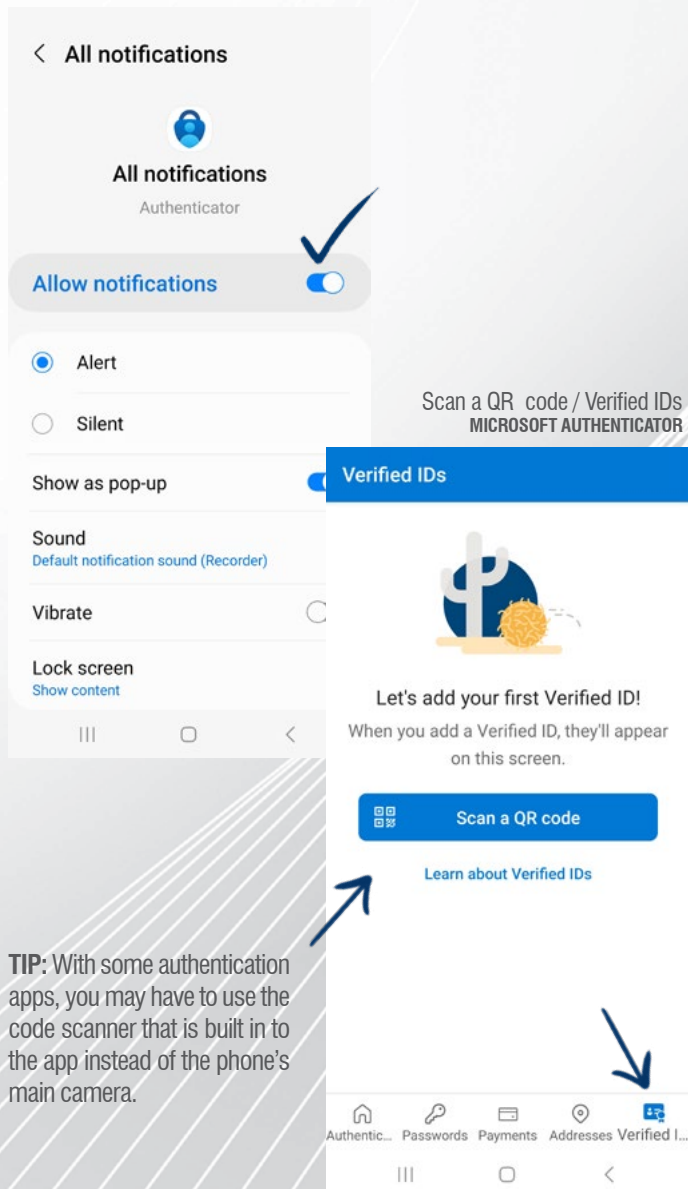
TIP: With some authentication apps, you may have to use the code scanner that is built in to the app instead of the phone's main camera.

myTKS app

To authenticate your login using the myTKS app: launch the app, log in as always, then go to **Settings** and activated **Receive Push Messages**.

IMPORTANT: Use the latest version of the myTKS app, earlier versions did not support authentication.
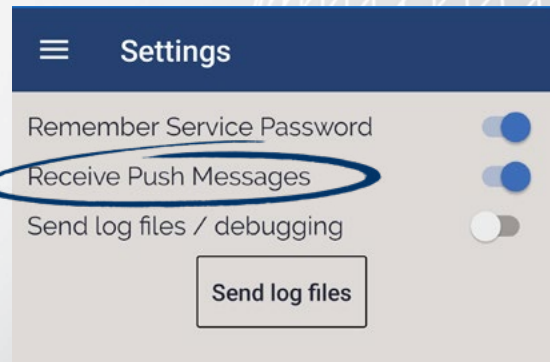
Now go to the TKS website
Chose your authentication device
Review the device information displayed then tap on **Confirm** to use that device. (More than one device may be displayed if you have installed the myTKS app on multiple devices.)

App authentication successful
Tap on **Use Authentication now**
This sends a one-time sign in request to the myTKS app.
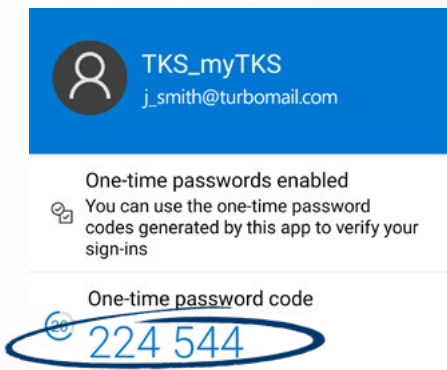
4 Next, launch and log in to your authentication app….

