

# How to use Client Area in PUQcloud Panel

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# Manage the Client Area Dashboard

## PUQcloud Panel

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### Overview

Your **Client-Area Dashboard** is the command centre for balances, services, and quick actions (funds, invoices, security). This guide shows what each block means and how to use it daily — with exact spots to drop your screenshots.

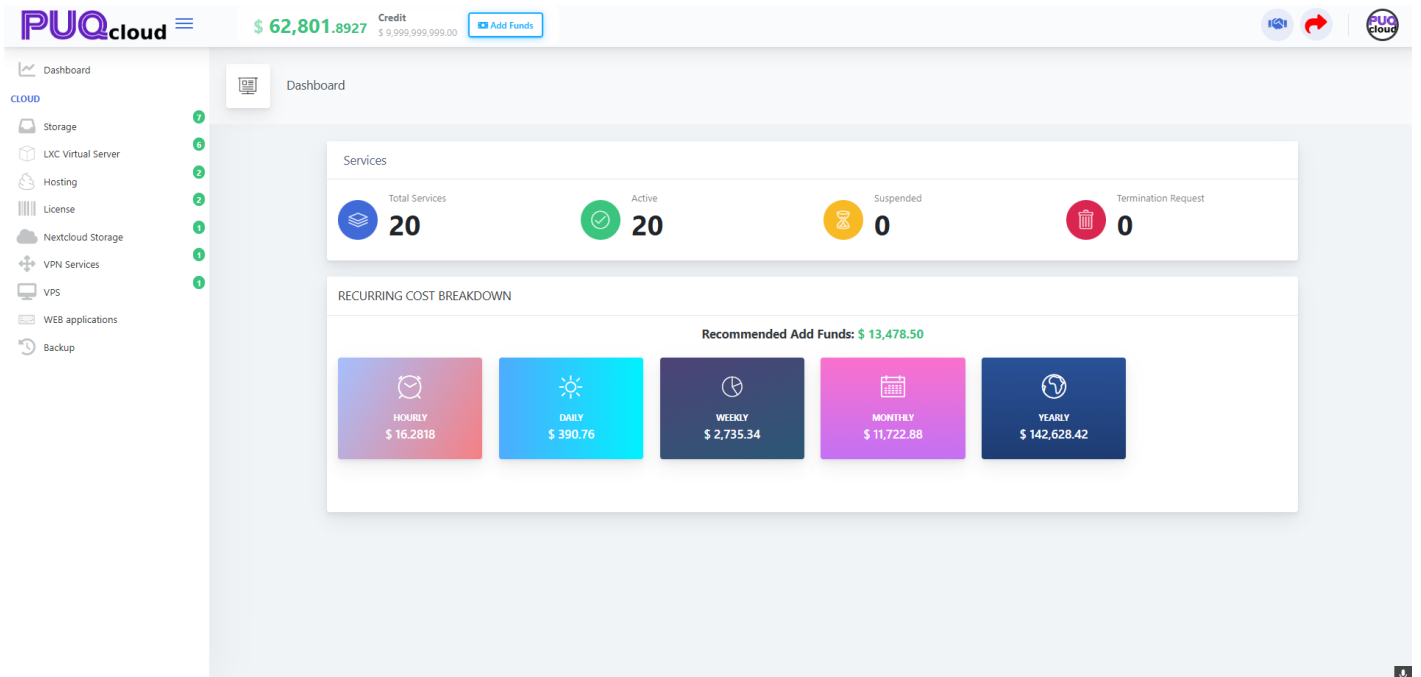
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### Get Oriented

Open the client area. You'll see:

- **Balance strip** (top): current **Balance**, **Credit**, and a **Add Funds** button.
- **Left menu**: service families (Storage, LXC, Hosting, VPN, etc.) with counters.
- **Main canvas**: cards for Services + Recurring Cost Breakdown.

Full Dashboard overview.



## Services Summary

At the top of the canvas you'll find four counters:

- **Total Services** — everything you own
- **Active** — running and billable
- **Suspended** — paused due to payment or policy
- **Termination Request** — pending cancellations

Click any card to jump to the filtered services list (where applicable).

## Recurring Cost Breakdown

Below the counters are your **Hourly / Daily / Weekly / Monthly / Yearly** spend estimates and the **Recommended Add Funds** amount.

Use it to:

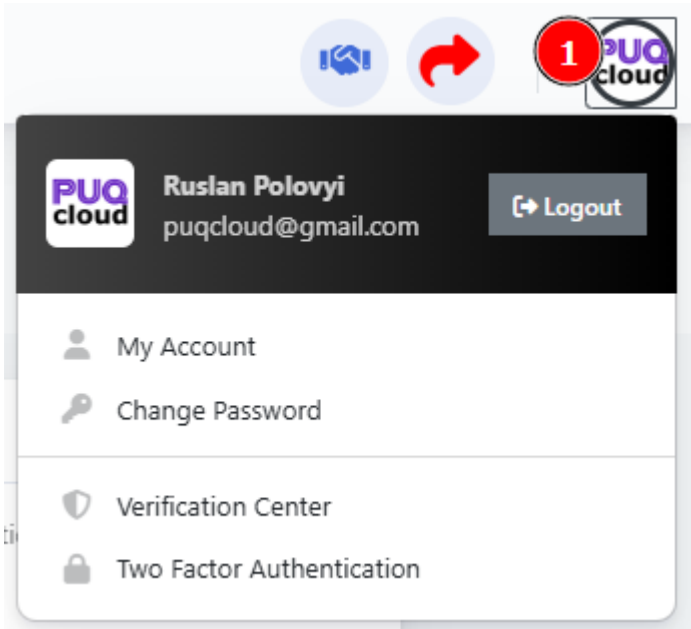
- Forecast top-ups before renewals
- Spot anomalies (e.g., a spike in Hourly vs. Monthly)

## Account & Security Menu

Top-right avatar opens quick actions:

- **My Account** (profile & company details)
- **Change Password**
- **Verification Center**
- **Two-Factor Authentication** (enable 2FA)
- **Logout**

Account dropdown.



