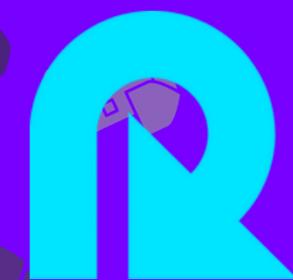


How to enable the 2FA



reloadly

Table of contents

Here you will find a step-by-step guide explaining how to enable the 2FA on Reloadly Portal for your account. Remember that you need to enforce the 2FA for any role with access to the Portal and dashboard. The 2FA will be mandatory from March 13th, 2023, onwards.

01

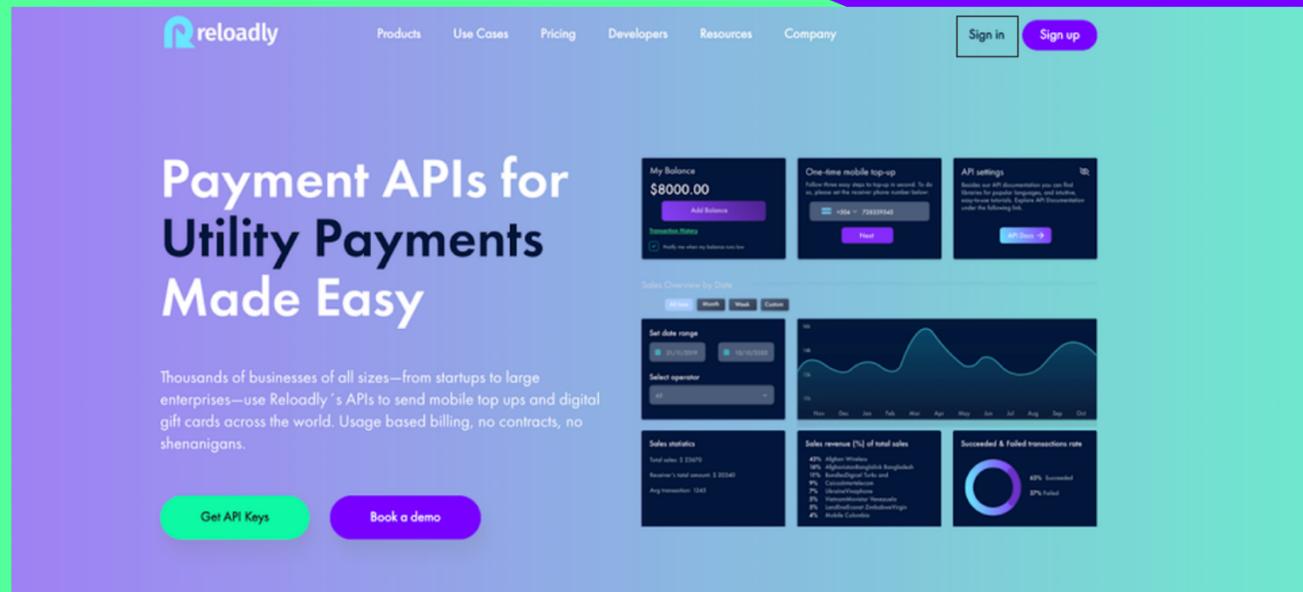
Access
Reloadly
Portal

02

Enable 2FA

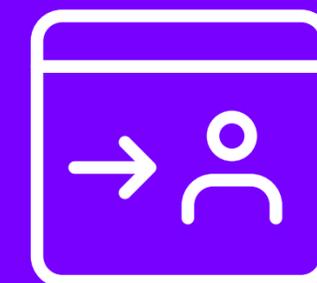
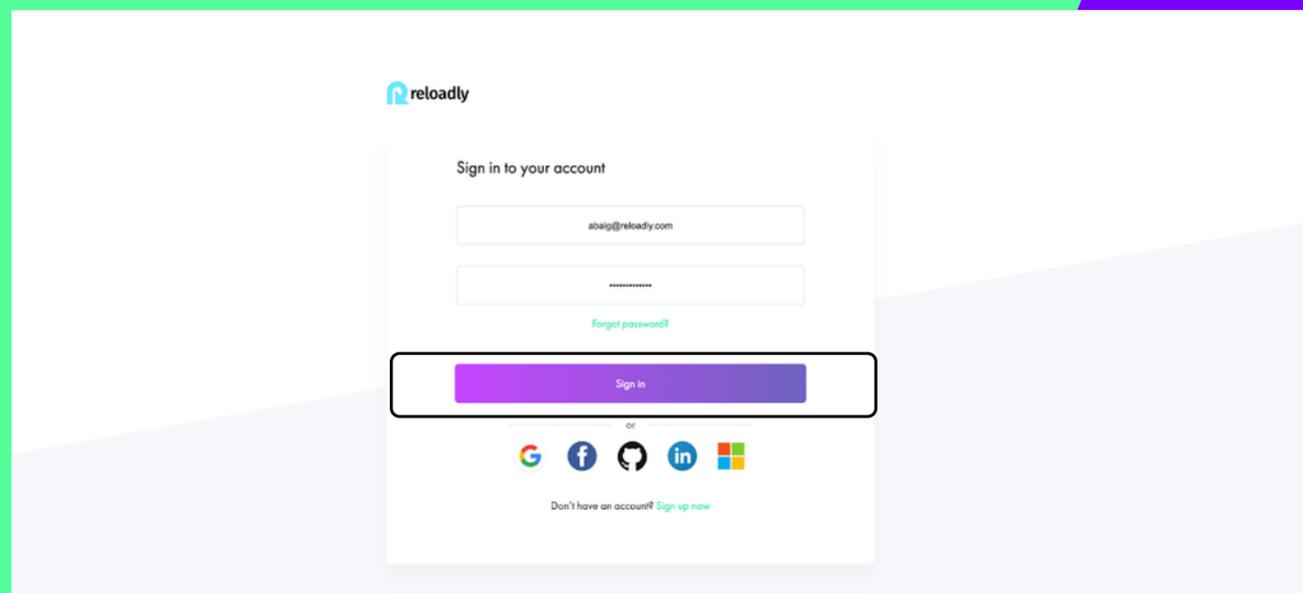
03