Third-party app

A new TKS authentication account will be added to your authentication app, the default account name is **TKS_myTKS**.
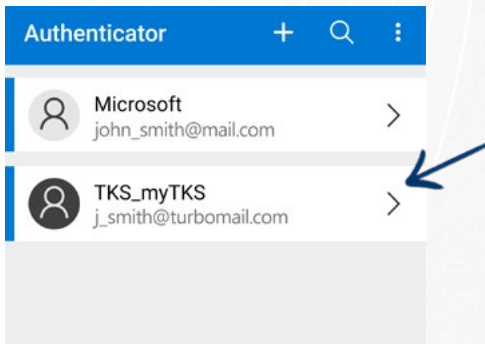
Tap the TKS account to reveal the **one-time password code**.

Now return to the **login page** at the TKS website, **enter the one-time password**, then tap **Confirm** to log in. (If entering the password code manually, do not include any spaces between numbers.)
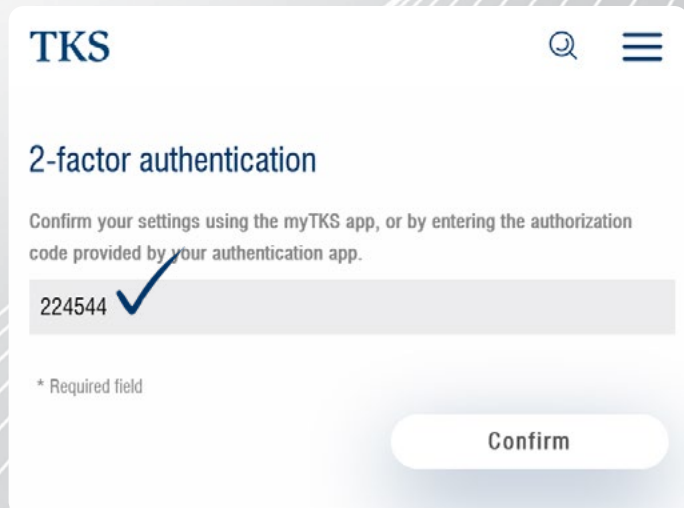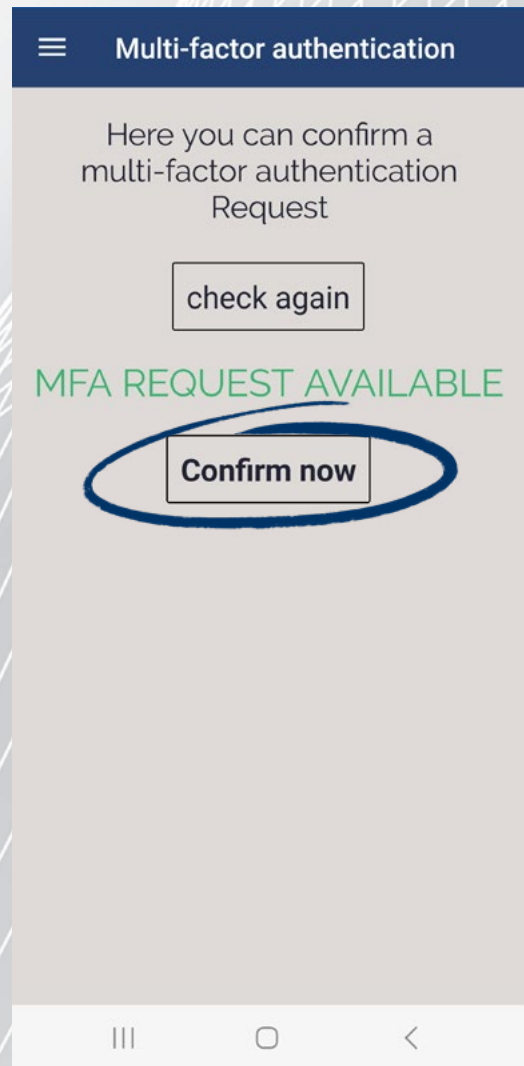

myTKS app

Relaunch the myTKS app, in the main menu go to **Account management** and select **MFA** (multi-factor authentication).

Tap **Confirm now** to authorize the sign in, you will then be automatically logged in at the TKS website.

TIP: If you are not seeing the **Confirm now** button, tap **check again** to refresh the sign-in request. Again, make sure that you have enabled **Receive Push Messages** (Account Management > Settings).

Done, you have completed the initial setup of 2-factor authentication. From now on simply use this authorization method whenever you sign in to your myTKS account.