How to Enable or Change your 2FA for your Cozone account

Scope

- Changing the 2FA in Cozone or adding multiple 2FA to your account after logging in

Instructions

1. Log into your Cozone account
2. Once logged into the account. In the upper right corner, click on your Name and then on Account Settings
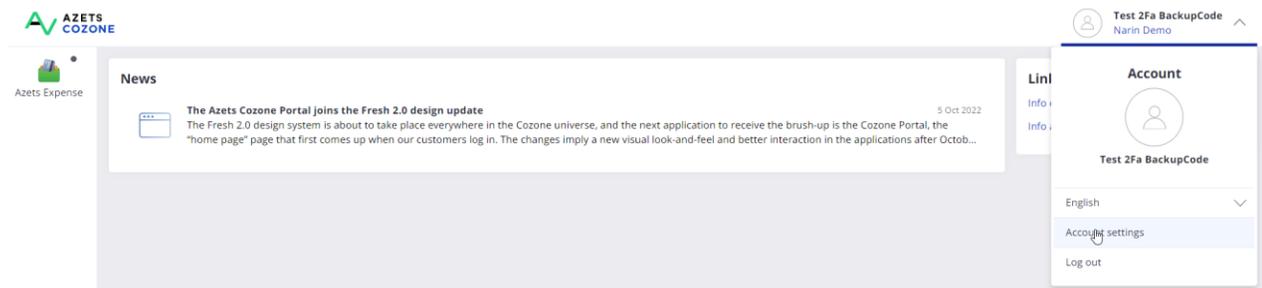
3. By clicking on the Select 2-STEP VERIFICATION METHOD DROPDOWN. Here you will be prompted with the other available methods for the 2FA that can be set up on top of the one you currently have.
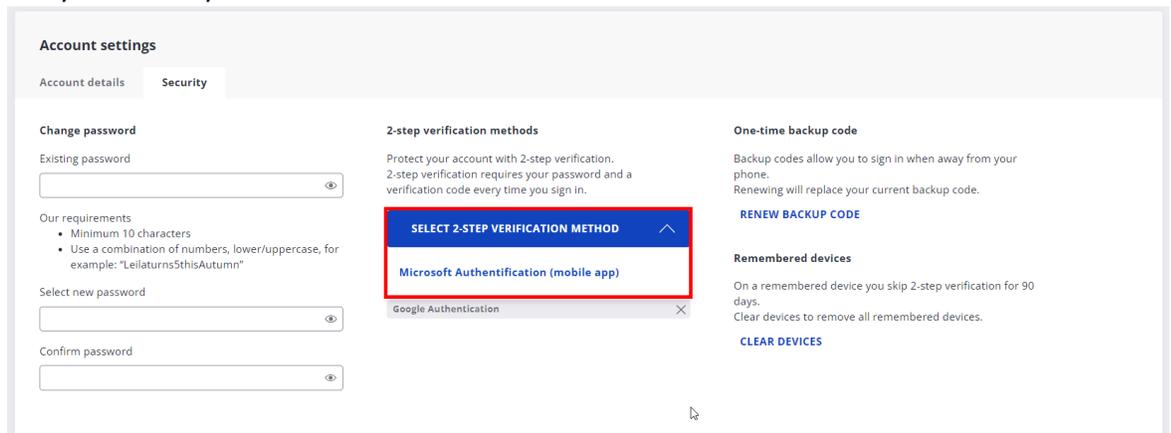
(From this page, you can also remove the already set up 2FA by clicking the small X next to it)

4. Enter your account password.

Enter your password

Password

[input field]

