



# Two-Factor Authentication (2FA) Frequently Asked Questions:

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**Q: *What is Two-Factor Authentication (2FA)?***

A: Two-factor authentication (2FA) is an enhanced security measure that requires a person to use two different verification methods, such as a password and a one-time security code, to gain access to their account.

After signing in to your LifeWave account, the site will employ 2FA to verify your identity via a code sent by SMS or Email.

**Q: *Why is LifeWave adding 2FA?***

A: LifeWave is implementing 2FA to enhance security for account owners and users. This is to assist the company in combatting phishing attacks.

2FA security has become industry standard, bolstering password-based account security with an authentication procedure to ensure the authorized LifeWave user is the person requesting access. 2FA gives businesses the ability to monitor and help safeguard their most vulnerable information and networks.

**Q: *What sites will have the 2FA option?***

A: LifeWave Retail/Preferred Customer Site & Brand Partners Back Office Site.

**Q: *Do I need new login details?***

A: No just login to the sites as normal.

**Q: *Will I always have to enter a code?***

A: No, when you sign into the account for the first time on a new device or app (like a web browser) you need more than just the username and password. You need a second thing - what we call a second "factor" - to prove who you are. There is a time limit of 7 days since last login where it will ask you for a code again. If you login and out several times on the same day using the same IP address, it will not ask you to enter a code again. If you login from a different IP it will ask you again for the code.

If you use an "incognito" or "private" browser session it will not remember your login and you will have to enter a code each time you login this way.

**Q: *Is it mandatory to set up 2 FA?***

A: No, not yet. We are rolling this out on as optional to begin. The plan is for this to become mandatory by the end of 2023. This is for our user's own protection against unauthorised access to their accounts. There will be further communications when it becomes mandatory.

**Q: *When 2 FA becomes mandatory, can one email be used for several Brand Partners?***

A: No, users will have to update their accounts to have a unique Email or Phone number to receive the code. This is why it will not be mandatory until the end of the year to give users time to change this on the system. We recommend that you start updating email addresses and Phone numbers now.

**Q: *What if I get locked out of my account?***

A: Contact Customer Service who can support you with resetting your account.

**Q: *Will LifeWave users receive confirmation of their registration?***

A: No, you will not receive an email to say 2 FA has been set up.

**Q: *What happens if the LifeWave user doesn't receive a security code?***

A: Authentication codes are generally sent within 20 seconds to the registered phone number/Email. If the user has been waiting longer than one minute for a code, they should make sure they are using a phone with the same phone number/email used during the 2FA registration. If the number/email is the same and they still have not received a code, they should select the option to Resend Code. Also, make sure to check your Junk Folder in case it has gone there.