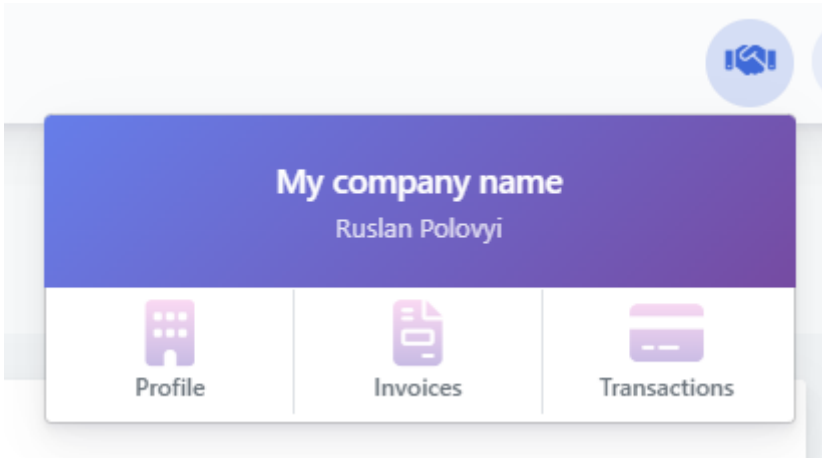
**Best practice:** enable **2FA** immediately and complete **Verification Center** to lift payment/security limits.

## Company Hub (Profile • Invoices • Transactions)

From **My Account**, open your company tile to reach:

- **Profile** — legal details, addresses, tax IDs
- **Invoices** — download/print invoices & credit notes
- **Transactions** — all top-ups, payments, refunds

Company tile with Profile / Invoices / Transactions.



## Add Funds (Top-Up)

From the top strip click **Add Funds** to open the payment screen.

Steps:

1. Review the **Recommended amount** banner.
2. Enter **net amount** and **currency**.
3. Check **Taxes breakdown** (VAT, etc.).
4. Confirm **Balance after top-up**.
5. Click **Top Up Now**.

Add Funds page.

A screenshot of the PUCcloud "Add Funds" page. The top navigation bar shows the current credit balance as \$62,801.8927 and a "Add Funds" button. The main content area features a "Recommended amount" banner of \$13,478.50. Below this is a form to "Enter amount (net)" with a value of 13,478.5 and a currency dropdown set to USD. To the right, a "Taxes breakdown" section shows VAT (23.000%) at \$3,100.06. The "Balance after top-up" is calculated as \$76,280.39. The final "Total with taxes" is \$16,578.56, with a "Top Up Now" button below it. A sidebar on the left lists various services like Storage, LXC Virtual Server, and Hosting.

Tip: If you sell in multiple currencies, keep one primary currency for predictability; taxes depend on your profile's country/region.

## Daily Workflow (5 minutes)

1. Open dashboard → check **Active** vs **Suspended**.
  2. Scan **Recurring Cost Breakdown** → compare to yesterday.
  3. If **Recommended Add Funds** > your comfort buffer, **Top Up**.
  4. Open **Invoices** if any new charges posted.
  5. Review **Transactions** for failed/duplicate payments.
  6. Security sweep: confirm **2FA** is still active for all users.
- 

## Troubleshooting

- **Costs look too high** → open services list and verify no unintended upgrades.
- **Top-up rejected** → finish **Verification Center** and confirm billing info.
- **Taxes seem wrong** → check company **Tax ID** and country in **Profile**.
- **See “Suspended”** → settle outstanding invoices or contact support.

