

03. Two Factor Authentication for your Account

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Two Factor Authentication (TFA or 2FA) adds an extra layer of security to protect your account. It works by requiring you to enter a code sent to your phone when you login. With 2FA, if someone steals your password, they will still need your phone to access your account.

Wish refers to a user's password as the first factor to verify account ownership. For additional security, Wish requires a second factor -- a code Wish sends to the user's phone -- to verify account ownership.

2FA helps to prevent an unauthorized person from entering your Wish account. Users can disable 2FA after sign-up, but it's not recommended. Starting April 15, 2018, Wish will require merchants to secure their accounts by enabling 2FA in order to receive payments.

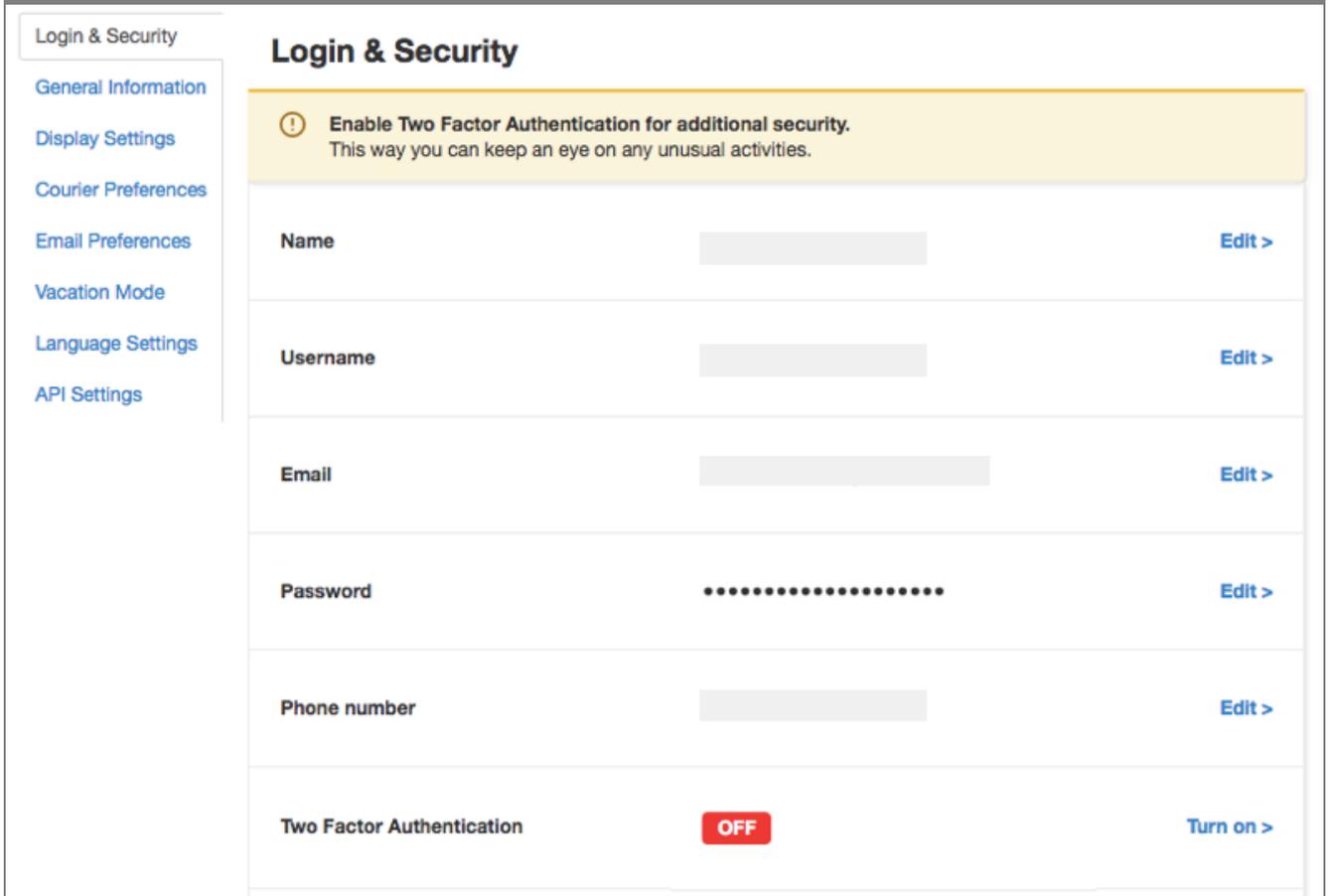
2FA is currently required for main log-in accounts. Although enabling 2FA for sub-accounts is highly encouraged, it is not required at this time.

