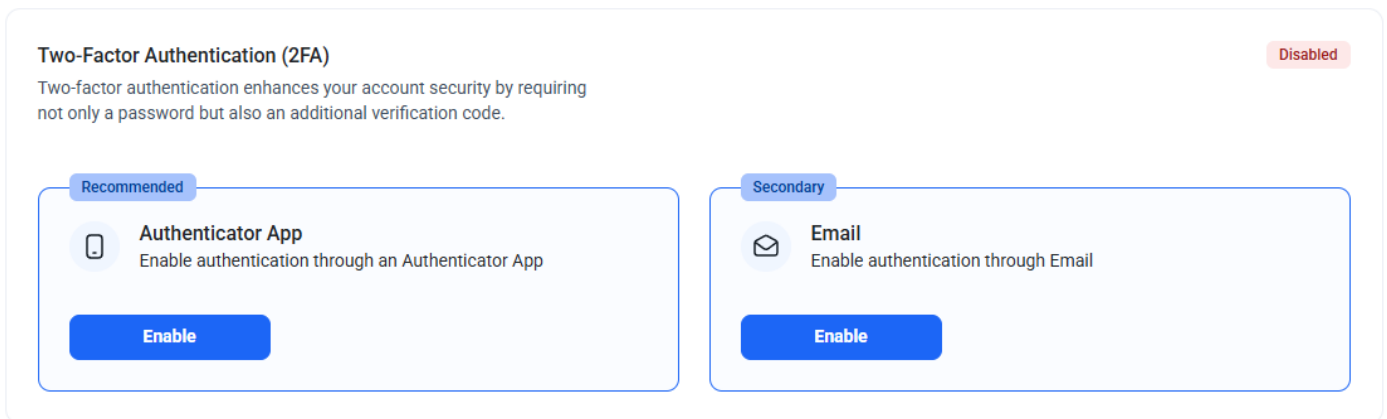


How to enable two-factor authentication (2FA)

Enabling 2FA

To enable two-factor authentication, do the following:

1. Navigate to <https://www.safedns.com/dashboard/account/>
2. Scroll down to the **Two-Factor Authentication (2FA)** panel



3. Choose the preferred method for authentication.

We recommend using the **Authenticator App** for better security.

4. Press **Enable** and follow the on-screen instructions for the selected method.
5. Save the backup codes when prompted.

Backup codes are shown only once. We strongly recommend keeping them on a different device or writing them down. Each code can be used only once. Backup codes can be regenerated by pressing the **Regenerate** button. Previously generated codes will be invalidated.

If needed, you can enable both authentication methods. To do that, press **Enable** under the other method, then follow the on-screen instructions.

Using 2FA

2FA will be prompted on each login after entering the valid login and password.

Verify your authentication code

Enter the 6 - digit code from your authenticator

If both authentication methods are enabled, you can use the other method via the **Use the other method** option.

Log in

Use another method

No access to your 2FA device?
Use a backup code.

Using Backup Codes

If you lost access to the authentication method(s), you can use the backup codes instead via the **Use a backup code** option.

Log in

Use another method

No access to your 2FA device?
Use a backup code.

Each backup code can be used only once.

Disabling 2FA

You can disable 2FA by pressing the Disable button in the Two-Factor Authentication (2FA) panel.

If both authentication methods are enabled, you can disable one or both.

Disabling 2FA via SafeDNS Support

If you lost access to authentication methods and backup codes, you can request to disable 2FA via the **Use a backup code > Send Request** option.

Backup code

If you don't have access to your authenticator app, use one of your backup codes. Each code can only be used once.

The code will be used. Check your remaining codes and regenerate them if necessary.

[Log in](#)

[Back](#)

No access to your backup codes?

[Send request](#)

After the request is sent, the SafeDNS Support team will respond within 3 hours to the email address of your SafeDNS account.

If you need Support to reply to the other email, please send the request manually to support@safedns.com. Alternatively, you can use the live chat on any page of the SafeDNS website.

Please note that for security reasons, Support will ask additional questions to verify the account ownership.

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