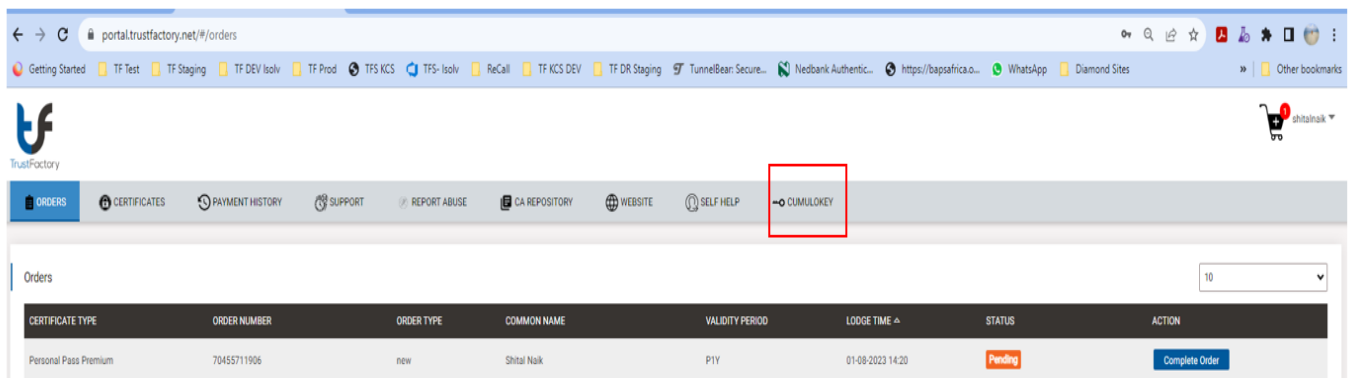


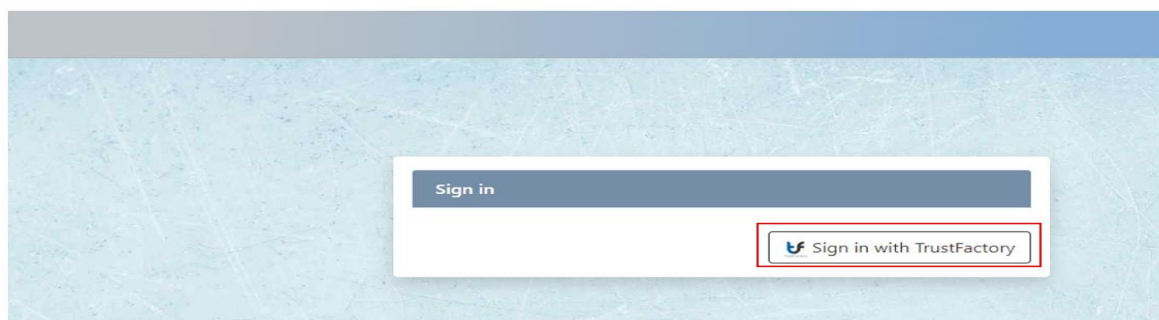
Instructions: Reset your 2 FA

Steps:

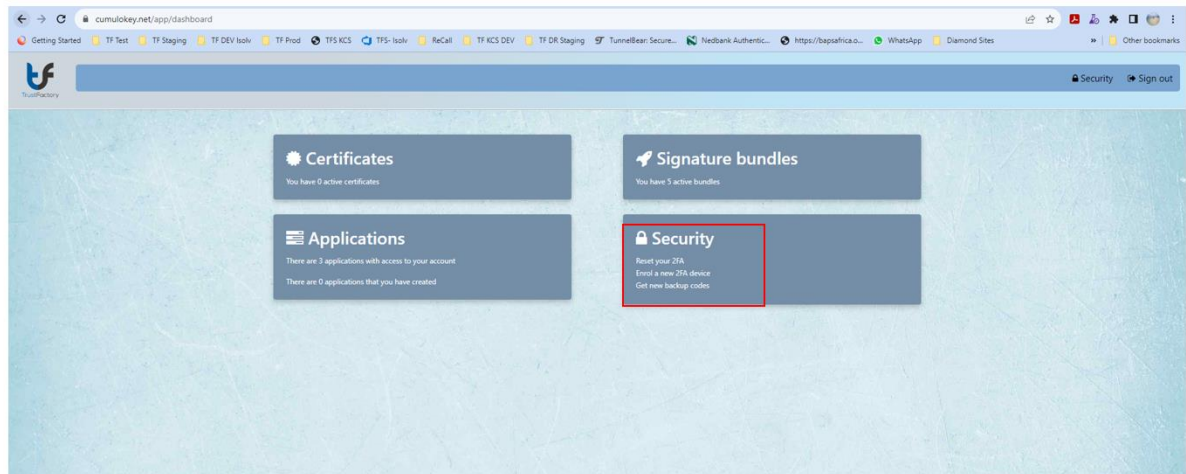
- Login to the Trustfactory portal with your existing account
<https://portal.trustfactory.net/#/>
- On the menu bar at the top of the screen select “Cumulokey”