# Manage Your Profile in the Client Area

## PUQcloud Panel

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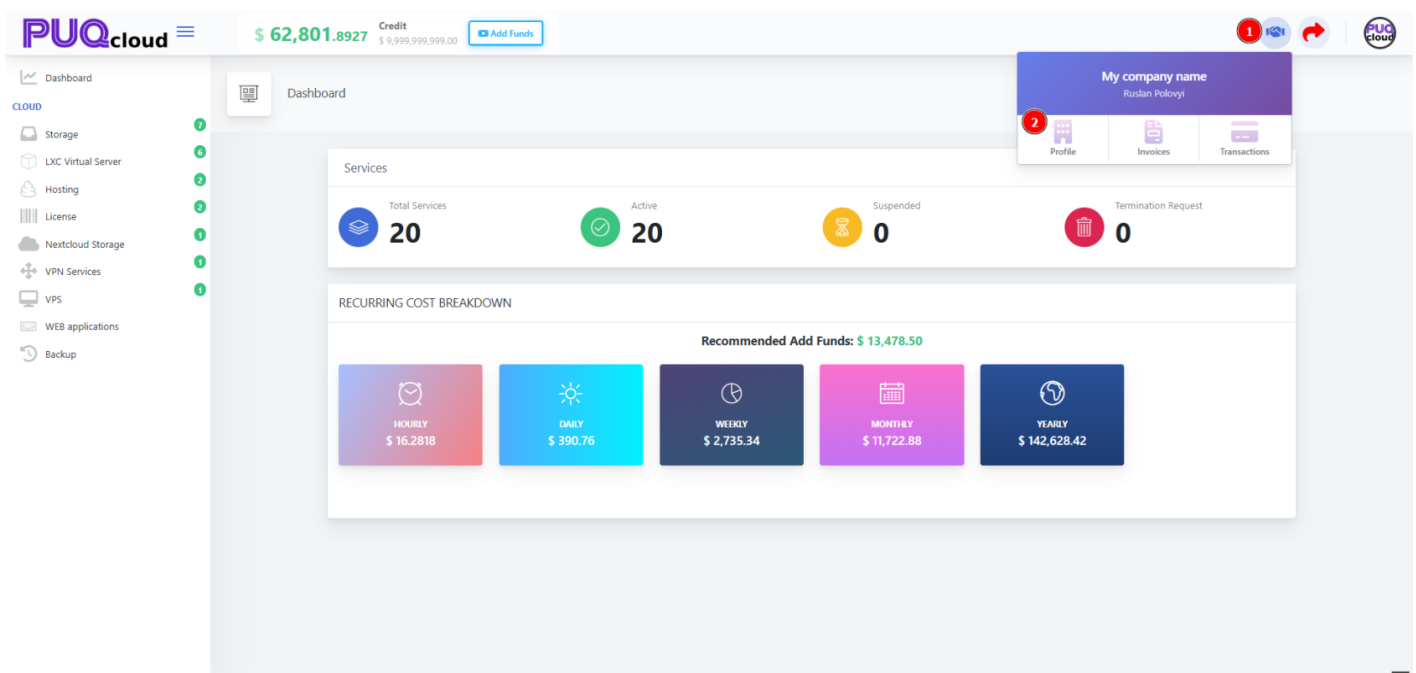
### Overview

Keep your **Profile** correct to ensure proper taxes, legal invoice details, and contact emails. This guide shows how to open the Profile screen, what every field means, and the safest way to update it — with exact places to insert your screenshots.

### Open the Profile screen

1. On the Dashboard, click your **Company widget** in the top-right.
2. Choose **Profile**.

Company dropdown (marker 1 → open menu, marker 2 → Profile).



# Edit your details

You'll land on **Client Profile**. Update the fields below and press **Save** (top-right).

Client Profile form (full page).

The screenshot shows the 'Client Profile' form in the PUQcloud interface. The form is titled 'Client Profile' and 'Manage customer profile data'. It contains several input fields: Firstname (Ruslan), Lastname (Polovyi), Email (puqcloud@gmail.com), Company Name (My company name), Tax ID (12345678), Phone Number (+1 123456789), Language (English (English)), Address 1 (My home 1 loc 2), Address 2 (empty), City (Warszawa), Postcode (02-454), Country (PL - Poland (Polska)), and State/Region (12 - Malopolskie (Malopolskie)). A 'Save' button is in the top right corner.

## What each field is for

- **Firstname / Lastname** — Account owner name shown on invoices/receipts.
- **Email** — Where invoices, payment receipts and alerts are sent.
- **Company Name** — Legal entity name printed on invoices.
- **Tax ID** — VAT/GST/Tax number. Required for correct tax calculation.
- **Phone Number** — Include **country code** (e.g., +1, +48).
- **Language** — UI language and (if enabled) document language.
- **Address 1/2, City, Postcode, Country, State/Region** — Legal billing address used for taxes.

Tip: If you're not a company, leave **Company Name** empty and **Tax ID** blank — you'll be treated as a private individual where applicable.

## Best practices (1-minute checklist)

- **Company vs Individual:** Fill **Company Name** and **Tax ID** only if you're a business.
- **Tax ID format:** Use your country's official format (e.g., **PL** VAT: `PL1234567890`).
- **Country & State:** Must match your real billing address — taxes depend on it.

- **Phone:** Add the **country code**; avoid spaces/symbols if validation fails.
  - **Save:** Click **Save** before leaving, then reload the **Invoices** page to confirm the header shows your new details.
- 

## When to update your profile

- You see **wrong VAT/GST** on an invoice
  - Your company renamed, moved address, or changed tax number
  - You want the portal in another **Language**
  - Your **Email** for billing changed
- 

## Troubleshooting

- **“My invoice has the wrong tax.”** → Recheck **Country/State** and **Tax ID** in Profile, then regenerate or request a corrected document.
- **Phone won't save.** → Include international format `+<country code><number>`.
- **Language saved but UI didn't change.** → Refresh the page or log out/in; some sections cache language.
- **Tax ID rejected.** → Remove extra spaces, add country prefix if required (e.g., `[PL]`, `[DE]`, `[CA]` numbers vary).

