

# Two-Factor Authentication

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Setup and Configuration

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## Activate two-factor Authentication

1. Login with your e-ID username and password, and once logged in click on '**My Account**'.

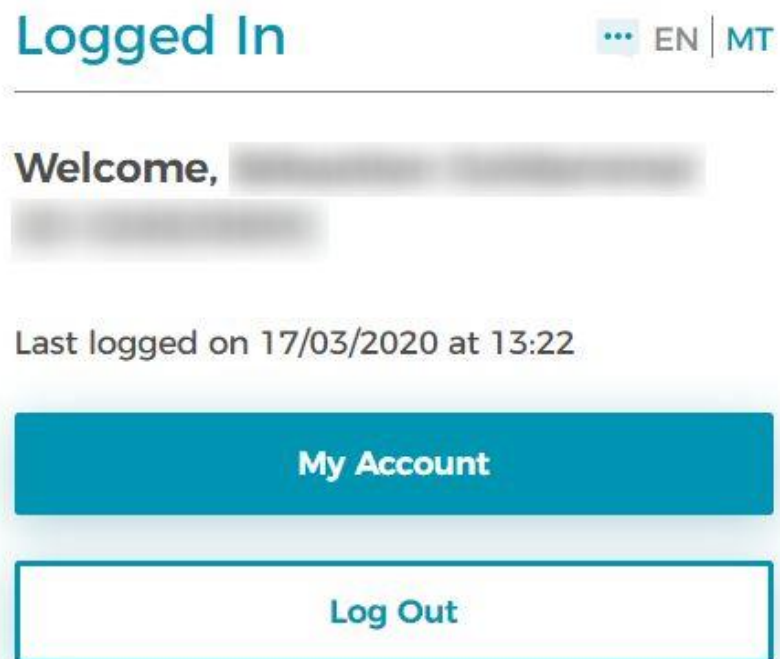


Figure 1 - Logged In

2. Click on the **'Change Settings'** button underneath **'Two-Factor Authentication'**.

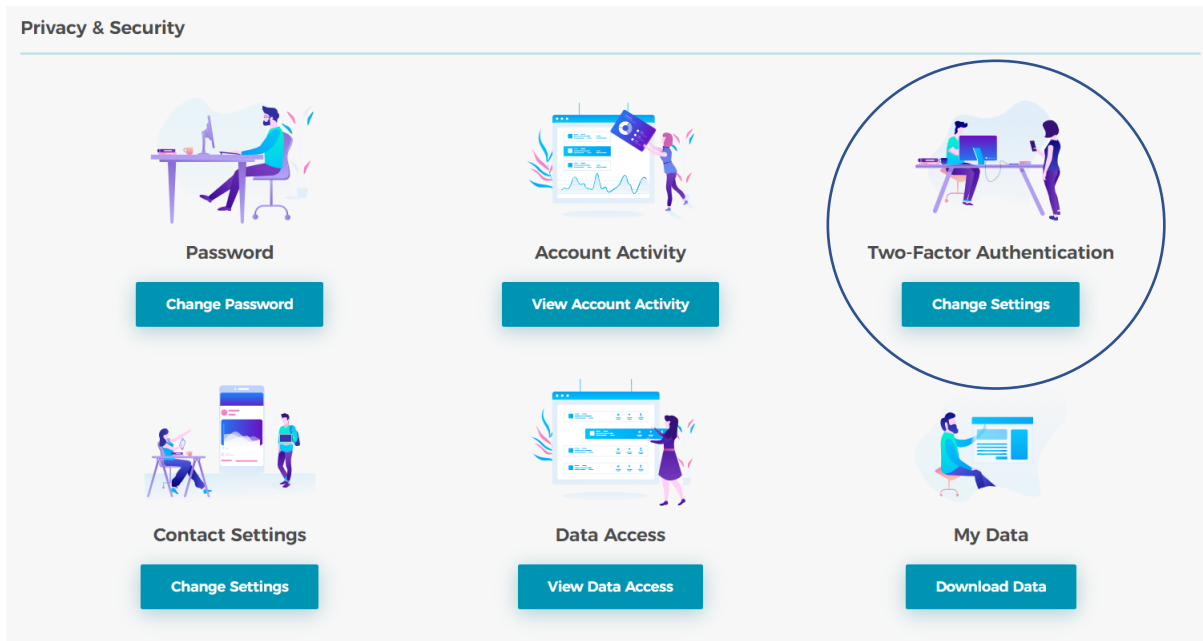


Figure 2 – Privacy and Security options

3. First make sure that your email address is set correctly.

If the e-mail address indicated is not correct, press the ['here'](#) link to change it. If your email address is set correctly, click the **'Send Code'** button.