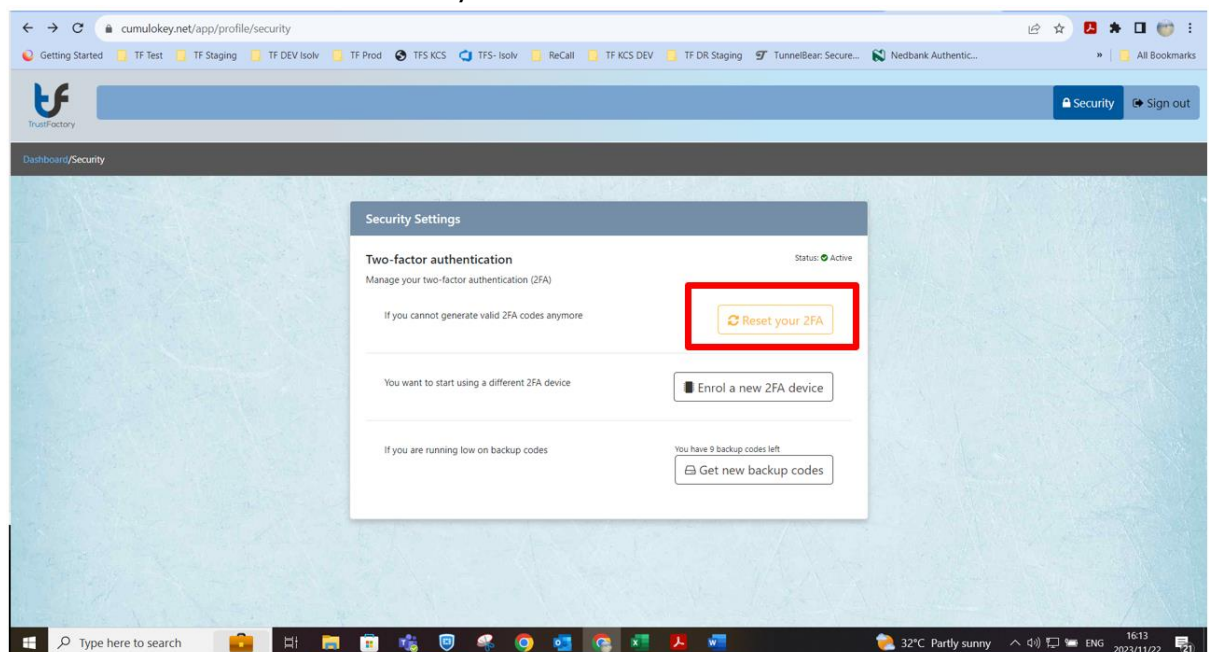
- Click the “sign in with TrustFactory” button to login into Cumulokey



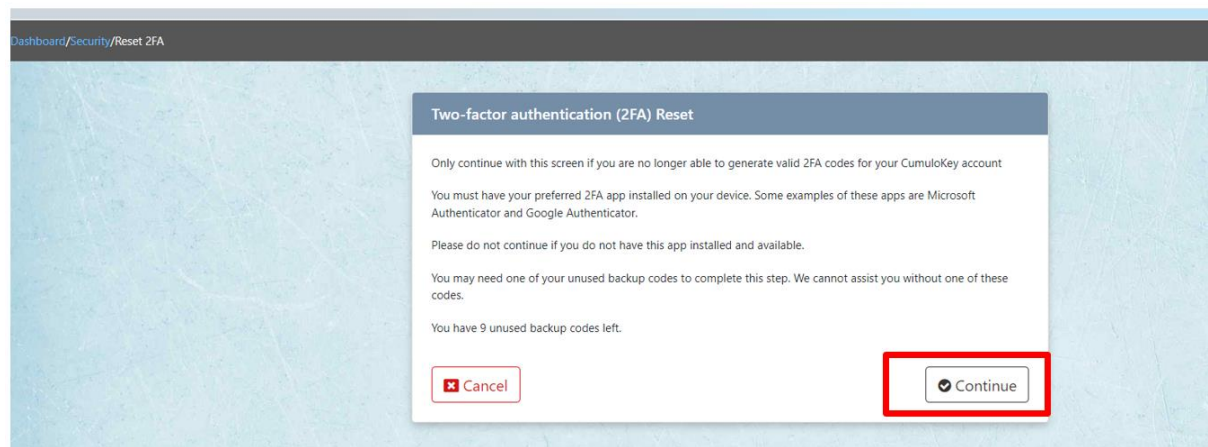
- On the Cumulokey dashboard navigate to “Security”