- [How to Setup 2FA](#)
- [Lost phone or can't login](#)
- [Change of phone number](#)
- [If multiple users share the same log-in](#)

How to Setup 2FA

Make sure you have your phone that is associated with your Merchant Wish account. If you have changed phone numbers, contact merchant_support@wish.com to change it.

1. Go to [Account > Settings > Login & Security](#) to begin setting up 2FA for your account.
2. Click 'Turn On' to start setup.



Login & Security

Enable Two Factor Authentication for additional security.
This way you can keep an eye on any unusual activities.

Name	<input type="text"/>	Edit >
Username	<input type="text"/>	Edit >
Email	<input type="text"/>	Edit >
Password	Edit >
Phone number	<input type="text"/>	Edit >
Two Factor Authentication	OFF	Turn on >

3. Click on 'Turn on Two Factor Authentication'. Enter the SMS verification code sent to your phone and click 'Confirm'. If you are not able to receive the SMS verification code, please contact your carrier.

Login & Security

- General Information
- Display Settings
- Courier Preferences
- Email Preferences
- Vacation Mode
- Language Settings
- API Settings

Two Factor Authentication STEP 1 OF 2

ⓘ Enable Two Factor Authentication for additional security.

Activate this feature for enhanced account security

You will receive codes on: [Change](#)

[Turn on Two Factor Authentication](#)

ⓘ Currently you have only one layer of security (your password) but with Two Factor Authentication, you will have an additional layer of security (your phone). If someone hacks through your password layer, they will still need your phone or backup codes to get into your account. This way you are protected and we care about your security.

Login & Security

- General Information
- Language Settings
- View Authorized Applications
- Ticket Processing Settings

Two Factor Authentication STEP 2 OF 2

We have sent the verification code

Enter code

[Confirm](#) [Cancel](#)

Didn't receive your code? [Resend](#)

4. After 2FA have been enabled, a list of back up codes will be shown. You can use these backup codes if your SMS codes do not work. You should keep these backup codes somewhere safe but accessible in case you need to use them. Each backup code can only be used once but you can always generate new codes if you need more.

Save your backup codes



Keep these codes somewhere secure

- 485 [blacked out]
- 937 [blacked out]
- 508 [blacked out]
- 642 [blacked out]
- 328 [blacked out]

i You can only use each backup code once.

[Download](#)

OK

5. Now, when you login to a new device or browser, you will need to enter the code sent to your phone after a code has been sent to it.

Disable Two Step Verification

If you are having problems logging in:

1. Go to Account > [Settings](#) > Login & Security and click 'Turn off' under Two Factor Authentication
2. Click 'Turn Off' to disable two step verification.

Login & Security

[General Information](#)

[Language Settings](#)

[View Authorized Applications](#)

[Ticket Processing Settings](#)

Two Factor Authentication



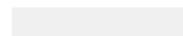
Your account is secure. Two Factor Authentication is enabled.

Two Factor Authentication

ON

[Turn Off](#)

You will receive codes on



[Change](#)

Backup codes **i**

5 available

[Regenerate](#)

3. Enter the code sent to your phone and click 'Confirm'.

Disable Two Factor Authentication ×

We do not recommend to disable this option as your account will not be secure.

We have sent the verification code to

Enter code

If you have lost your phone or are unable to receive a code:

Please first try the following:

- Verify the phone number is correct
- Verify your phone is turned on
- Verify the phone has reception and can receive SMS
- Verify the phone bill is paid or has credit if it's pre-paid

If you are still not able to receive a code, try entering your backup codes if you have them saved somewhere. If that does not work, you should contact your account manager with your account email to verify your identity and receive your code. Please provide the following information:

- Verification code
- Photo ID
- Business address
- External store URL (eg. AliExpress store URL, Amazon store URL)

If you have changed your phone number:

Make sure your phone with your new phone number has SMS and short code capabilities and you have access to it.

1. Go to Account > Settings > Log-in to change your phone number.
2. Enter your new phone number.
3. Click "Send code" to get a code sent to your phone.
4. Enter the code sent to your phone and click "Change phone number" to finish.
5. If you cannot receive the code, please contact your carrier. Your phone number's short code feature may have been turned off.

If multiple users share the same log-in:

Wish strongly recommends against multiple users sharing the same login, since the 2FA code will only be sent to the account's registered phone number. If you need multiple people to access your account, take a look at [setting up sub-accounts](#) . Note that while 2FA is currently required for main log-in accounts, at this time it is not required for sub-accounts.

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URL: <https://www.soldeazy.com/support/article.php?id=269>