# Manage Invoices in the Client Area

## PUQcloud Panel

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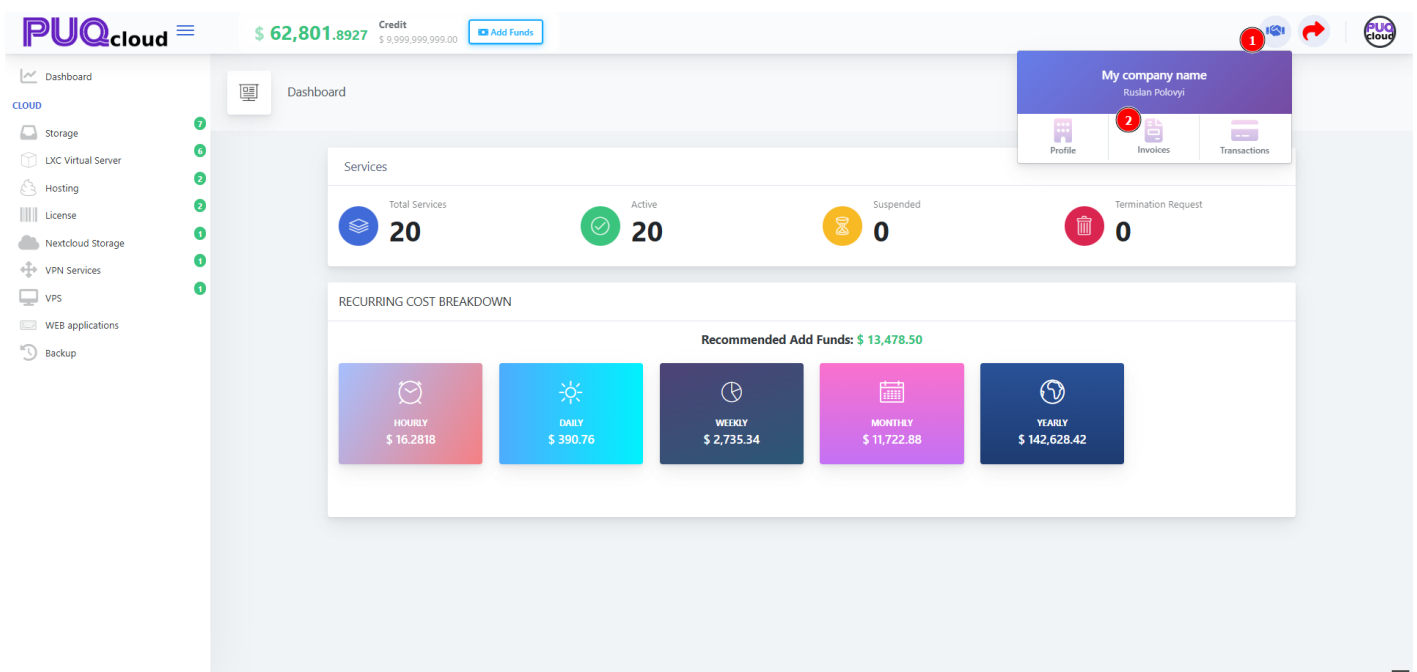
### Overview

This guide shows how to find, read, pay, and download your invoices (including **proforma**, **invoice**, and **credit note**) in the Client Area. Each step tells you exactly where to place your screenshots.

### Open Invoices

1. From the top-right **Company** widget, open the dropdown.
2. Click **Invoices**.

Company dropdown (1 → open menu, 2 → Invoices).



# Understand the Invoices List

On the **Invoices** page you'll see a table with:

- **Type/Status:** PROFORMA / INVOICE / CREDIT NOTE and UNPAID / PAID / REFUNDED
- **Number, Issue Date, Due Date, Total**
- **Actions:** **Pay Now**, **PDF**, **Details**

Invoices list (full table).

The screenshot shows the PUQcloud interface with a sidebar on the left and a main content area. The main content area is titled "Invoices" and contains a table of billing entries. The table has the following columns: Type/Status, Number, Issue Date, Due Date, and Total. There are 6 entries in the table. The first entry is a PROFORMA UNPAID invoice for \$16,578.56. The second and third entries are also PROFORMA UNPAID invoices for \$58,481.75 each. The fourth entry is an INVOICE PAID for \$12.30. The fifth entry is a CREDIT NOTE REFUNDED for -\$24.60. The sixth entry is an INVOICE PAID for \$184.50. Each entry has a "Pay Now" button, a "PDF" button, and a "Details" button. A blue marker "1" is placed over the "Details" button of the first entry.

Type/Status	Number	Issue Date	Due Date	Total	Actions
PROFORMA UNPAID	PROFORMA/2025/09/1	14-09-2025 12:36:00	21-09-2025 12:36:00	\$ 16,578.56	Pay Now PDF Details
PROFORMA UNPAID	PROFORMA/2025/08/3	01-08-2025 13:56:00	08-08-2025 13:56:00	\$ 58,481.75	Pay Now PDF Details
PROFORMA UNPAID	PROFORMA/2025/08/2	01-08-2025 12:13:00	08-08-2025 12:13:00	\$ 58,481.75	Pay Now PDF Details
INVOICE PAID	FAKTURA/2025/08/1	01-08-2025 05:36:00	01-08-2025 05:36:00	\$ 12.30	PDF Details
CREDIT NOTE REFUNDED	NATA-KREDYTOWA/2025/06/1	30-06-2025 10:56:00	30-06-2025 10:56:00	\$ -24.60	PDF Details
INVOICE PAID	FAKTURA/2025/06/39	28-06-2025 13:56:00	28-06-2025 13:56:00	\$ 184.50	PDF Details

## Quick actions

- **Pay Now:** pay any **UNPAID** proforma/invoice.
- **PDF:** download the official document.
- **Details:** open the invoice view.

