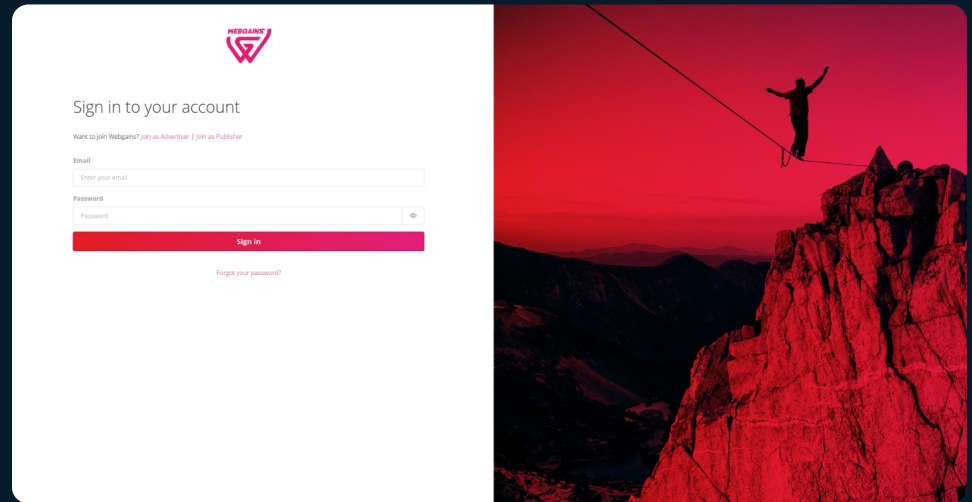


How to login

- Head over to <https://platform.webgains.io/>
- Login using your email and your current password. You don't need to use a username, only email.



Protect your account with MFA

As an administrator user of your account, you must be highly protected, so that no one else can access your account. The Multi-Factor Authentication (MFA) process provides a second layer of security by asking you to enter a code from your smartphone every time you log in, so we know it's you every time.

MFA Setup

Setting up the MFA verification is easy and only takes a few steps:

01

Download a free authentication app (to generate the code) such as:

- Google Authenticator (Android or iOS)
- Microsoft Authenticator (Android or iOS)
- Twilio Authy Authenticator (Android or iOS)

02

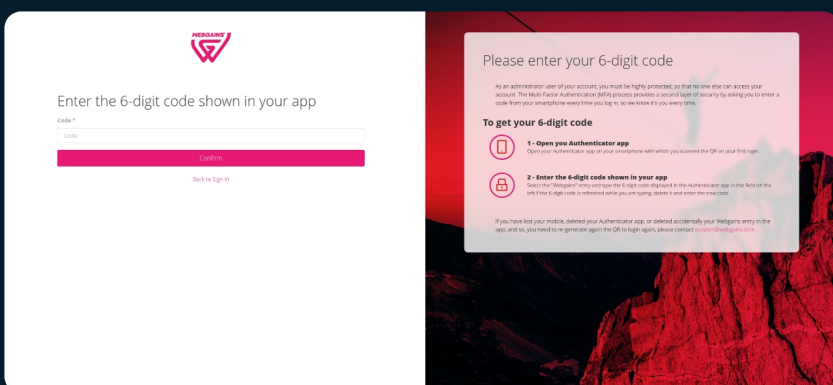
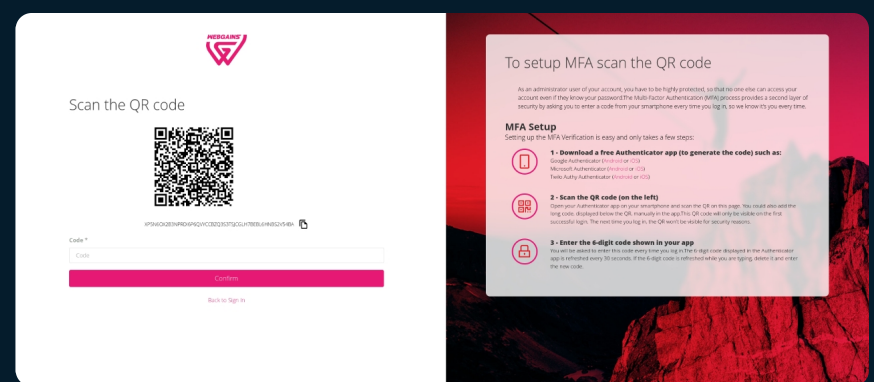
Scan the QR code (on the left)

- Open your Authenticator app on your smartphone and scan the QR on this page. You could also add the long code, displayed below the QR, manually in the app.
- This QR code will only be visible on the first successful login. The next time you log in, the QR won't be visible for security reasons.

03

Enter the 6-digit code shown in your app

- You will be asked to enter this code every time you log in. The 6-digit code displayed in the Authenticator app is refreshed every 30 seconds.
- If the 6-digit code is refreshed while you are typing, delete it and enter the new code. After you have set up your MFA, you can login easily by entering the **6-digit code** from your Authenticator app



If you have lost your mobile, deleted your Authenticator app, or deleted accidentally your Webgains entry in the app, and so, you need to re-generate again the QR to login again, please contact support@webgains.com