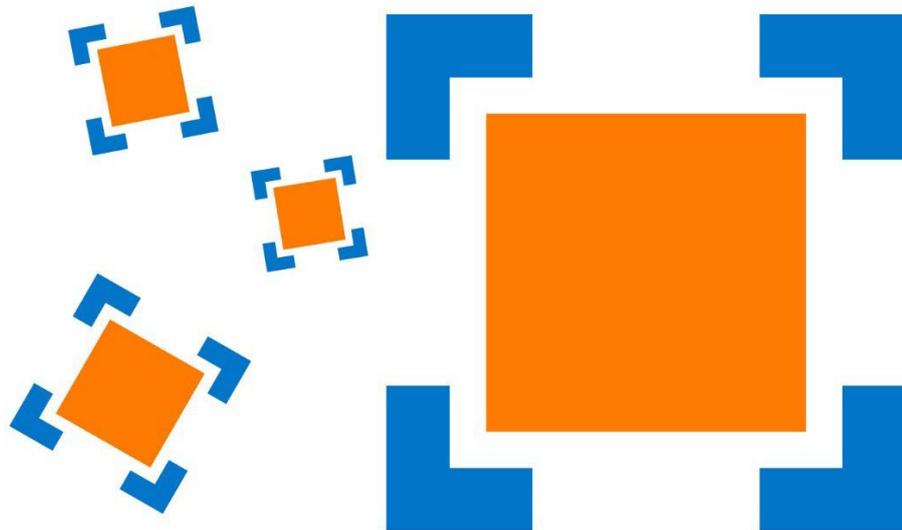
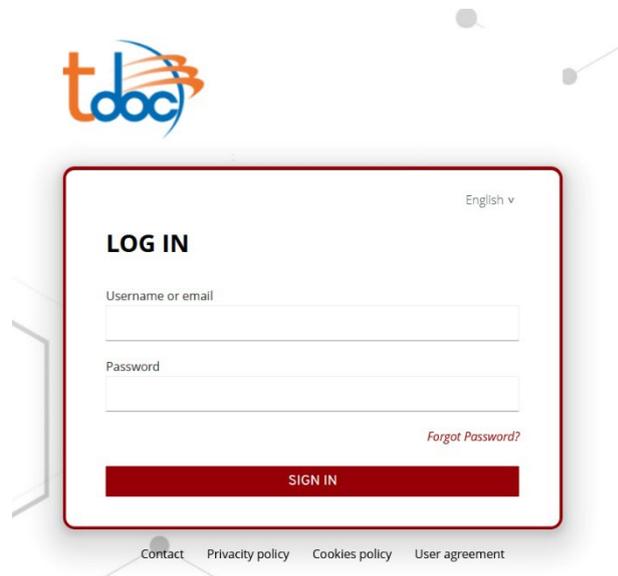


TWO-FACTOR AUTHENTICATION



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

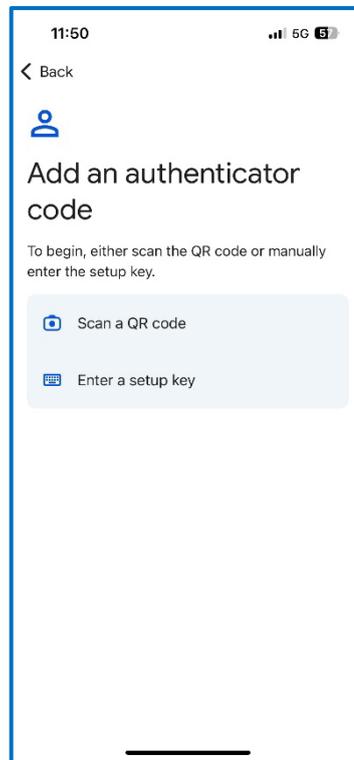
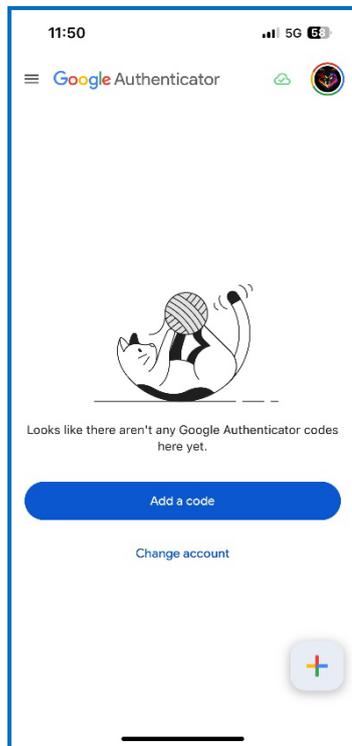
To access the platform, you must have one of the following apps installed on your mobile device:

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

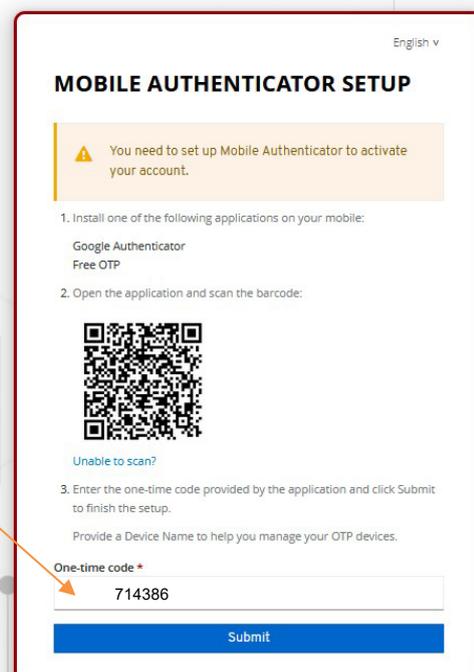
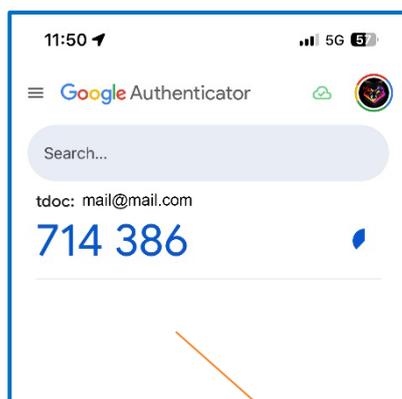
Both apps work similarly. Below is an example using Google Authenticator for the first login.

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.



