Smartermail - Enable Two-step Authentication (WebMail only)
Client Instructions

Two-factor authentication (aka two-step authentication) is recommended, and is an excellent way to implement additional security for your E-mail service. This prevents unauthorized access to your E-mail accounts – even if your username and/or password are compromised.

To enable two-factor authentication, do the following:

1. Call in to POPP to enable two-factor authentication on your e-mail domain.
    i. Indicate if this should be enabled on all of the e-mail accounts for the domain or just specific ones.
    ii. Indicate if the two factor authentication should be optional or required/forced for each user.

2. Once POPP confirms this is enabled: Log in to webmail by using a browser to navigate to webmail.popp.net.

3. Once logged in, navigate to the Settings Icon, and click "Enable" under the "Two Step Authentication" section:
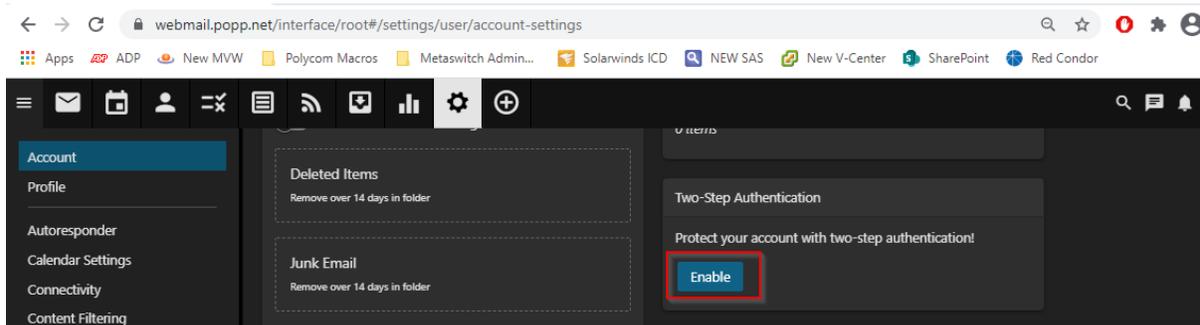
4. After you click "Enable", there are two ways to set up two-step authentication. Using an Authenticator app, or using a recovery e-mail address.

    i. **Two-step authentication with an <u>Authenticator app</u>.**

    This requires you to download a Google, or a Microsoft Authenticator application. Search for "Google Authenticator" or "Microsoft Authenticator" in the app store for your device:
    I. [Link to Google Authenticator App (Android)](#)
    II. [Link to Google Authenticator (Apple)](#)
    III. [Link to Microsft Authenticator (Windows PC)](#)
    IV. [Link to Microsoft Authenticator (Android)](#)
    V. [Link to Microsoft Authenticator App (Apple)](#)

    1. After clicking "Enable", set the options as follows:
        I. Verification Method = Authenticator app
        II. Confirm your recovery e-mail.
        III. Hit "Next"

2. After hitting "Next", you'll be presented with a QR code. This needs to be added in your Microsoft or Google Authenticator App as follows:
   I. If using Google Authenticator:
      1. Press the + symbol to add an account
      2. Press "Scan a QR Code"
      3. Use the camera interface to scan the QR code
         1. You may need to zoom in on the QR code
      4. Phone should beep, and display "Secret saved" on screen

   II. If using Microsoft Authenticator:
      1. Select the : icon and click "add account"
      2. Select "work or school" account
      3. Select "Scan a QR Code"
      4. Use the camera interface to scan the QR code
         1. You may need to zoom in on the QR code
      5. Phone will display a message, "Account added successfully"

3. After scanning the QR code, find the account in your authenticator app, and type in the code for your account, and hit "Check"
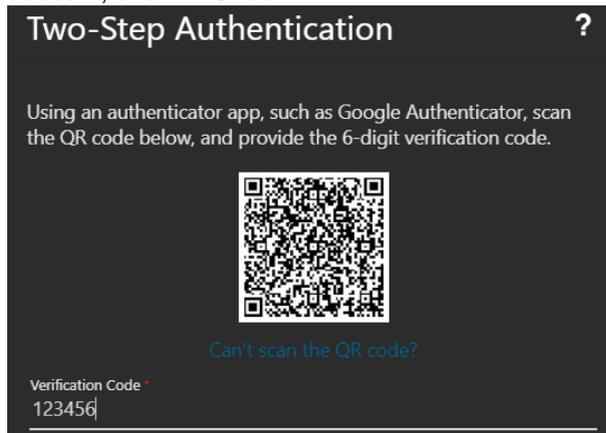
   I. If the QR code doesn't scan, zoom in on the screen to make the image larger. Try scanning again.

   II. If it still doesn't scan, click, "Can't scan the QR code"
      1. This will display a long chain of letters and numbers that you will need to manually enter in to your authentication application.

4. Continue to the section of this document labeled, "Steps after Two-factor authentication is set up" to complete set up.

2. **Two-factor Authentication Using E-mail** (ignore if you already set up using an Authenticator app):
   i. From the settings menu for two-step authentication, select "Recovery E-mail Address" as the verification method, enter your recovery address, and confirm the recovery address. Hit "Next".
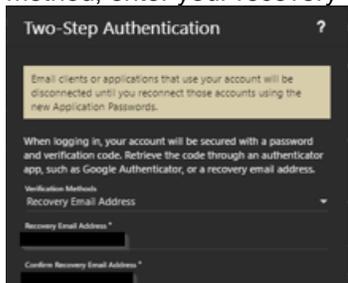
ii.   After confirming the e-mail, a verification code is sent to your recovery e-mail address. Copy this into the verification code box and hit "Check". Your two-factor authentication method is now verified for use in webmail.
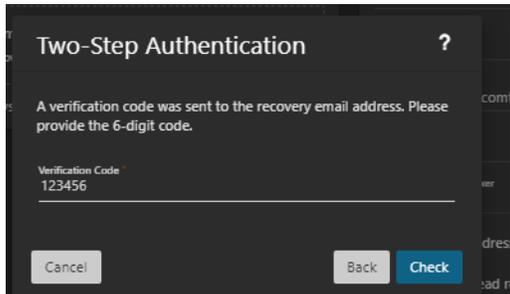
Steps after two-factor authentication is set up:

1. Record the password listed under two-step authentication (**if only using webmail, this step can be ignored**)
    i.   Record the password listed under Two-step Authentication for "IMAP/POP/SMTP." This will be used for connecting a 3rd party e-mail client like Outlook, or Gmail. This will always be recorded in the "Settings" area of webmail. So if you don't note this now, you can always come back and view it later.
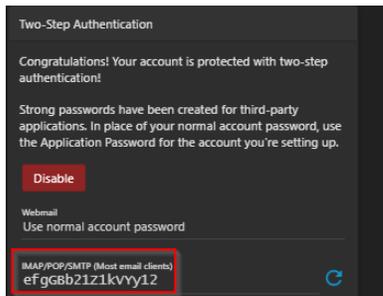
2. Logging in after setting up two-factor authentication:
    i.   **For using Outlook, Gmail, or any other third-party client**, you will need to update your account password to match the IMAP/POP/SMTP password you copied above. The Username will not change.

    ii. **For logging in to Webmail**:
        1. Browse to https://webmail.popp.net/
        2. Login using your normal e-mail address and normal password (NOT the password for a 3rd party client).
        3. You will then need to enter your verification code. Depending on how you set up two-factor authentication this will either be received by e-mail, or will be located in your authenticator app (Google authenticator or Microsoft authenticator).