CANCEL   CONTINUE
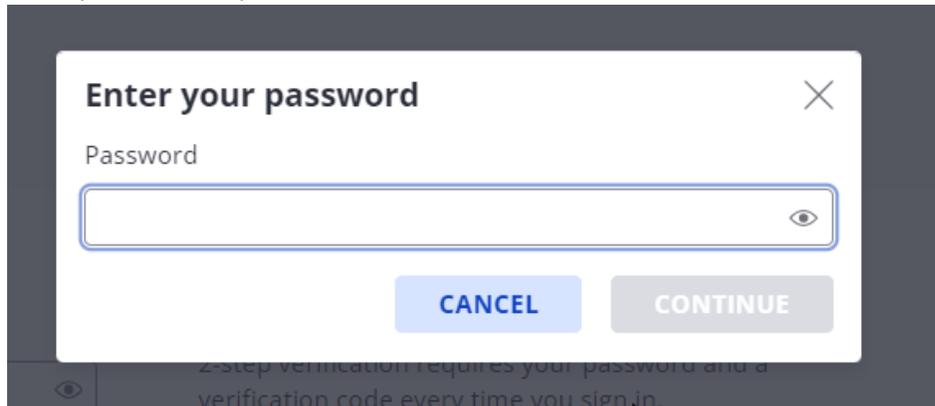
5. Once the password was entered you will be prompted with the steps to set up the secondary 2FA

Configure Microsoft Authenticator app

1. Download the app to your phone
2. Select "Set up account"
3. Choose "Scan a barcode"

Cannot scan the code?

CANCEL   CONTINUE
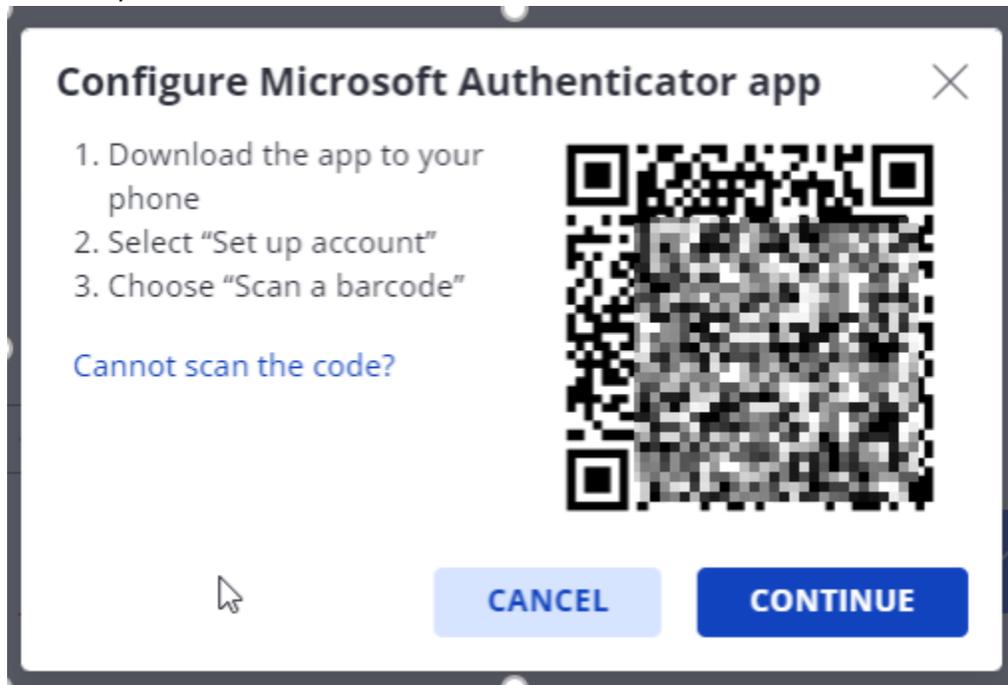
2. Frequently asked questions
   - Why do we want to do this ?

     o In case you lose access to one of the 2FA methods you can use the second one to get access to the account.

   - How do I Switch between the 2FA options when logging in ?

     o After you enter the Username and Password you will be greeted with the Enter 2FA screen. Here you need to Chose – "Try another way to Sign in"

Google Authenticator

Get a verification code from the Google Authenticator app

6-digit code   0/6

XXX XXX

☐ Remember me on this device

VERIFY

TRY ANOTHER WAY TO SIGN IN

     o Then you will get to choose the Authenticator you want to use

2-Step Verification

Google Authenticator
Get a verification code from the Google Authenticator app

Microsoft Authenticator
Get a verification code from the Microsoft Authenticator app

One-time backup code
Use your one-time backup code

- I have forgot my backup-code
  - o Go into your account settings. From the tab named Security you can Renew your backup code.

3. Support

If you have questions, cannot log into the account, or need help because you are missing the backup code - contact support at the following email address 2FA_SEsupport@azets.com .