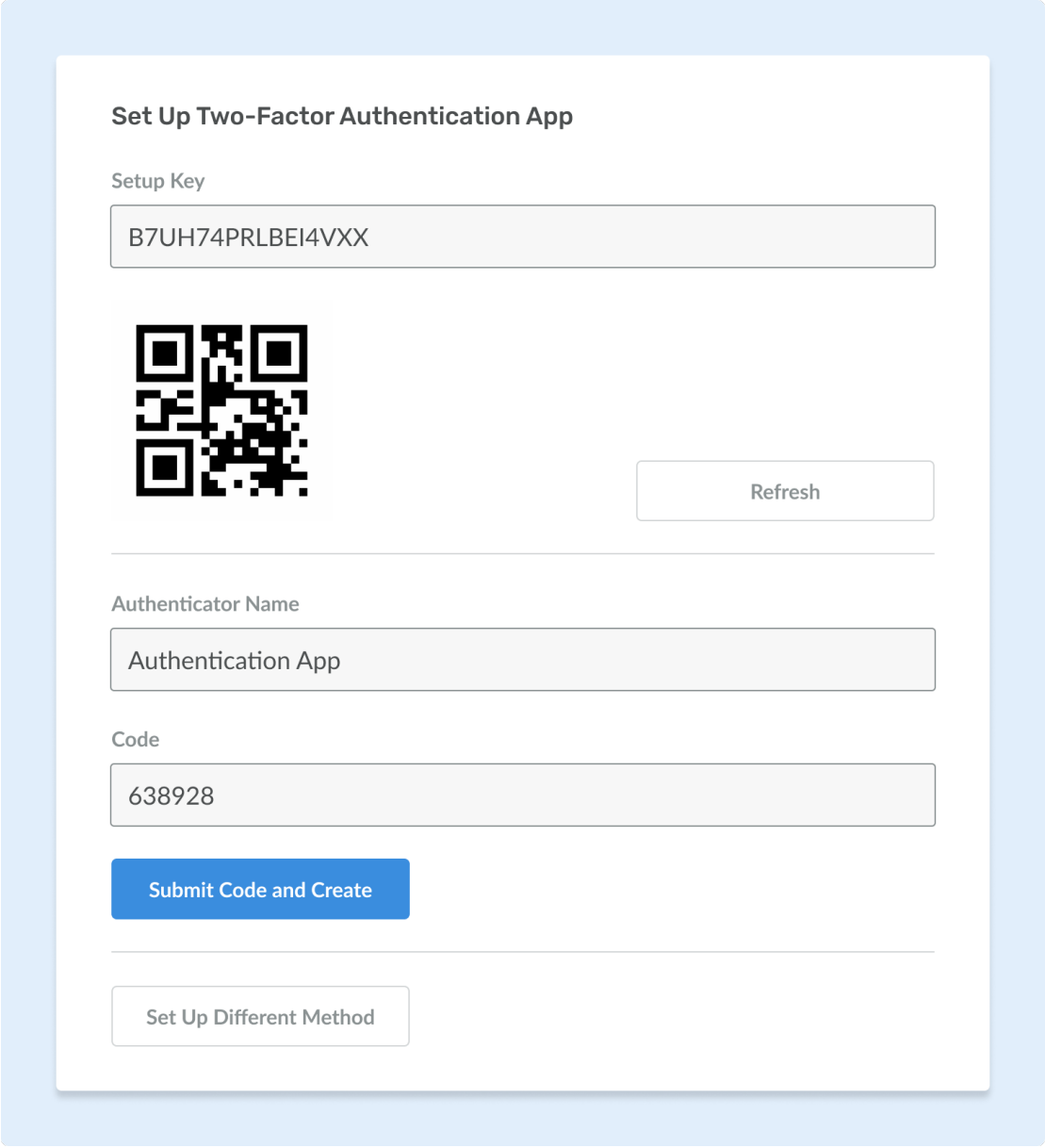
Set up User Two Factor Authentication on Enterprise

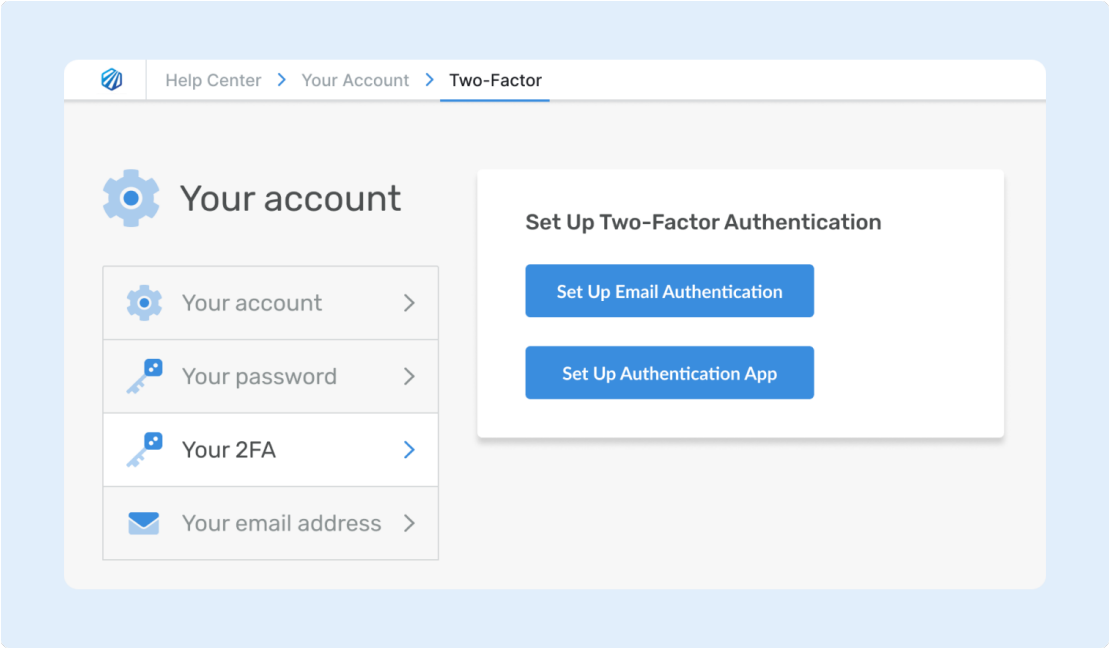
2023-09-25 - Lara Proud - Kommentarer (0) - Product (Admin)

Experience the ultimate peace of mind with Deskpro's newest feature - User Two Factor Authentication (2FA) in our Help Center, **exclusively available to Enterprise Plan customers**.



This cutting-edge feature provides an extra layer of protection, ensuring that your sensitive data is guarded with the highest level of security when

Users manage their tickets via your Help Center. You control who 2FA is enabled for and whether it is a mandatory login step, giving you complete control over secure access to your Help Center.



With 2FA, you can be assured that the right individual is accessing your Help Center content and any tickets containing confidential information.

It's an additional safety step for Users to take when they log into the Help Center. There are two methods available, as with the Agent Two Factor Authentication. Here's how it works:

 Email - After a User logs in, a 2FA code will be sent to their email. They will then need to enter this code to log into your Help Center successfully.

 Time-Based One-Time Password (TOTP) - Users set up a TOTP authenticator app (like Google Authenticator, Microsoft Authenticator, LastPass Authenticator, and more). Once logged in, the app will generate a TOTP code that gives them access to their account.

For more details about setting up Two Factor Authentication for your Help Center, check out our User 2FA Guide and enjoy enhanced protection and peace of mind with User Two Factor Authentication in Deskpro's Help Center.