1.15 What is...

What is 'Two-factor-authentication (2FA)'?

Two Factor Authentication (2FA)

Two-factor-authentication is an optional, but highly recommended security feature, which adds an extra layer of protection to your Joker.com account.

Once enabled, you will need a six-digit security code in addition to your password, whenever you log in to Joker.com.
To generate these security codes, you will need a device or a password-manager with 2FA support for this. Your smartphone will be fine.

These two factors – the password, you know, and the smart phone, you have – add an additional layer of security against theft of credentials or dictionary attacks.

One of the most common and practical options for this purpose is using a mobile app for your smartphone. Those are usually free of charge, but any device or app which are capable of talking the TOTP protocol should work as well. Here is an incomplete list of some apps:

- Google Authenticator (Android, iOS, Blackberry)
- Microsoft Authenticator (Android, IOS)
- Amazon AWS Virtual MFA (Android)
- Authentikator (Chrome Browser – do not use on same machine!)

To set it up, activate two-factor authentication in your Joker.com Profile and scan the QR code displayed with your smartphone's 2FA app - done.

During the short procedure to enable two-factor-authentication, you will receive a special 16-digit recovery code.
It is very important that you write this key down and store it somewhere safe.

If you ever lose your phone, or can't receive or generate a security code, you will need this recovery code for emergency access to Joker.com.

If you have lost your 2FA access or recovery code, please contact our support. You can then upload proof of identity there so that we can reactivate your access.
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Please log into your Joker.com account and choose to activate or deactivate two-factor authentication in your Joker.com Profile.

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