

1. What is two-step authentication?

It is a process wherein a person is required to do two types of authentication. Two-step authentication provides an additional layer of security and makes it harder for attackers to gain access to a person's devices and online accounts, because knowing the victim's password alone is not enough to pass the authentication check. Two-step authentication has long been used to control access to sensitive systems and data, and online services are increasingly introducing 2FA to prevent their users' data from being accessed by hackers who have stolen a password database or used phishing campaigns to obtain users' passwords.

2. How to enable two-step authentication process?

To activate/ enable two way authentication please follow the below process

1. Post entering the user id on the login page, click on check-box 'Enable two step authentication'
2. Login using both types of authentication viz. login using Password and OTP
3. On the successful login, the said preference will be saved in the system at the folio level and every time investor has to be authenticated with both password and OTP. Till he/she request for deactivating the same.

3. How to disable two-step authentication process?

To disable two-step authentication please follow the below process.

1. Click on check-box 'Enable Two step authentication' on the login page to uncheck the check box
2. Login using both types of authentication viz. login using OTP and login using Password
3. On the successful login, the two- step authentication process will be deactivated.