



Initial login with 2-factor authentication (2FA)

Setting up 2-factor authentication with the first login attempt in THE customer portal is mandatory for security reasons. To start setting up 2FA, please install a supported application on your smartphone or device, for example:

- FreeOTP / FreeOTP+
- Google Authenticator
- Microsoft Authenticator
- andOTP
- Keepass
- Use of specialised tokens

Please enter your login details first: username and password, then create and confirm your new password:

Login

 You need to change your password to activate your account.

New Password

Confirm password

Submit

After submitting your password, the QR-code is displayed in the customer portal and should be scanned in the selected application. Your one-time password will then appear in the application, which you have to enter and save in the customer portal.

Please note: an account for THE customer portal is always personalised, so it is not possible to use multiple devices for 2FA (e.g. two mobile phones at the same time).



Unable to scan?

3. Enter the one-time code provided by the application and click Save to finish the setup

One-time code

Save

You can't scan the barcode?

1. Install an authenticator application
2. Enter the key displayed in THE customer portal manually
3. Use the configuration values shown in THE customer portal
4. Enter the one-time code generated by the application and save the change

3. Use the following configuration values if the application allows setting them

- Type: Time-based
- Algorithm: SHA1
- Digits: 6
- Interval: 30

4. Enter the one-time code provided by the application and click Save to finish the setup

One-time code

Save

THE customer portal then generates recovery codes. These must be saved, printed out or copied into a password manager. The codes must be stored securely. You can use these codes to log in if, for example, access to the 2FA device is not possible. Please confirm that the codes are stored in a secure location and click 'Complete setup' to finalise it:



Login



Warning alert: The recovery codes will not appear again after leaving this page: In order to login, please confirm, that you saved these codes in a secure place.

Make sure to print, download, or copy them to a password manager and keep them safe. Cancelling this setup will remove these recovery codes from your account.

Print

Download

Copy

☒ I have saved these codes in a secure place

Complete setup

Each further login with 2FA in THE customer portal:

Please enter your login details (username and password):

Login

Username

Password

☐ Remember me

[Forgot Password?](#)

Login



Login

Enter the one-time code from your authenticator application

One-time code

Login

[Try Another Way](#)

Enter the generated one-time code from your application (or alternatively click on 'try another way', after which you will be shown two options: one-time code or recovery authentication code).

Login

Select login method

One-time Code

[Enter the one-time code from your authenticator application.](#)

Recovery Authentication Code

[Enter a recovery authentication code from a previously generated list.](#)

Here you can enter a recovery code from the saved list. A new QR-code will then be displayed:



Login

Enter a recovery authentication code from a previously generated list.

Recovery code #1

Login

[Try Another Way](#)

- If you no longer have any recovery codes and your 2FA device is no longer available: In this case, it is no longer possible for the customer portal user to restore access independently. Please contact THE customer support.
- If you want to register your new device, especially if the old device is no longer available: You can enter the recovery codes from the saved list, install a supported authentication app on your new smartphone or device and scan displayed QR-code with your new device or smartphone. Alternatively, you are welcome to contact THE customer advisors via e-mail or phone.