Enable
security
app



01 Access Reloadly Portal

1. Enter the portal and sign in to access the dashboard.
2. Enter the credentials as usual.



02 Enable 2FA

The screenshot displays the reloadly dashboard interface. A central pop-up window titled "Two-Factor Authentication (2FA)" is overlaid on the dashboard. The pop-up contains a green checkmark icon and the following text: "Did you know that enabling Two-Factor Authentication (2FA) can help protect your account from unauthorized access? It's easy to set up and only takes a few minutes. Click below to get started and secure your account now." Below the text is a green "Enable it" button. The background dashboard shows a sidebar with navigation options like Dashboard, Help Center, Mobile Topup, Gift Cards, My Wallet, My Reports, Number Lookup, Pricing, Promotions, Developers, Security, User Roles, Test mode OFF, and Logout. The main content area includes sections for "My Balance" (€ 10.00 EUR), "One-time mobile top-up", "API Settings", and "Sales Overview by Date".

3. After entering the portal, the dashboard will appear with a Pop-up informing you of the need to enable the 2FA. Click on the “Enable it” button, and you will be redirected to the “Security” Tab.

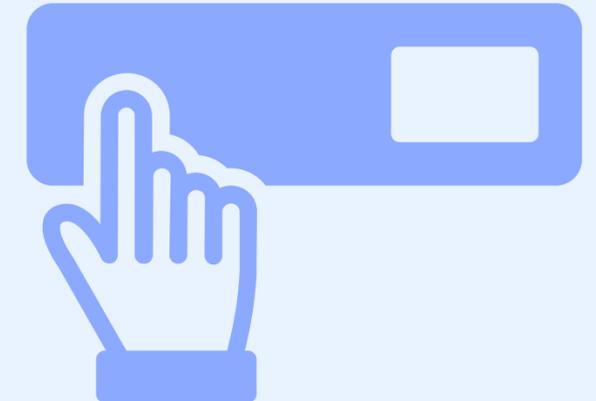


Enable 2FA



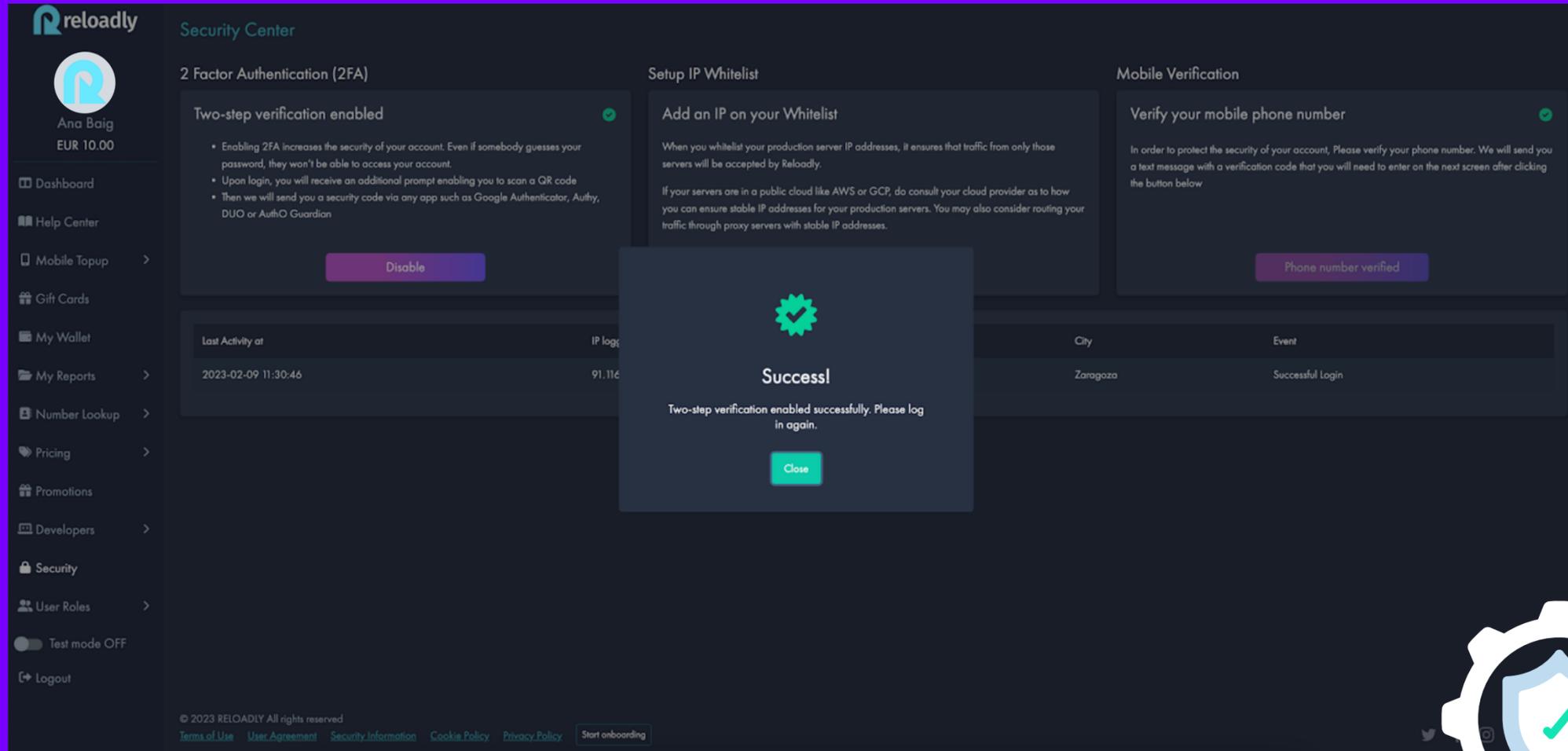
The screenshot shows the reloadly Security Center interface. The top navigation bar includes the reloadly logo, the user name 'Ana Baig', and the account balance 'EUR 10.00'. The left sidebar contains various menu items, with 'Security' highlighted. The main content area is divided into three sections: '2 Factor Authentication (2FA)', 'Setup IP Whitelist', and 'Mobile Verification'. The '2FA' section shows an 'Unprotected account' warning with an 'Enable' button. The 'Setup IP Whitelist' section has a 'Manage Whitelist' button. The 'Mobile Verification' section has a 'Phone number verified' button. A pop-up notification is displayed over the '2FA' section, providing detailed information about enabling 2FA and an 'Enable' button. Below the pop-up is a table of login activity.

Last Activity at	IP logged on from
2023-02-09 15:59:35	91.116.43.75
2023-02-09 15:59:27	91.116.43.75
2023-02-09 13:37:10	91.116.43.75
2023-02-09 13:37:05	91.116.43.75
2023-02-09 13:36:52	91.116.43.75
2023-02-09 13:36:43	91.116.43.75
2023-02-09 13:31:30	91.116.43.75
2023-02-09 13:31:09	91.116.43.75
2023-02-09 12:15:53	91.116.43.75
2023-02-09 12:06:45	91.116.43.75



4. If the Pop-up doesn't show up in the first place, you can access the "Security" tab and read the information on the 2 Factor Authentication (2FA) box information and click on "Enable."