Invoices list with "Details" highlighted (marker 1).

PUQcloud \$ 62,801.8927 Credit \$ 9,999,999,999.00 Add Funds

**Invoices**  
All your billing history and invoice management

Show 10 entries Search

Type/Status	Number	Issue Date	Due Date	Total	
PROFORMA UNPAID	PROFORMA/2025/09/1	14-09-2025 12:36:00	21-09-2025 12:36:00	\$ 16,578.56	Pay Now PDF Details
PROFORMA UNPAID	PROFORMA/2025/08/3	01-08-2025 13:56:00	08-08-2025 13:56:00	\$ 58,481.75	Pay Now PDF Details
PROFORMA UNPAID	PROFORMA/2025/08/2	01-08-2025 12:13:00	08-08-2025 12:13:00	\$ 58,481.75	Pay Now PDF Details
INVOICE PAID	FAKTURA/2025/08/1	01-08-2025 05:36:00	01-08-2025 05:36:00	\$ 12.30	PDF Details
CREDIT NOTE REFUNDED	NATA-KREDYTOWA/2025/06/1	30-06-2025 10:56:00	30-06-2025 10:56:00	\$ -24.60	PDF Details
INVOICE PAID	FAKTURA/2025/06/39	28-06-2025 13:56:00	28-06-2025 13:56:00	\$ 184.50	PDF Details

Showing 1 to 6 of 6 entries

## View & Pay an Invoice (Proforma / Unpaid)

Opening **Details** shows the invoice summary:

- **Tax, Net, Gross, Due**
- **Issue/Due/Paid/Refunded dates**
- **Description** and line totals
- Top-right actions: **Back to Invoices, Pay Now, PDF**

To pay an **UNPAID** invoice, click **Pay Now** and complete the payment.

Unpaid PROFORMA invoice view (shows Pay Now and amounts).

PUQcloud \$ 62,801.8927 Credit \$ 9,999,999,999.00 Add Funds

Dashboard Invoice Back to Invoices Pay Now PDF

**PROFORMA UNPAID**

Tax	\$ 3,100.06	Due	\$ 16,578.56
Net	\$ 13,478.50	Net Paid	\$ 0.00
Gross	\$ 16,578.56	Gross Paid	\$ 0.00

Issue Date: 2025-09-14 14:36 Due Date: 2025-09-21 14:36 Paid Date: Refunded Date:

Description	Amount
Purchasing Cloud Services (09-2025)	\$ 13,478.50
<b>Subtotal</b>	<b>\$ 13,478.50</b>
VAT (23.000%)	\$ 3,100.06
Tax	\$ 3,100.06
<b>Total</b>	<b>\$ 16,578.56</b>

Transaction ID	Payment Method	Gross	Net	Date
No data available in table				

## Confirm a Paid Invoice & Payment Record

For **PAID** invoices you'll see:

- **Due = \$0.00**
- **Paid Date** filled
- A **Transactions** section with the **Payment Method, Gross/Net/Tax,** and **Transaction ID** (useful for reconciliation).

Paid INVOICE view with transaction table (Stripe example).

PUQcloud \$ 62,801.8927 Credit \$ 9,999,999,999.00 Add Funds

Dashboard Invoice Back to Invoices PDF

**INVOICE PAID**

Tax	\$ 2.30	Due	\$ 0.00
Net	\$ 10.00	Net Paid	\$ 10.00
Gross	\$ 12.30	Gross Paid	\$ 12.30

Issue Date: 2025-08-01 07:36 Due Date: 2025-08-01 07:36 Paid Date: 2025-08-01 07:36:16 Refunded Date:

Description	Amount
Purchasing Cloud Services (08-2025)	\$ 10.00
<b>Subtotal</b>	<b>\$ 10.00</b>
VAT (23.000%)	\$ 2.30
Tax	\$ 2.30
<b>Total</b>	<b>\$ 12.30</b>

Transaction ID	Payment Method	Gross	Net	Date
<b>PAYMENT</b> pl_3RrIAfHDmydVikgJgM6ILT5	Stripe	\$ 12.30	\$ 10.00	01-08-2025 05:36:16

# Exporting PDFs (for accounting)

From either the **list** or the **invoice view**, click **PDF** to download/print the document for your books.

Tip: Keep **Profile** (company name, Tax ID, address) up to date so the invoice PDF has correct legal details.

## Searching & Sorting

- Use the **Search** box to filter by number or text.
- Click table headers (e.g., **Issue Date**, **Due Date**) to sort.
- Use the **Show 10** dropdown to change page size.

