Two-Factor Authentication for cPanel

(cPanel >> Home >> Security >> Two-Factor Authentication)

Overview

Two-factor authentication (2FA) is an improved security measure that requires two forms of identification: your password and a generated security code. With 2FA enabled, an application on your smartphone supplies a code that you **must** enter with your password to log in. Without your smartphone, you cannot log in.

> ⚠ **Note:**
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> Two-factor authentication **requires** a smartphone with a supported time-based one-time password (TOTP) app. We suggest the following apps:
>
> - For Android™, iOS®, and Blackberry® — Google Authenticator™
> - For Android and iOS — Duo Mobile
> - For Windows® Phone — Authenticator

To use this feature, your system administrators must enable it for you. Ask them to perform the following steps in WHM:

1. Set the *Two-Factor Authentication Security Policy* toggle to *On* in WHM's *Two-Factor Authentication* interface (*WHM >> Home >> Security >> Two-Factor Authentication*).
2. Grant the *Two-Factor Authentication (Google Authenticator)* feature to the desired users in WHM's *Feature Manager* interface (*WHM >> Home >> Packages >> Feature Manager).*

Configure two-factor authentication

To configure two-factor authentication, perform the following steps:

1. Click *Set Up Two-Factor Authentication.*
2. To configure two-factor authentication, you must link your cPanel account and your 2FA app:
   - To automatically create the link, scan the displayed QR code with your app.
   - To manually create the link, enter the provided *Account* and *Key* information in your app.
3. Open your 2FA app to retrieve the six-digit security code.

> ⚠ **Note:**
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> The 2FA app generates a new six-digit security code for your cPanel account every 30 seconds.

4. Enter the six-digit security code in the *Security Code* text box.

> ⚠ **Note:**
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> You **must** enter the security code within 30 seconds. After time expires, the app will generate a new six-digit code.

5. Click *Configure Two-Factor Authentication*.

> ⚠ **Note:**
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> If you see a *Failed to set user configuration: The security code is invalid.* error, a problem may exist with the date and time settings on your server. To fix the issue, contact your hosting provider or system administrator.

Remove two-factor authentication

To remove two-factor authentication, click *Remove Two-Factor Authentication*.

Reconfigure two-factor authentication

To reconfigure two-factor authentication, click *Reconfigure*. Follow the steps to configure two-factor authentication.

> ⊗ **Warning:**
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> If you reconfigure 2FA for your account, any existing configurations will no longer produce valid security codes.