### Two-Factor Get Code

In order to proceed we need to verify your email address. You will receive a verification code on your email address which is currently set to:

[Redacted email address]

(Not the right email? Click [here](#) and change it now).

**Send code**

Figure 3 - Confirm your email address

4. You will receive an e-mail, similar to the one below, containing a verification code.

### Electronic Identity Two-Factor Verification

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Dear [REDACTED],

Please use the following security code for the Electronic Identity two-factor verification. The code expires within 5 minutes.

**426311**

If you did not request this, please contact us on [infoeid@gov.mt](mailto:infoeid@gov.mt) or on 25904300 during office hours. You may also use the Contact Us form available [here](#).

Regards,  
e-ID Administrator

#### Disclaimer

This message and attachments are intended only for the use of the person or persons to whom it is addressed. It may contain information, which is privileged and confidential within the meaning of applicable law. If you are not the intended recipient kindly notify the sender immediately by return e-mail and delete the message from your system.

*Figure 4 - Email received to activate two-factor authentication*

5. Copy the verification code you've received and click on '**Verify**' to continue with the activation process.

### Set up Two-Factor Authentication

We have just sent you a verification code to [REDACTED]. Please enter the verification code below to confirm your email address.

#### Verification Code

<input type="text" value="Enter the code"/>	<b>Verify</b>
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If you did not receive the verification code then click [here](#) to restart the process.

*Figure 5 - Verify code received via email*

6. If the code entered is correct, you will receive another email with the subject 'Electronic Identity Account Turn On Two-Factor Verification' confirming that two-factor authentication has been enabled for your e-ID account.

## Electronic Identity Turn On Two-Factor Notification

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Dear [REDACTED],

You have enabled two-factor authentication for your e-ID Account. Two-factor authentication increases the security of your account.

With two-factor authentication, you will need to use your password and an additional verification code to authenticate. The verification code may be obtained by email (default), SMS or using an authenticator app. We recommend the authenticator app which will also work when your device is not connected to the network.

To manage your two-factor, please log on to <https://eid.gov.mt/> and use the Account Management functionality.

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If you did not request this, please contact us on [infoeid@gov.mt](mailto:infoeid@gov.mt) or on 25904300 during office hours. You may also use the Contact Us form available [here](#).

Regards,  
e-ID Administrator

### Disclaimer

This message is being sent to you because you have an active e-ID account with the specified email address. This message and attachments are intended only for the use of the person or persons to whom it is addressed. It may contain information, which is privileged and confidential within the meaning of applicable law. If you are not the intended recipient kindly notify the sender immediately by return e-mail and delete the message from your system.

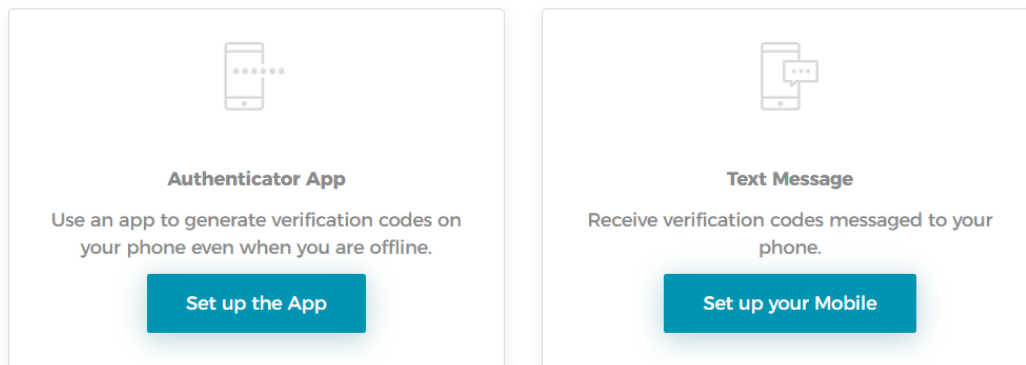
*Figure 6 - Email received to confirm that two-factor authentication was enabled*

## Setting up Authenticator App

After enabling Two-Factor Authentication, you will be able to see the icons displayed in Figure 7 in the **'Two-Factor Authentication'** web page. If you are currently not on this web page, you can access the Two-Factor Authentication web page, by repeating Steps 1-2 above.