Type/Status	Number	Issue Date	Due Date	Total	
PROFORMA UNPAID	PROFORMA/2025/09/1	14-09-2025 12:36:00	21-09-2025 12:36:00	\$ 16,578.56	Pay Now PDF Details
PROFORMA UNPAID	PROFORMA/2025/08/3	01-08-2025 13:56:00	08-08-2025 13:56:00	\$ 58,481.75	Pay Now PDF Details
PROFORMA UNPAID	PROFORMA/2025/08/2	01-08-2025 12:13:00	08-08-2025 12:13:00	\$ 58,481.75	Pay Now PDF Details
INVOICE PAID	FAKTURA/2025/08/1	01-08-2025 05:36:00	01-08-2025 05:36:00	\$ 12.30	PDF Details
CREDIT NOTE REFUNDED	NATA-KREDYTOWA/2025/06/1	30-06-2025 10:56:00	30-06-2025 10:56:00	\$ -24.60	PDF Details
INVOICE PAID	FAKTURA/2025/06/39	28-06-2025 13:56:00	28-06-2025 13:56:00	\$ 184.50	PDF Details

## Credit Notes & Refunds

- **CREDIT NOTE** entries show refunds/adjustments.
- Open **Details** to see amounts and download the **PDF** for your records.

## Troubleshooting

- **Wrong tax/country on invoice?** Update **Company** → **Profile** (Tax ID, country, address).
- **Payment failed?** Try another method or check the **Verification Center** in your account

menu.

- **Need an invoice reissued?** Contact support with the **Invoice Number**.

# Check Transactions in the Client Area

## PUQcloud Panel

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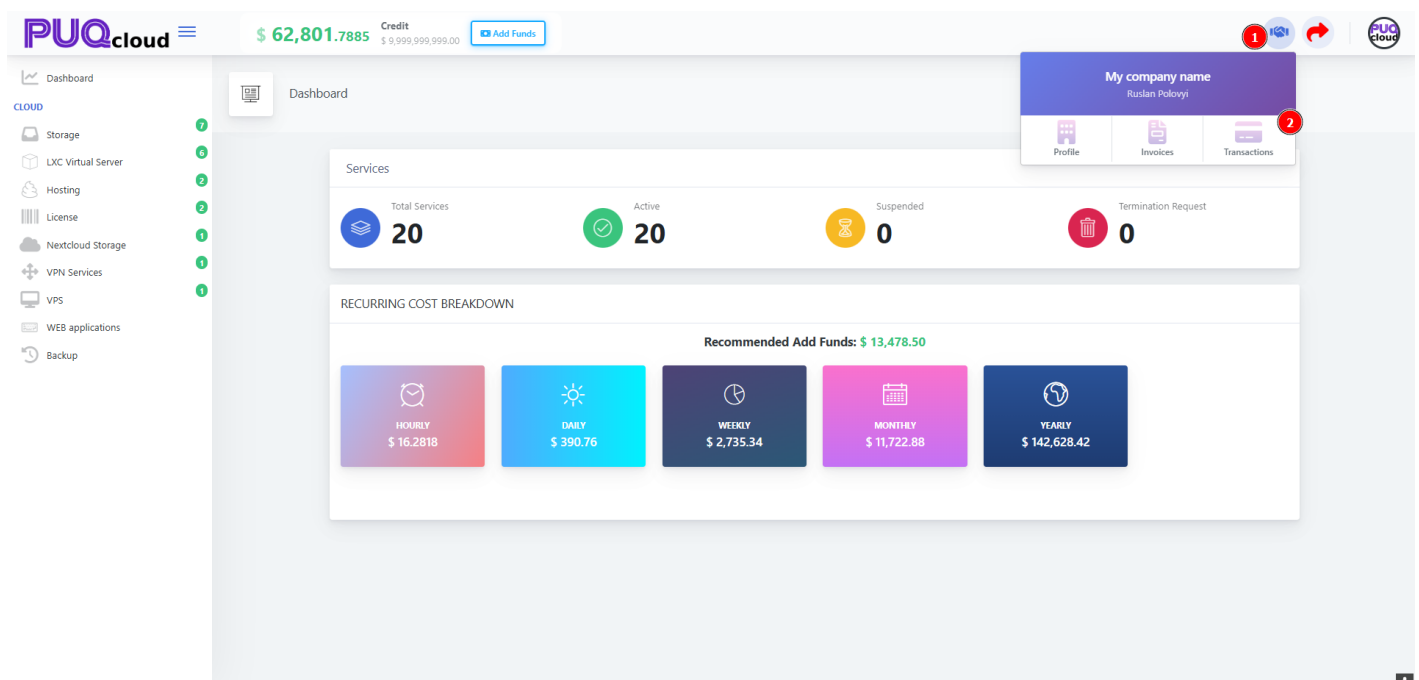
### Overview

The **Transactions** page shows every balance movement on your account: **top-ups, service charges, refunds, adjustments**. Here's how to open it, read it, and quickly find what you need — with exact spots to place your screenshots.

### Open the Transactions page

1. On the Dashboard, click the **company widget** at the top-right.
2. Choose **Transactions**.

Company dropdown (1 open menu → 2 Transactions).



The screenshot displays the PUQcloud dashboard interface. At the top, the user's credit balance is shown as \$62,801.7885, with a total credit limit of \$9,999,999,999.00. A navigation menu on the left lists various services like Storage, LXC Virtual Server, and Hosting. On the right, a company profile dropdown menu is open, showing options for Profile, Invoices, and Transactions. The Transactions option is highlighted with a red circle and the number 2. The main dashboard area shows service status (20 Total Services, 20 Active, 0 Suspended, 0 Termination Request) and a recurring cost breakdown with a recommended add funds amount of \$13,478.50. The cost breakdown includes hourly (\$16,2818), daily (\$390.76), weekly (\$2,735.34), monthly (\$11,722.88), and yearly (\$142,628.42) options.