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

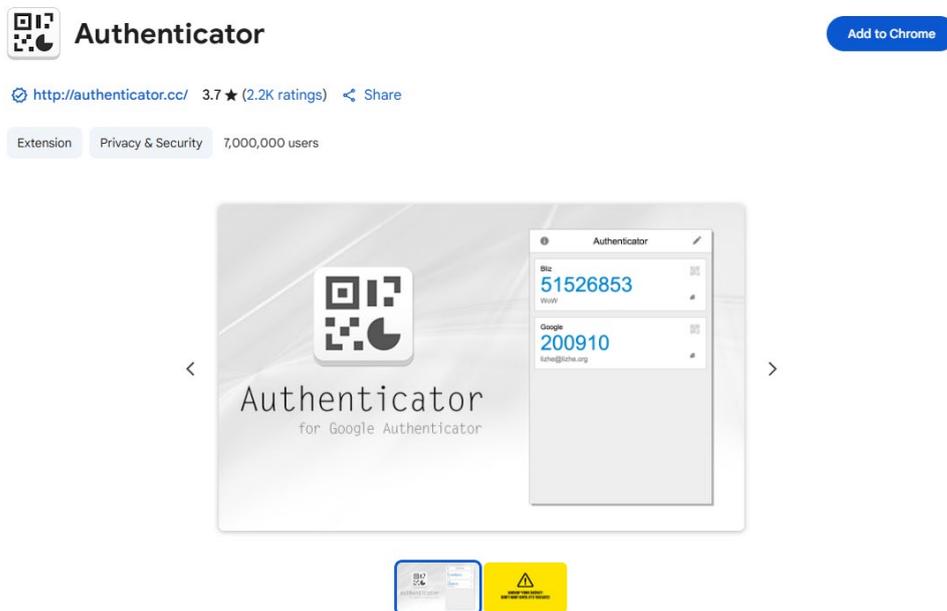
Using a computer

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

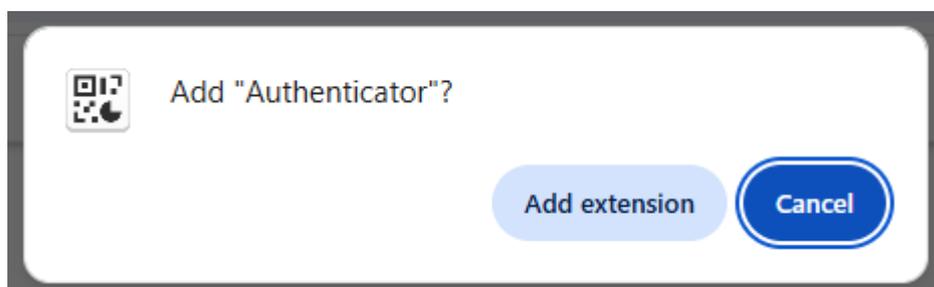
- Chrome:** [Chrome Authenticator Extension](#)
- Firefox:** [Authenticator](#)
- Edge:** [Authenticator2FA Client](#)

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

- Click the provided link and select **Add to Chrome**:



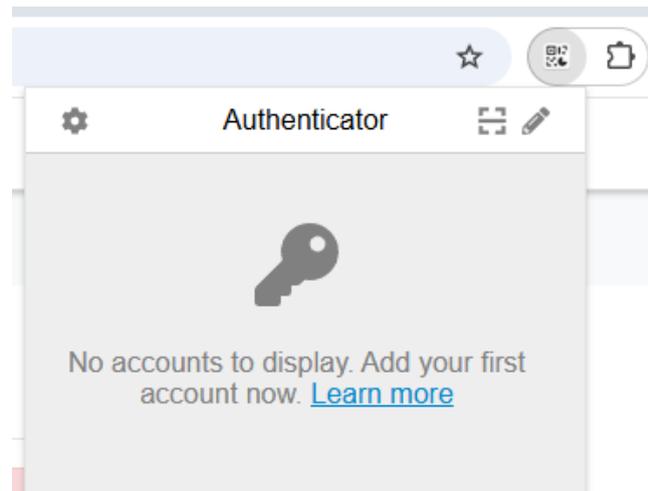
- Click **Add extension**:



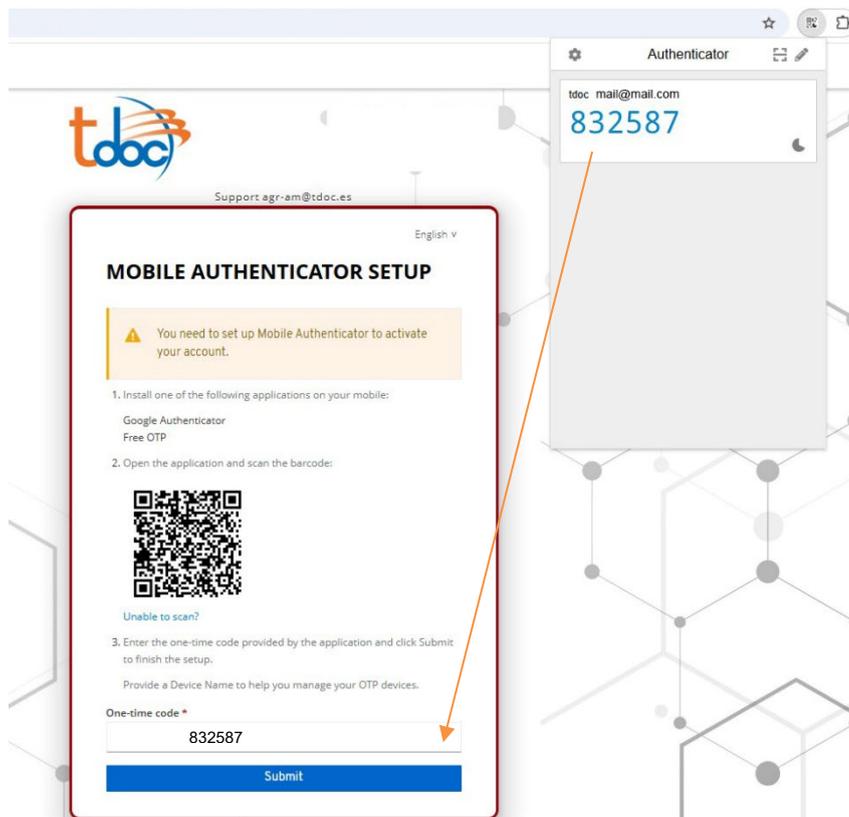
3. You will see the following icon appear in the top right corner of your browser:



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