Enable 2FA

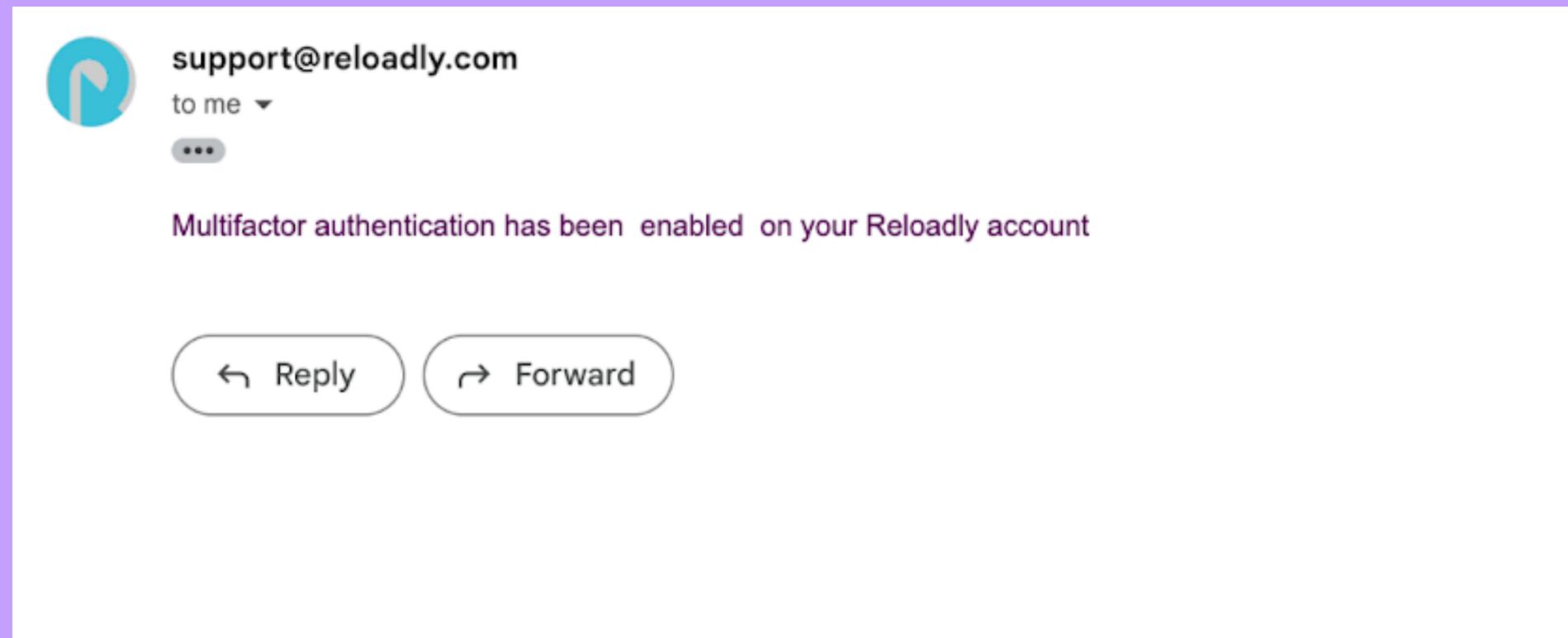


The screenshot displays the Reloadly Security Center interface. The user profile is Ana Baig with EUR 10.00. The interface is divided into three main sections: 2 Factor Authentication (2FA), Setup IP Whitelist, and Mobile Verification. The 2FA section shows 'Two-step verification enabled' with a 'Disable' button. The Setup IP Whitelist section has an 'Add an IP on your Whitelist' button. The Mobile Verification section shows 'Verify your mobile phone number' with a 'Phone number verified' button. A central pop-up window displays a green gear icon and the text 'Success! Two-step verification enabled successfully. Please log in again.' with a 'Close' button. The footer contains copyright information and links for Terms of Use, User Agreement, Security Information, Cookie Policy, Privacy Policy, and Start onboarding.



5. After enabling the 2FA, you read a pop-up confirming that the action was successful. Click the close button, and you will be asked to reenter the portal.