# Read the Transactions table

On the **Transactions** page you'll see a ledger-style list with these columns:

- **Transaction ID** — a payment identifier (for card/Stripe/etc.). If it shows *No Transaction ID*, it's usually a system **CHARGE** (usage/recurring fee).
- **Gross / Net** — amount including/excluding tax (negative numbers = charge; positive = credit/refund).
- **Balance** — your account balance **after** this entry posted.
- **Description** — what the entry is for (service key, action, notes).
- **Period** — the time window the charge covers (e.g., the specific hour for hourly billing).
- **Date** — when the entry was recorded.

Transactions list (full table with CHARGE rows).

The screenshot shows the PUQcloud interface with a sidebar on the left containing navigation options like Dashboard, Storage, LXC Virtual Server, Hosting, License, Nextcloud Storage, VPN Services, VPS, WEB applications, and Backup. The main content area is titled 'Transactions' and includes a search bar and a table of transaction entries. The table has columns for Transaction ID, Gross, Net, Balance, Description, Period, and Date. Each row represents a transaction, with some rows marked as 'CHARGE' and others as 'No Transaction ID'. The Balance column shows the account balance after each transaction.

Transaction ID	Gross	Net	Balance	Description	Period	Date
CHARGE No Transaction ID	\$ -0.1042	\$ -0.1042	\$ 62,801.8927 \$ 62,801.7885	Servicef066d99a-fb7c-418d-b18c-f851bde0b2a0, 1h × 0.1042 per hour	16-09-2025 05:44:35 16-09-2025 06:44:35	16-09-2025 05:45:04
CHARGE No Transaction ID	\$ -0.2969	\$ -0.2969	\$ 62,803.4761 \$ 62,803.1792	Serviceea0713c3-c4a1-4926-a668-618cd0e506b, 1h × 0.2969 per hour	16-09-2025 05:08:15 16-09-2025 06:08:15	16-09-2025 05:09:03
CHARGE No Transaction ID	\$ -1.2865	\$ -1.2865	\$ 62,803.1792 \$ 62,801.8927	Serviceec4ca0d6-671a-4fd7-a7b1-c1ccb9dd6d1, 1h × 1.2865 per hour	16-09-2025 05:08:15 16-09-2025 06:08:15	16-09-2025 05:09:03
CHARGE No Transaction ID	\$ -0.1042	\$ -0.1042	\$ 62,803.5803 \$ 62,803.4761	Servicef066d99a-fb7c-418d-b18c-f851bde0b2a0, 1h × 0.1042 per hour	16-09-2025 04:44:35 16-09-2025 05:44:35	16-09-2025 04:45:06
CHARGE No Transaction ID	\$ -1.2865	\$ -1.2865	\$ 62,804.8668 \$ 62,803.5803	Serviceec4ca0d6-671a-4fd7-a7b1-c1ccb9dd6d1, 1h × 1.2865 per hour	16-09-2025 04:08:15 16-09-2025 05:08:15	16-09-2025 04:09:03
CHARGE No Transaction ID	\$ -0.2969	\$ -0.2969	\$ 62,805.1637 \$ 62,804.8668	Serviceea0713c3-c4a1-4926-a668-618cd0e506b, 1h × 0.2969 per hour	16-09-2025 04:08:15 16-09-2025 05:08:15	16-09-2025 04:09:03
CHARGE No Transaction ID	\$ -0.1042	\$ -0.1042	\$ 62,805.2679 \$ 62,805.1637	Servicef066d99a-fb7c-418d-b18c-f851bde0b2a0, 1h × 0.1042 per hour	16-09-2025 03:44:35 16-09-2025 04:44:35	16-09-2025 03:45:06
CHARGE No Transaction ID	\$ -1.2865	\$ -1.2865	\$ 62,806.5544 \$ 62,805.2679	Serviceec4ca0d6-671a-4fd7-a7b1-c1ccb9dd6d1, 1h × 1.2865 per hour	16-09-2025 03:08:15 16-09-2025 04:08:15	16-09-2025 03:09:03
CHARGE No Transaction ID	\$ -0.2969	\$ -0.2969	\$ 62,806.8513 \$ 62,806.5544	Serviceea0713c3-c4a1-4926-a668-618cd0e506b, 1h × 0.2969 per hour	16-09-2025 03:08:15 16-09-2025 04:08:15	16-09-2025 03:09:03
CHARGE No Transaction ID	\$ -0.1042	\$ -0.1042	\$ 62,806.9555 \$ 62,806.8513	Servicef066d99a-fb7c-418d-b18c-f851bde0b2a0, 1h × 0.1042 per hour	16-09-2025 02:44:35 16-09-2025 03:44:35	16-09-2025 02:45:04

Tip: To verify a **top-up**, look for a **Transaction ID** and a **positive amount**; the **Balance** column will jump up on that row.

## Find a specific entry fast

- Use the **Search** box (top-right) to filter by **Transaction ID**, amount, or **service key** from the Description.
- Change **Show 10** to see more rows on one page.
- Use the table headers to **sort** (e.g., by **Date**) if enabled in your setup.

