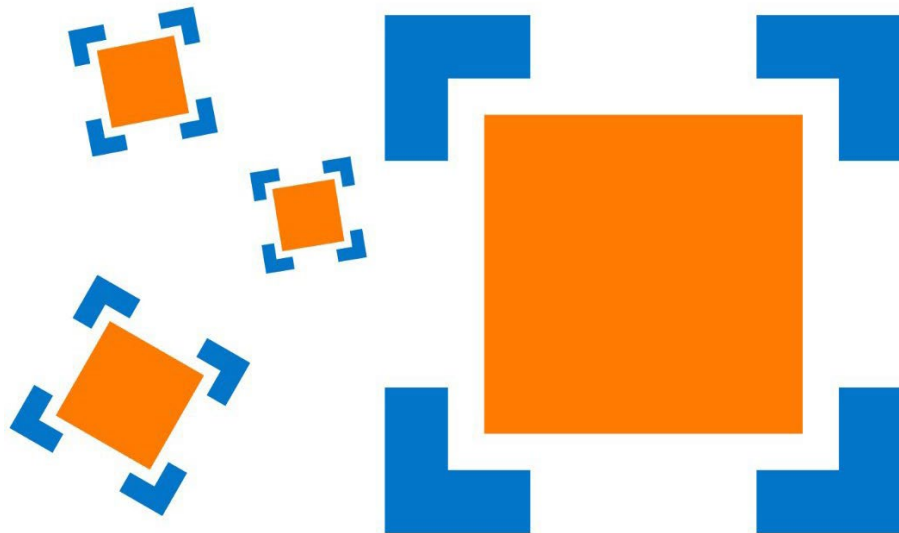
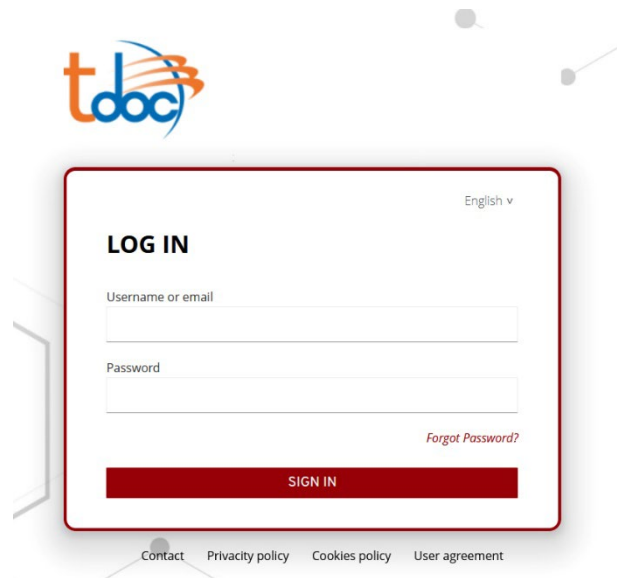


# TWO-FACTOR AUTHENTICATION



Two-factor authentication is a security tool used to access the *tdoc* platform.

The first step consists of entering **your username and password**, as usual.



The second step involves scanning a QR code, using either a mobile device or a computer.

### Using a Mobile Device

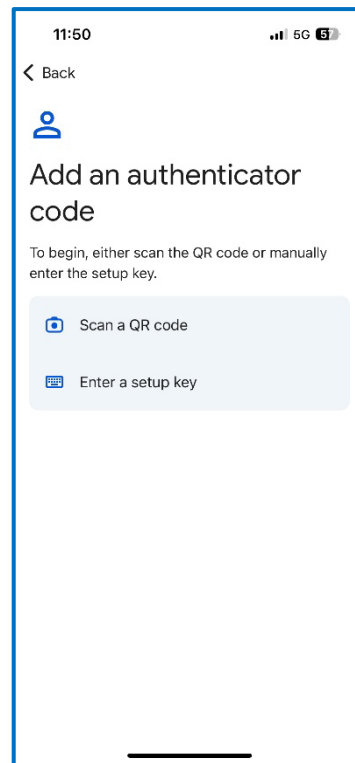
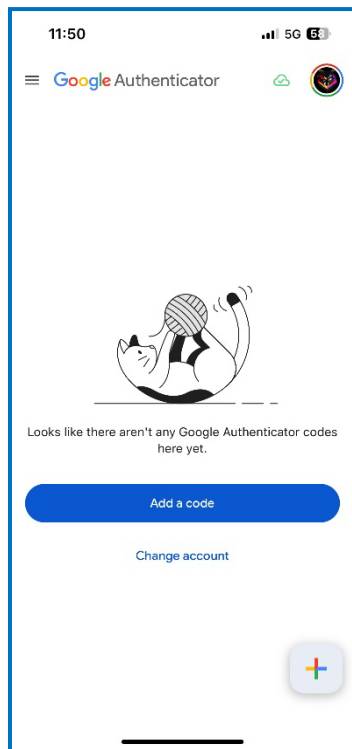
To access the platform, you must have one of the following apps installed on your mobile device:

- [Google Authenticator.](#)
- [FreeOTP.](#)

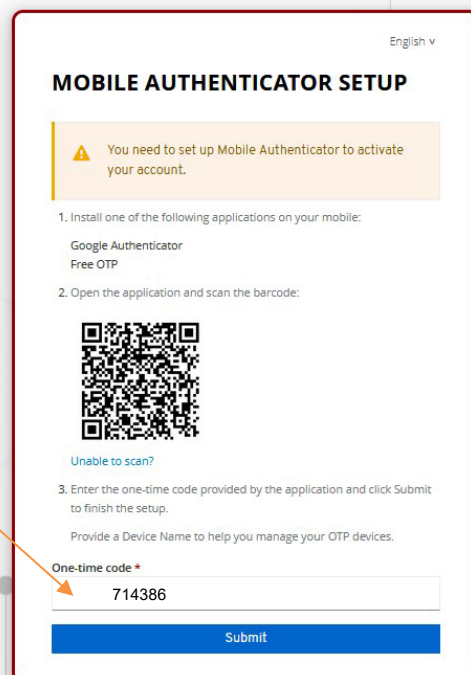
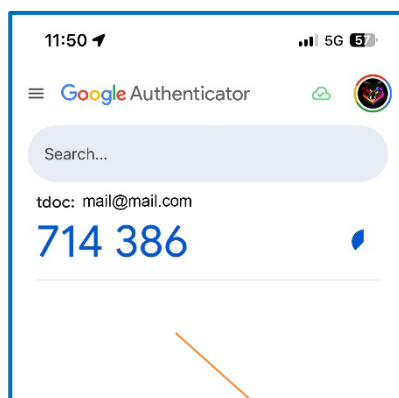
Both apps work similarly. Below is an example using Google Authenticator for the first login.

*Please note that the QR code is unique to each user and device, and therefore, it is non-transferable.*

1. Open Google Authenticator, select the **Add code** option, and then choose **Scan a QR code**, as shown in the images:



2. Scan the QR code provided by *tdoc*. Once scanned, the app will generate a temporary code, which you must enter in the tdoc platform.

The image shows the "MOBILE AUTHENTICATOR SETUP" screen on the tdoc platform. It has a language selector "English v" at the top right. A yellow warning box says: "You need to set up Mobile Authenticator to activate your account." Below this, there are instructions: "1. Install one of the following applications on your mobile: Google Authenticator, Free OTP" and "2. Open the application and scan the barcode:". A QR code is displayed. Below the QR code, there is a link "Unable to scan?". Instruction "3. Enter the one-time code provided by the application and click Submit to finish the setup." is followed by a text input field labeled "One-time code \*" containing the value "714386". A blue "Submit" button is at the bottom. At the very bottom, there are links for "Contact", "Privacy policy", "Cookies policy", and "User agreement".

3. Once the code is entered, you will gain access to the tdoc platform with the same permissions as before.

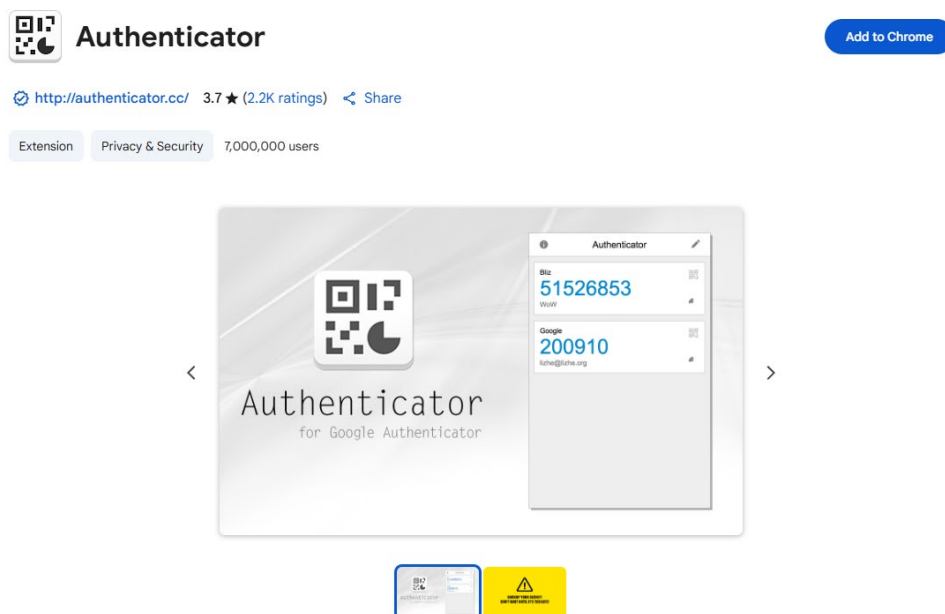
## Using a computer

To access via a computer, you must use an extension depending on your browser. Please use one of the following links:

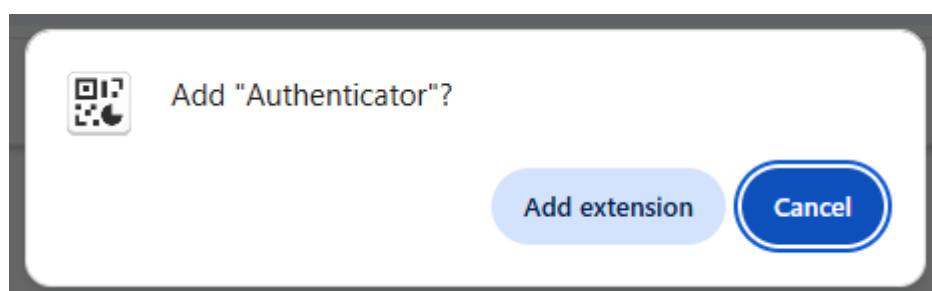
- Chrome:** [Chrome Authenticator Extension](#)
- Firefox:** [Authenticator](#)
- Edge:** [Authenticator2FA Client](#)

All links work in a similar way. Here is an example using Chrome for your first login.

1. Click the provided link and select **Add to Chrome**:



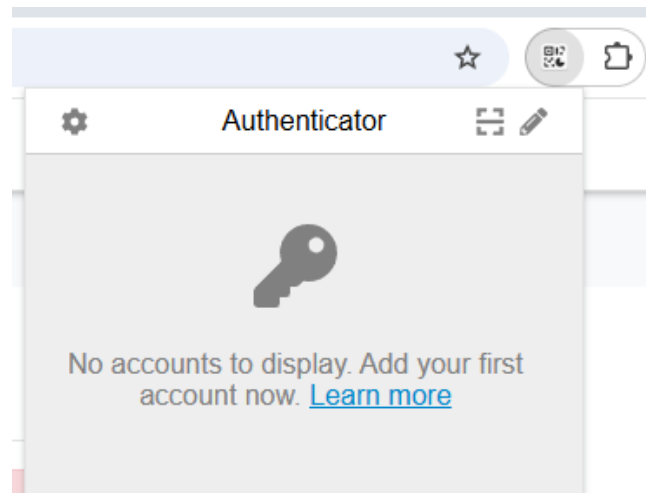
2. Click **Add extension**:



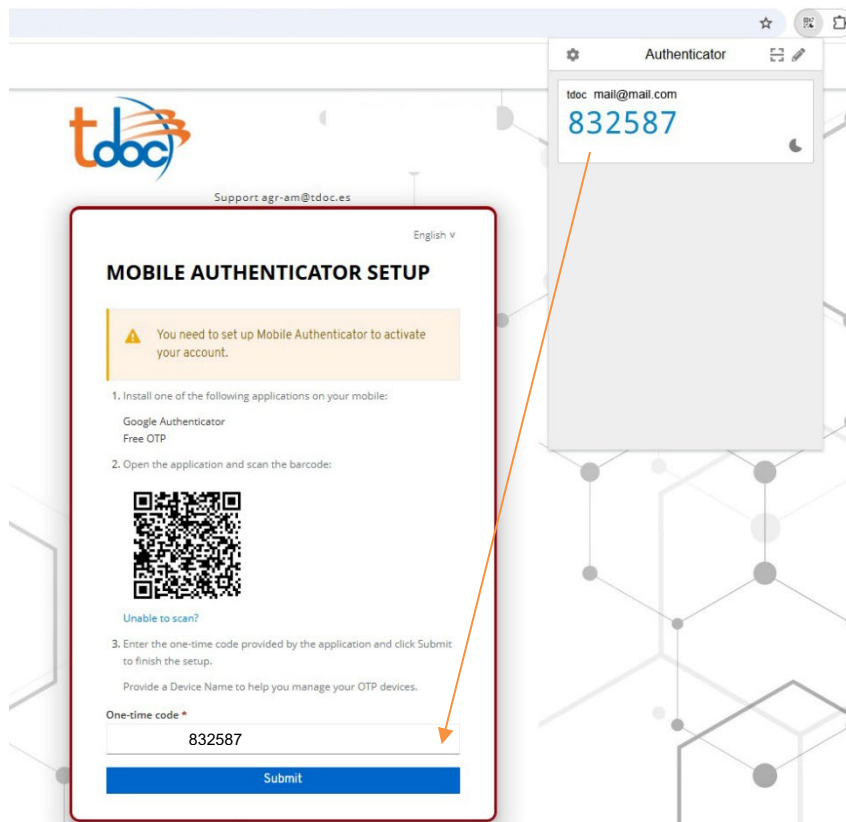
3. You will see the following icon appear in the top right corner of your browser:



4. Use the icon to scan the QR code. After scanning the QR code, a temporary code will be generated.



5. Enter this code into the tdoc platform:



6. After entering the code, you'll have access to the tdoc platform with the same visibility as before