Enable 2FA



6. You will have received an email confirming the Multifactor authentication activation. 

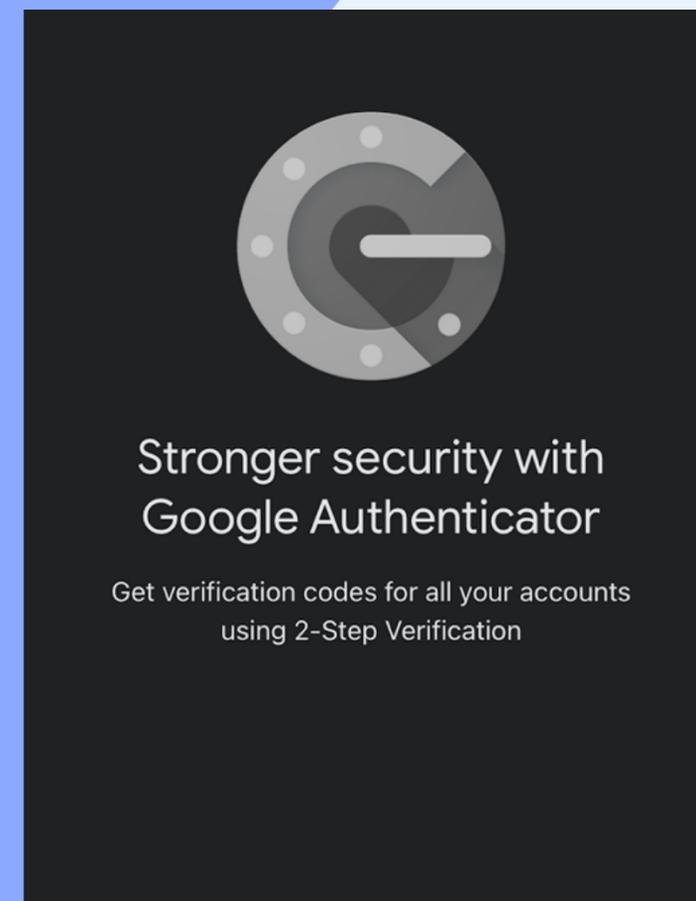
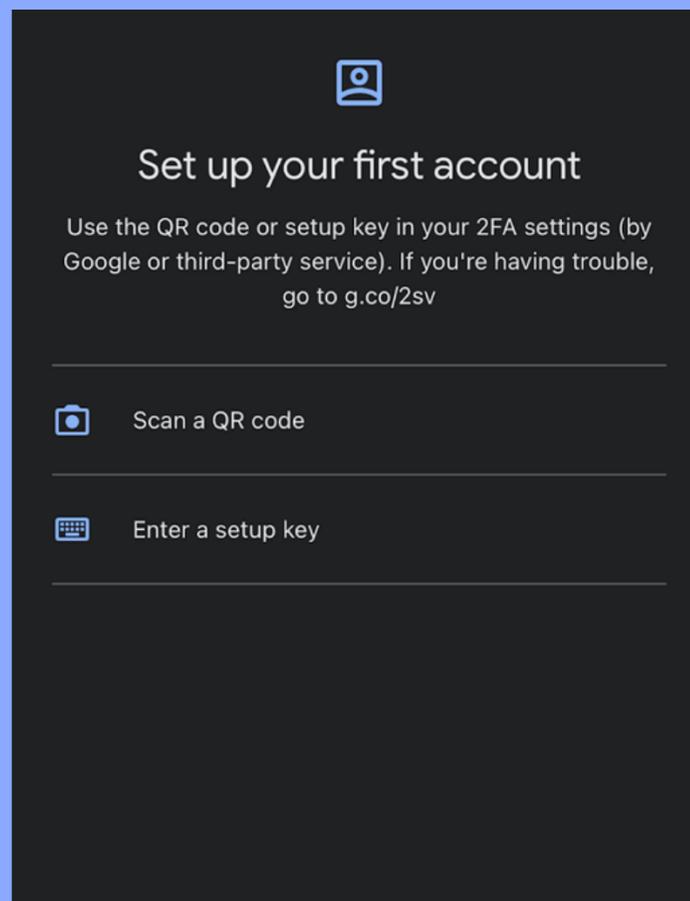
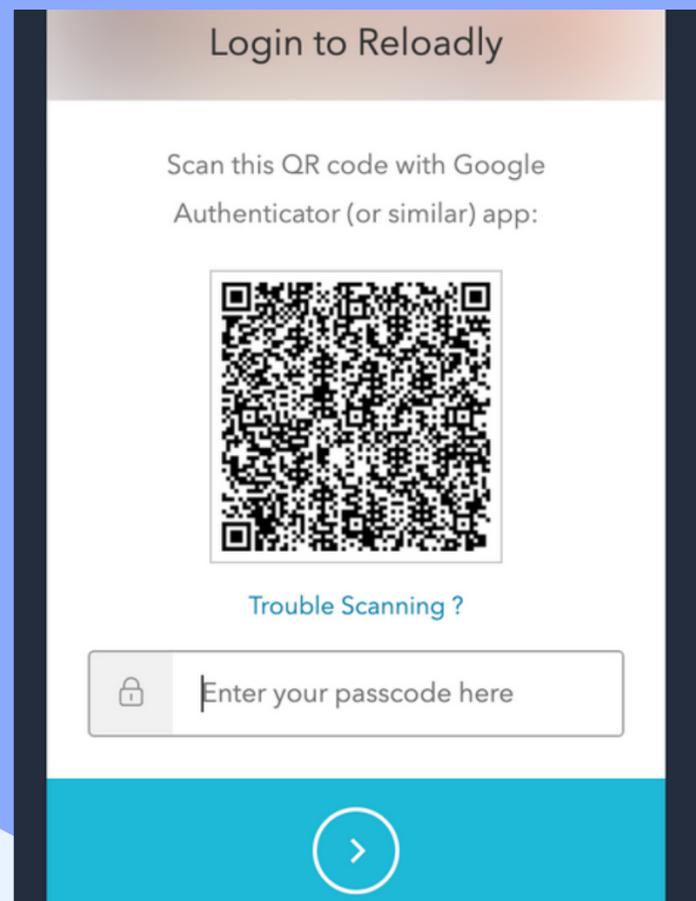
03 Enable the security app