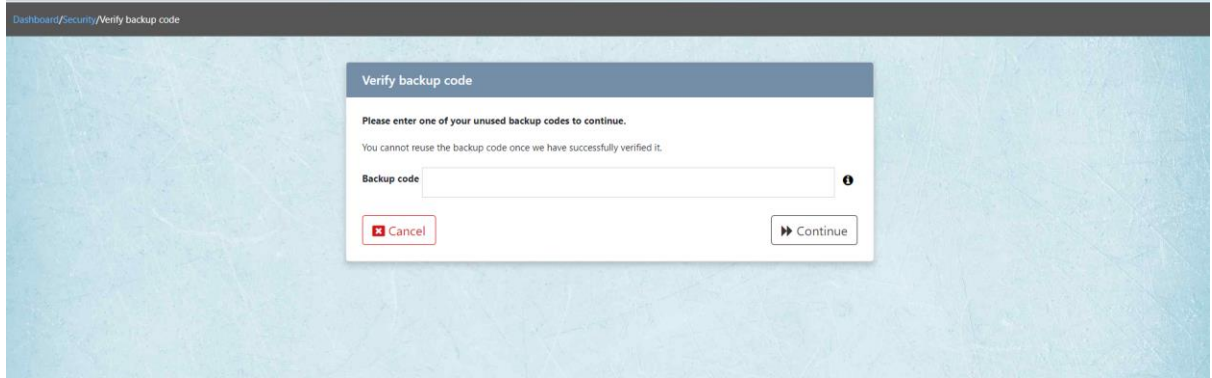
- Click on “Reset 2FA” from Security menu



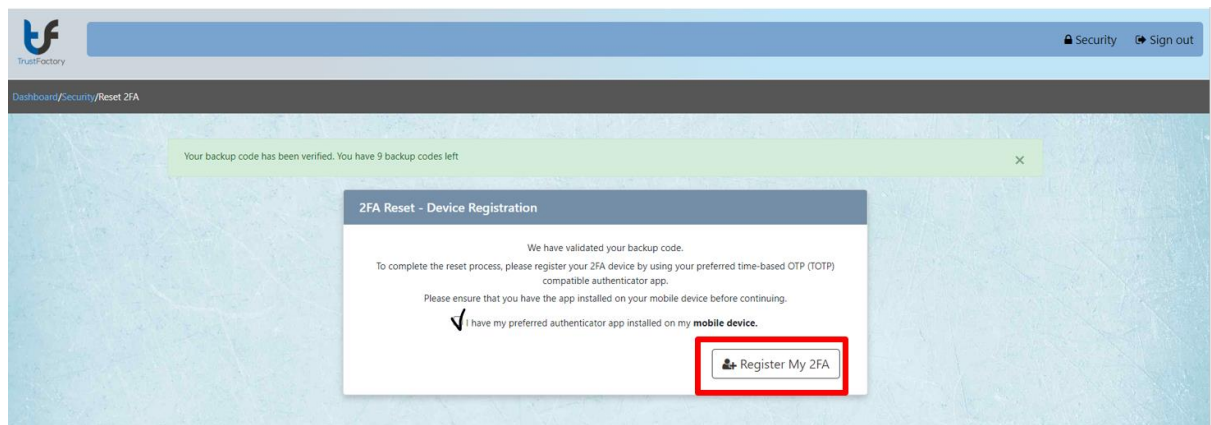
- Read the message and click continue



- Enter one of your unused backup codes



- Once your backup code is verified, you will be able to register your 2FA by following the remaining prompts.
- Ensure you have downloaded your authenticator app on your new device
- Click "I have my preferred authenticator app installed on my mobile device."
- Click on Register My 2FA



- Scan the bar code using your new device
- Enter the verification code that appears after your account is created in the authenticator app(it will usually be a numeric 6-digit pin on your mobile authenticator app)

2FA change - New device enrolment

To complete the change process, please register your new 2FA device..

☒ I have my preferred authenticator app installed on my **mobile device**.



CumuloKey 2FA

Add a new account in your authenticator app by scanning this QR code in the app.

If you are unable to scan the QR code above, you may enter the code below into your authenticator app.

RUNX3KBDIXA75N667AZUVZBFB4WOLOCGGYSHMWFK775PWC2HVT3SU7L



Enter the code displayed in your authenticator app for your CumuloKey account.

Verification code



 Register My 2FA

- Your new device will now be linked.