### Authentication Preferences

You now have the option to change mode of receiving verification codes to either via a mobile authenticator app or text message.



 Switching authentication preference requires two-factor authentication to be disabled and re-enabled.

Figure 7 – Authenticator App and Text Message Icons

1. Click on the **'Set up the App'** button.
2. Select the operating system of your mobile device, and click **'Proceed'**.

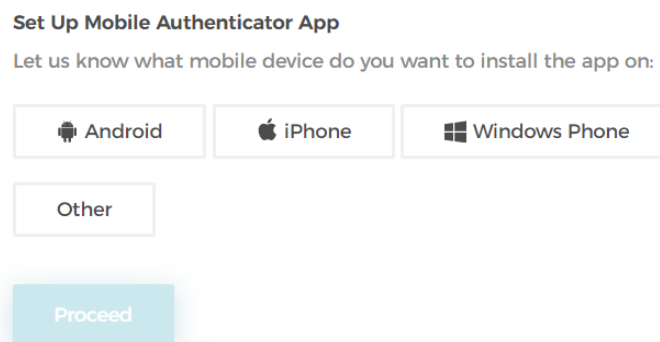


Figure 8 – Select mobile device OS

3. Follow the instructions provided and scan the barcode to pair the Authenticator app to your e-ID account. If an error is encountered during barcode scanning, click '**Problem scanning the barcode?**', and set the Authenticator app via the use of a secret key, as per Figure 10 – Set up Authenticator app via secret key. Click '**Proceed**'.

If you are setting up this functionality from a mobile device, you will only be able to set the Authenticator app via the use of a secret key.

#### Set Up Authenticator App (Part 1/2)

1. Set up Authenticator app by searching for "authenticator" in [Google Play](#)
2. Open the app you installed in Step 1
3. Pair the authenticator app with your e-ID account by scanning the barcode below.



[Problem scanning the barcode ?](#)

4. Click the proceed button below to continue

Proceed

Figure 9 – Set up Authenticator app via barcode scanning

#### Set Up Authenticator App (Part 1/2)

1. Set up Authenticator app by searching for "authenticator" in [Google Play](#)
2. Open the app you installed in Step 1
3. Pair the authenticator app with your e-ID account by entering the keys below.

**eID Account:** eIDAccount: XXXXXXXXXX  
**Secret Key:** heye irjv g44u gmsb ijdd omzu irdd ooju  
(Spaces can be ignored)

[I want to scan the barcode.](#)

4. Click the proceed button below to continue

Proceed

Figure 10 – Set up Authenticator app via secret key

4. Input the verification code shown in Authenticator app and click 'Verify'.

**Verify Authenticator code**

Enter the 6 digit code shown in the Authenticator application.

Verification Code

470728



Verify

Figure 11 – Verify code shown on Authenticator app

5. If the code entered is correct, the Authenticator app icon (that was previously displayed in Figure 7) will now look as follows.

**Authentication Preferences**

You now have the option to change mode of receiving verification codes to either via a mobile authenticator app or text message.

 <b>Authenticator App</b> Use an app to generate verification codes on your phone even when you are offline.	 <b>Text Message</b> Receive verification codes messaged to your phone.
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Switching authentication preference requires two-factor authentication to be disabled and re-enabled.