7. Now access again to the portal by signing in and entering your account information.

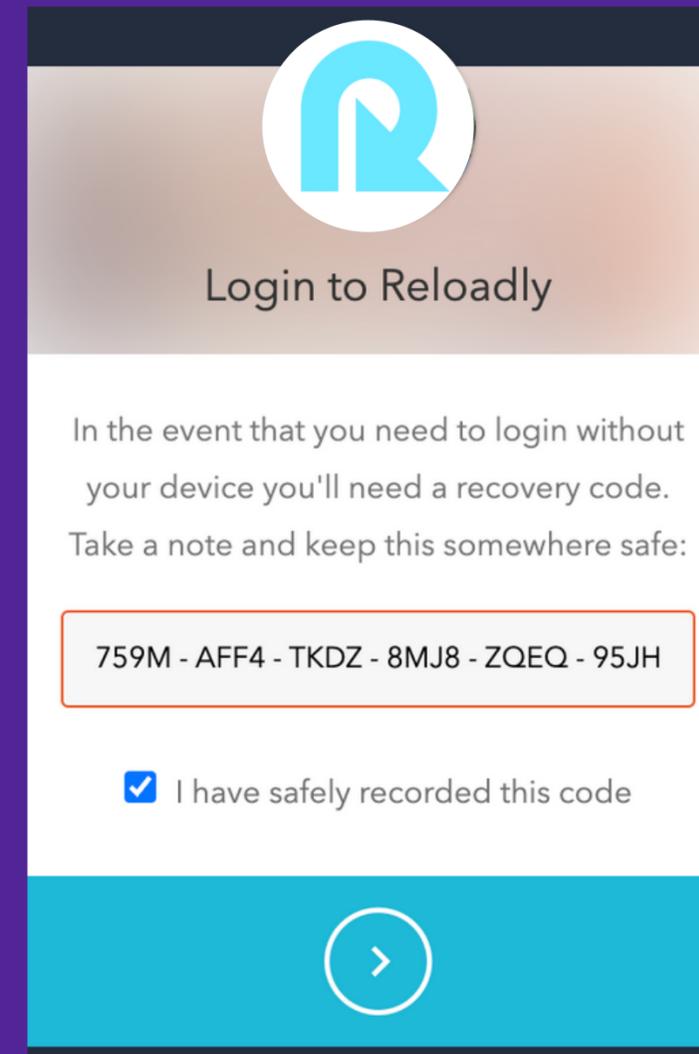
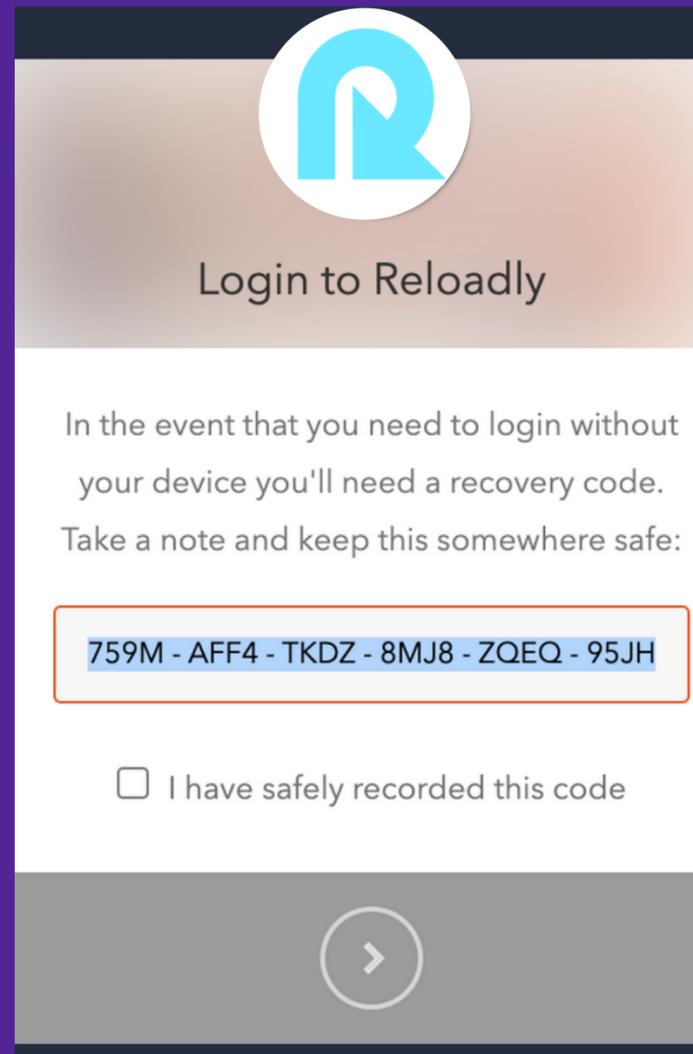
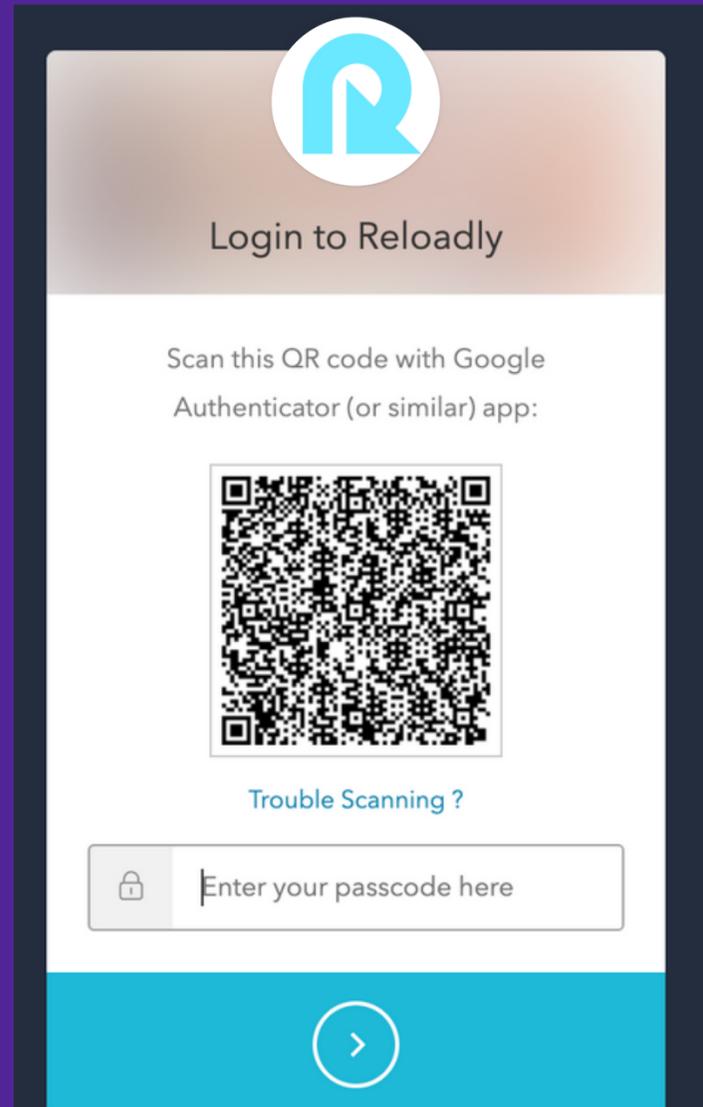
A screenshot of the Reloadly website. The main page features a header with the Reloadly logo and navigation links (Products, Use Cases, Pricing, Developers, Resources, Company). The main content area is titled "Payment APIs for Utility Payments Made Easy" and includes a "Get API Keys" button and a "Book a demo" button. A sidebar on the right shows a "My Balance" of \$8000.00 and "Sales Overview by Date" with a date range selector. A sign-in modal is overlaid on the right side of the page, titled "Sign in to your account". It contains a text input field with the email "abaig@reloadly.com", a password input field with masked characters, a "Forgot password?" link, and a "Sign in" button. Below the sign-in button are social media icons for Google, Facebook, GitHub, LinkedIn, and Microsoft. At the bottom of the modal, there is a link "Don't have an account? Sign up now". The footer of the website contains a cookie notice: "We are using cookies to ensure you get the best experience on our website. [Learn more](#)".

