

Announcing Two-Factor Authentication to ONE eCommerce

12 September 2023

What is 2FA?

Two-Factor Authentication (2FA) is a dual factor authentication where our ONE registered account users are to provide two distinct forms of verification to access the eCommerce platform. This feature adds an extra layer of protection to users' accounts and continues to provide a secured environment whilst mitigating accounts from being compromised.

What are the Benefits of 2FA?

1. Enhance account security
2. Safeguard against phishing attacks & credential theft

What action can I take now?

First, the account user is to log into the eCommerce account with usual login credentials. Upon logging into the account, you will be directed to the 2FA access code request. To obtain the one-time unique authentication code simply retrieve it from the notification that is sent to your registered email to complete the login process. Account users will be prompted to enter the 2FA code whenever you log in from a new device or location and with the option to "Trust this device for future logins" for convenience.

If you are directed to verify your email address, we strongly encourage you to do so in order to complete the login process and strengthen the security of your online account.

Access [ONE eCommerce Platform](#) to complete the 2FA setup in your ONE account. Check out our FAQ on how to enable 2FA. If you encounter any issues or have questions, our support team will be available to assist you.

Enhance layer of verification

To maintain the highest level of security, platform users will be requested for 2FA on a periodic basis to ensure continued account protection.

When does the 2FA go into effect?

This feature will be available by 12 Sep 2023 to all the users of ONE Ecommerce platform. We are committed to ensuring the security and integrity of your account, and your privacy and data protection are of our utmost importance to us. Hence we invite you to enable the 2FA right away to strengthen the security and safeguard your account.