Figure 12 – Enabled Authenticator App

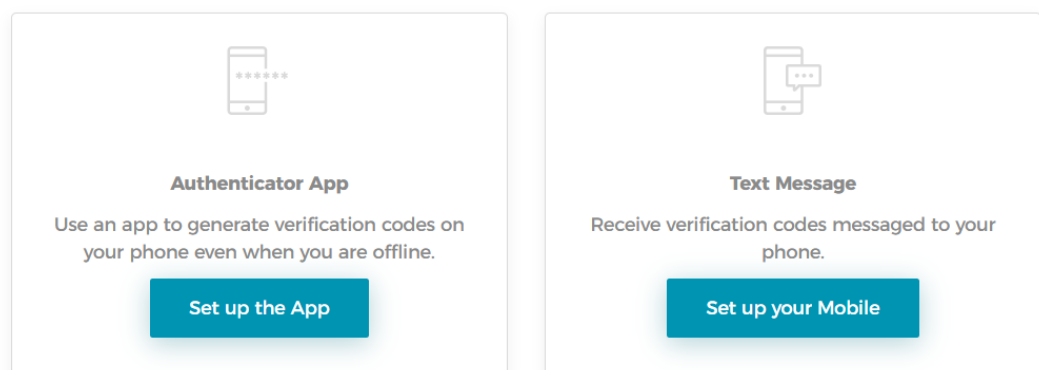


## Setting up Authentication via text message

1. If you have the Authenticator App currently active, you first need to disable Two-factor Authentication, and then set it up again (you may follow Section [Activate two-factor Authentication](#), Steps 3 to 6)
2. Click on the **'Set up your Mobile'** button below the **'Text Message'** icon displayed in Figure 13.

### Authentication Preferences

You now have the option to change mode of receiving verification codes to either via a mobile authenticator app or text message.



 Switching authentication preference requires two-factor authentication to be disabled and re-enabled.

Figure 13– Authenticator App and Text Message Icons

3. Make sure that your mobile number is set correctly.

If the mobile number indicated is not correct, press the ['here'](#) link to change it. If your mobile number is set correctly, click the **'Send Code'** button, to receive a verification code via text message.

### Set up Text Message Code Verification

In order to proceed we need to verify your phone number. You will receive a verification code on:



Not the right number? Change it [here](#).



Figure 14– Receive verification code via text message

4. Copy the verification code you've received and click on **'Verify'** to complete the authentication process.

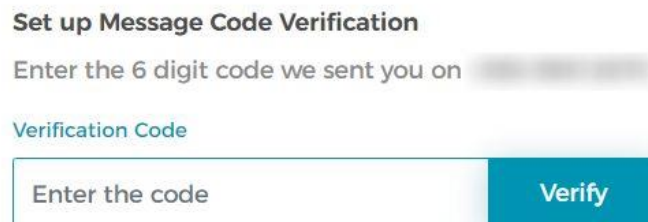


Figure 15 - Two-factor Verification screen

5. If the code entered is correct, the Authenticator app icon (that was previously displayed in Figure 13) will now look as follows.

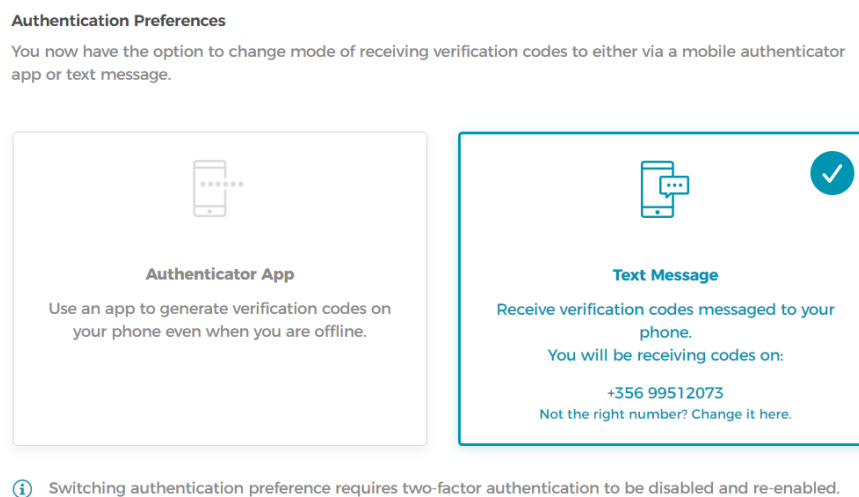
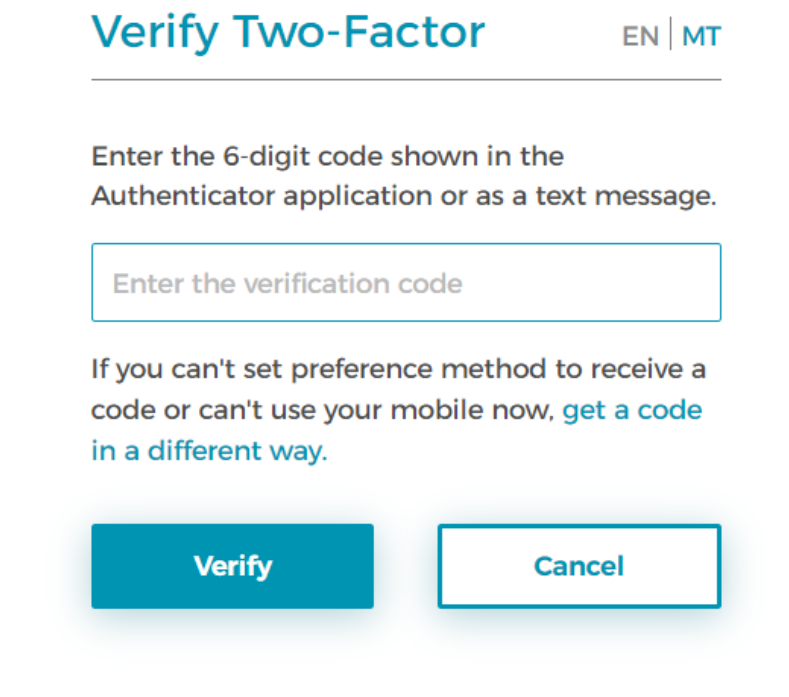