Enable the security app

8. Once you click "Sign in," you are redirected to a screen where you must enter the passcode you obtain from the Google authenticator or any similar app that scans a QR code and returns a passcode.



Enable the security app



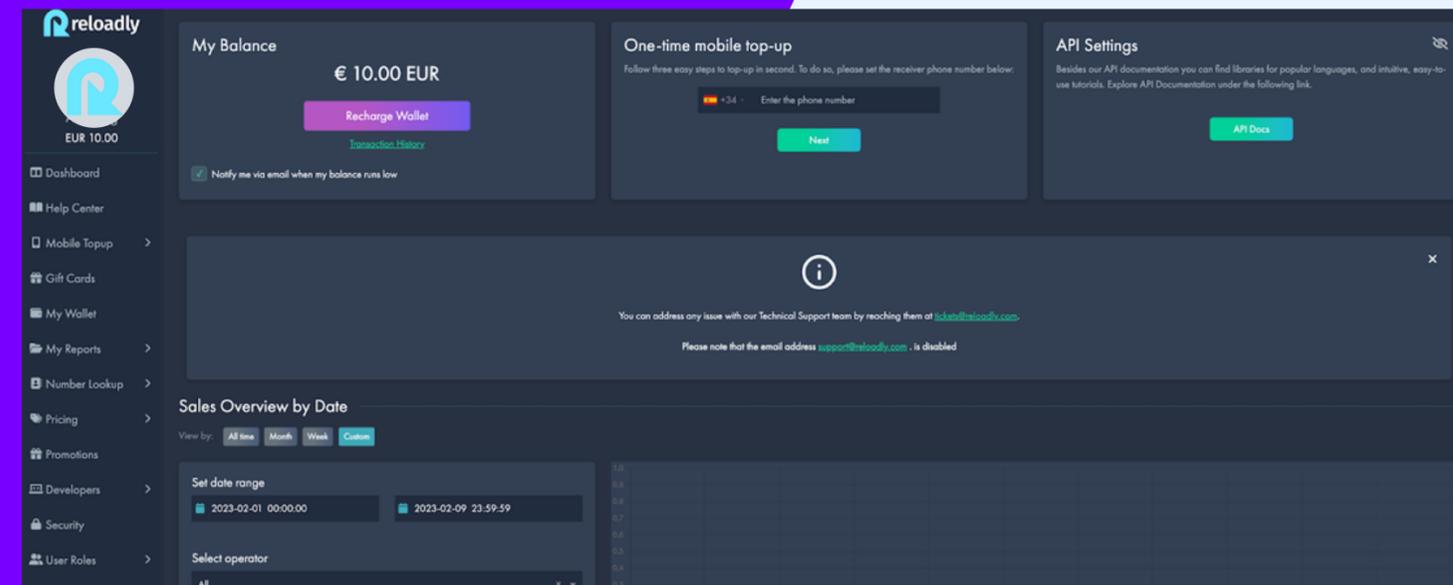
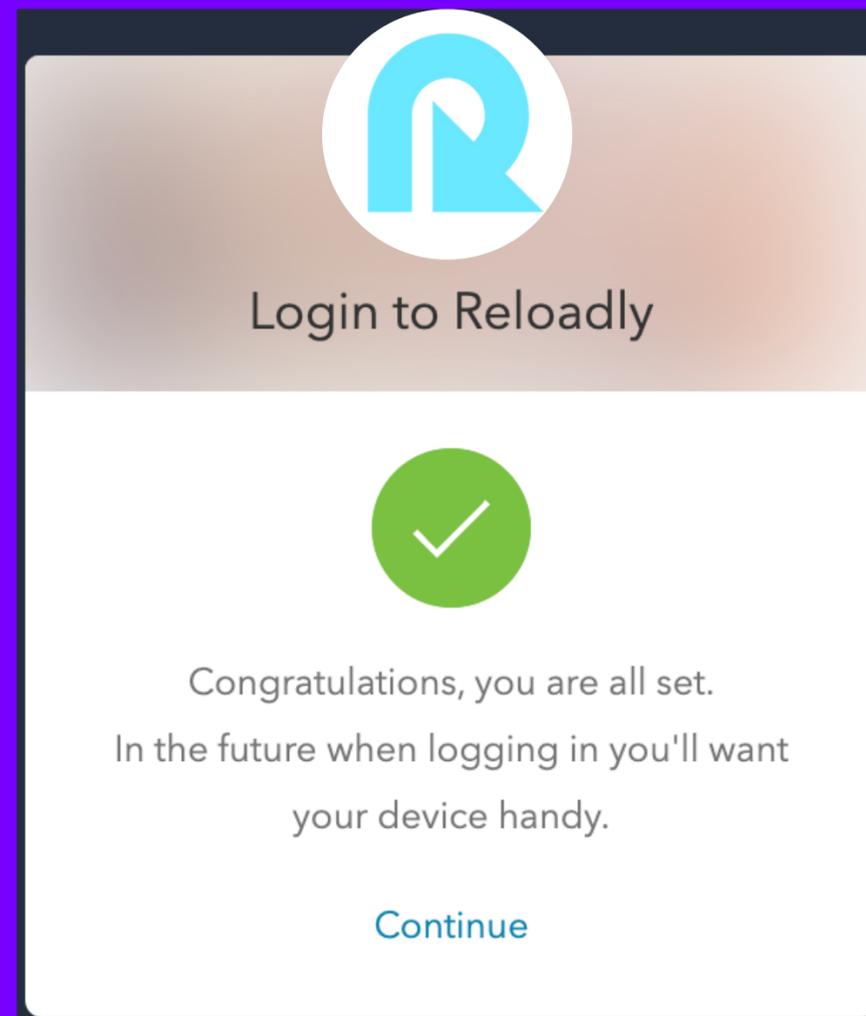
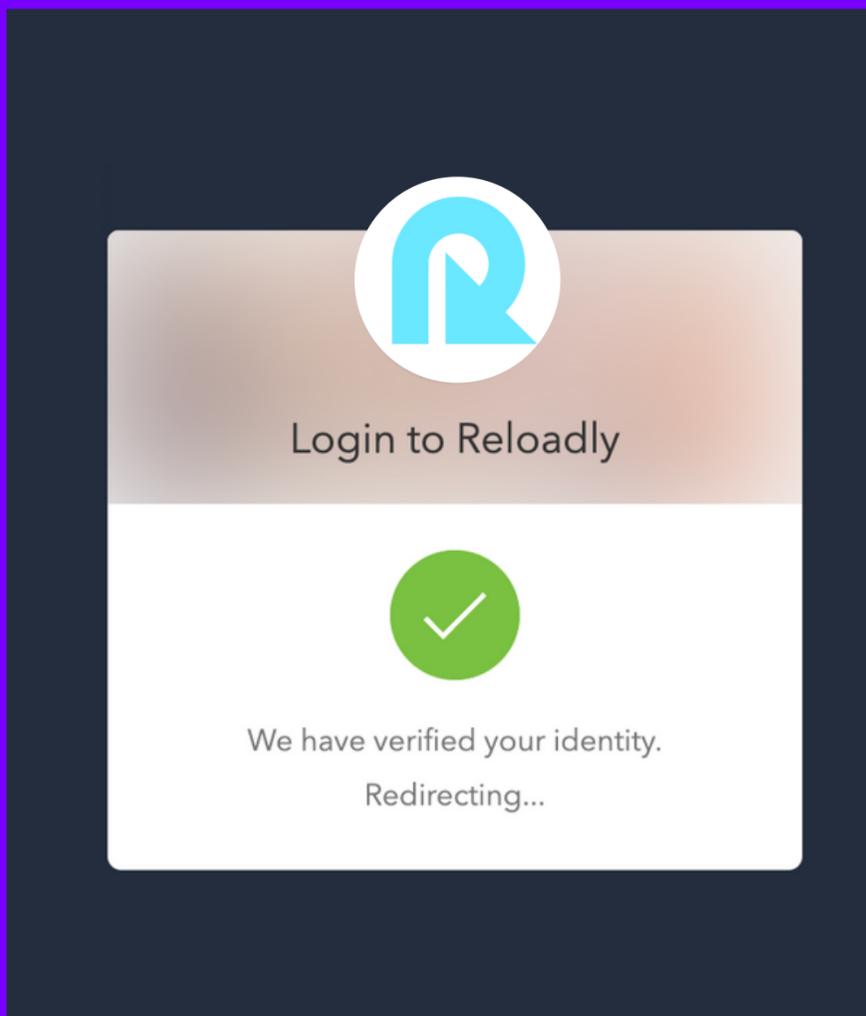
9. Enter your passcode, and click on the button to continue. Save the recovery code safely, where you can recover it if needed, and tick the check to continue. Remember not to keep your passcode and recovery code private from everybody.



Enable the security app

03

10. When these steps are complete, a message informs you that the 2FA is successful. Then click on "continue," and you will instantly be redirected to the portal to see the dashboard.





Thank you!

Please, for any further questions, contact your account manager or send a request to tickets@reloadly.com