Setting Up Two-Factor Authentication (2FA) in the dedicom Account

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Applies to: All employees whose corporate security policy requires two-factor authentication when using third-party services.

Two-factor authentication (2FA) adds an extra layer of protection to your dedicom account by requiring a second verification step in addition to your password. This significantly enhances account security and helps prevent unauthorized access, especially when using cloud-based services.

Step-by-Step Setup Guide

Log in to your dedicom account

Visit https://service.dedicom.de/en/konto/login and log in using your personal credentials.

1. **Notification about the new login procedure**

After logging in, a notification will appear informing you about the mandatory switch to the new 2FA login process.

1. **Install an Authenticator App**

If you do not yet have an authenticator app installed on your mobile device, you will be prompted to download one. The setup dialog provides links to two recommended options:

- Google Authenticator

- Microsoft Authenticator

Both apps are free and available via the respective app stores.

1. **Scan the QR Code**

Once the app is installed, a QR code will be displayed. Open the authenticator app and scan the code to link it to your dedicom account.

1. **Confirm Setup**

Enter your dedicom account password and the current code generated by the authenticator app to verify and activate 2FA.

If the setup process was interrupted, the QR code must be scanned again. The previous code, as well as the corresponding entry in your authenticator app, is no longer valid.

Please delete the old entry from your app to avoid any confusion.

1. **Download Recovery Codes**

You will be given the option to download recovery codes. These serve as a backup in case you lose access to your mobile device.

Security Confirmation

Before completing the setup, you must confirm the following statement:

"I acknowledge that if I lose my mobile device and do not have recovery codes, I will no longer be able to access my account."

1. **Setup Complete**

After confirming, 2FA will be activated and you will be redirected to your dedicom account dashboard.

Changing 2FA When Switching Devices

If you change your mobile device, you can reconfigure 2FA under the "My Data" section of your account. The setup process will be repeated, including scanning a new QR code and confirming security settings.

Security Notes

- 2FA is mandatory if required by your company's security policy.

- Store your recovery codes securely and separately from your mobile device.

- If you have any questions or problems with the app, please contact the provider's support team:

  Google Authenticator – Support page

  The Google help page offers comprehensive instructions on how to set up, use and restore the app:

  https://support.google.com/accounts/answer/1066447?hl=de

  Microsoft Authenticator – Support page

  Microsoft provides detailed instructions on how to install and set up the app and link it to accounts:

  https://support.microsoft.com/de-de/account-billing/herunterladen-und-installieren-von-microsoft-authenticator-5b7c2b8a-4c50-4f6e-8a3d-2a56d3f5d8fa