Figure 16 – Enabled Text Message

## Two-factor authentication via email

1. Click **'get a code in a different way'**.



**Verify Two-Factor** EN | MT

Enter the 6-digit code shown in the Authenticator application or as a text message.

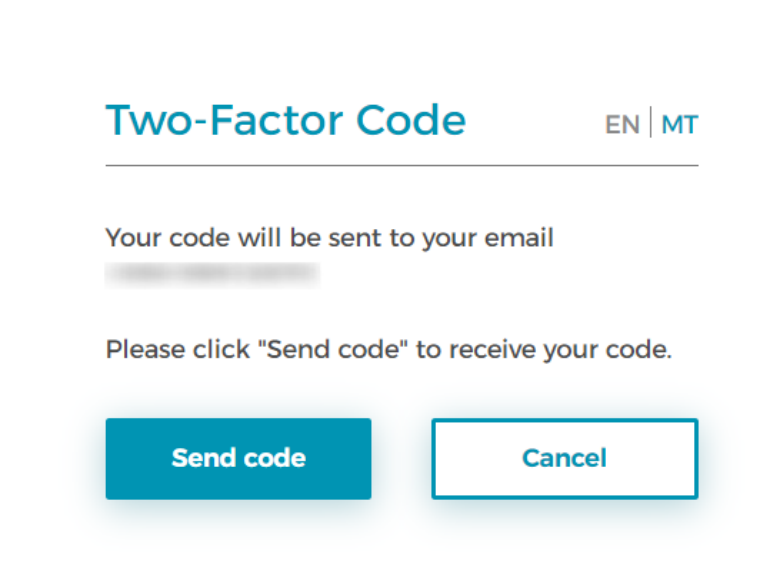
Enter the verification code

If you can't set preference method to receive a code or can't use your mobile now, [get a code in a different way](#).

**Verify** **Cancel**

Figure 17 – Two-factor Verification screen

2. Click **'Send Code'** to receive a verification code via email. The system will send you an email titled 'Electronic Identity Two-Factor Verification' including a verification code.



**Two-Factor Code** EN | MT

Your code will be sent to your email

██████████@██████████.██████████

Please click "Send code" to receive your code.

**Send code** **Cancel**

Figure 18 – Receive verification code via email

## Electronic Identity Two-Factor Verification

---

Dear [REDACTED],

Please use the following security code for the Electronic Identity two-factor verification. The code expires within 5 minutes.

**426311**

If you did not request this, please contact us on [infoeid@gov.mt](mailto:infoeid@gov.mt) or on 25904300 during office hours. You may also use the Contact Us form available [here](#).

Regards,  
e-ID Administrator

Disclaimer

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Figure 19 – Email received with verification code

3. Copy the verification code you've received and click on '**Verify**' to complete authentication process.

### Verify Two-Factor

EN | MT

Enter the 6-digit code you received via email.

If you did not receive the verification code then click [Resend](#) to get a new code.

**Verify**

**Cancel**

Figure 20 – Two-factor Verification screen

## Two-factor authentication via Authenticator App or SMS

1. Input the verification code you received via SMS or shown in the Authenticator App and click **'Verify'** to complete authentication process.

**Verify Two-Factor** EN | MT

Enter the 6-digit code shown in the Authenticator application or as a text message.

Enter the verification code

If you can't set preference method to receive a code or can't use your mobile now, [get a code in a different way.](#)

**Verify** Cancel

Figure 21 - Two-factor Verification screen