## Reconcile with invoices

- A **service CHARGE** here should correspond to items that later appear on your **Proforma/Invoice** totals.
  - To review the document: open **Company → Invoices**, then match by **date/amount**.
  - If a payment was made, the **Transactions** entry will show a **Transaction ID** and the invoice should show **Paid**.
- 

## Common checks & quick fixes

- **“My top-up isn’t visible.”** Filter by today’s **Date**; confirm payment success in your bank/processor.
- **“Numbers look off.”** Compare **Gross vs Net** and check your **Profile** tax settings (country/Tax ID).
- **“What was this charge?”** Read the **Description + Period** to see which service and which window were billed.
- **Still unclear?** Copy the **Transaction ID** (if present) and share it with support.

# Account & Security: manage profile, password, verification, and 2FA

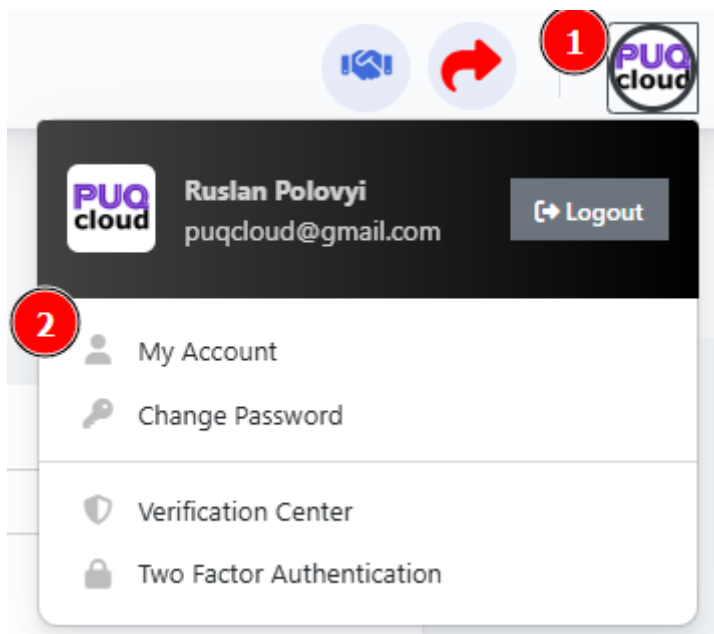
## PUQcloud Panel

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### Open the account menu

1. On the dashboard, click your **company/avatar** in the top-right.
2. You'll see: **My Account, Change Password, Verification Center, Two Factor Authentication.**

Account dropdown (markers 1 & 2).



### My Account — contact details

On **My Account**, update:

- **Email, First name / Last name**
- **Language** (UI language)
- **Phone Number** (with country code, e.g., +48 ...)
- Confirm changes with **Existing Password** → **Save**

My Account page (form).

Dashboard

PUQcloud

\$62,801.7885 Credit \$9,999,999,999.00 Add Funds

My Account

Manage your personal account details

Save

Email: puqcloud@gmail.com

Firstname: Ruslan

Lastname: Polovyi

Language: English (English)

Phone Number: +1 1234567890

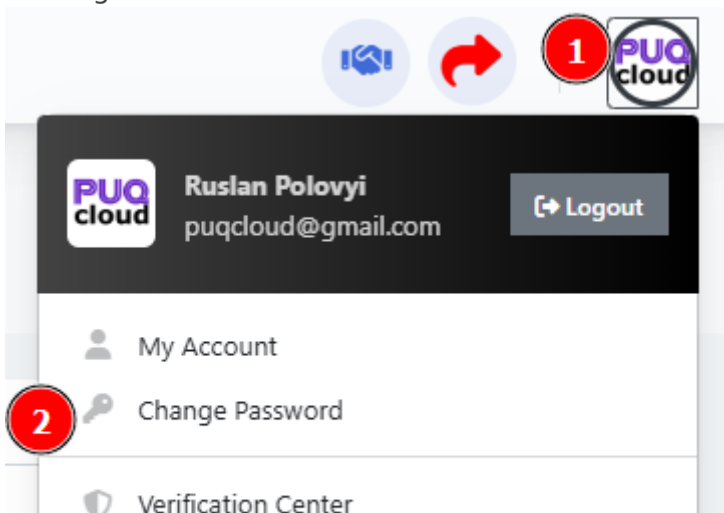
Existing Password: .....

Tip: After changing email, check your inbox for service confirmations.

## Change Password

1. Account menu → **Change Password**.
2. Enter **Existing Password**.
3. Set **New Password** and **Confirm New Password**.  
Requirements: **≥ 6 characters, at least 1 number and 1 special character**.
4. Click **Save**.

“Change Password” menu item.



## Change Password form (errors/strength bar example).

The screenshot shows the PUCcloud dashboard with a 'Change Password' form. The form includes three input fields: 'Existing Password', 'New Password', and 'Confirm New Password'. The 'New Password' field has a strength bar below it, which is 66% full and yellow. The 'Confirm New Password' field has a red error message below it that says 'Passwords do not match'. The dashboard header shows a balance of \$62,801.7885 and a credit of \$9,999,999,999.00. The left sidebar lists various services like Storage, LXC Virtual Server, Hosting, License, Nextcloud Storage, VPN Services, VPS, WEB applications, and Backup.

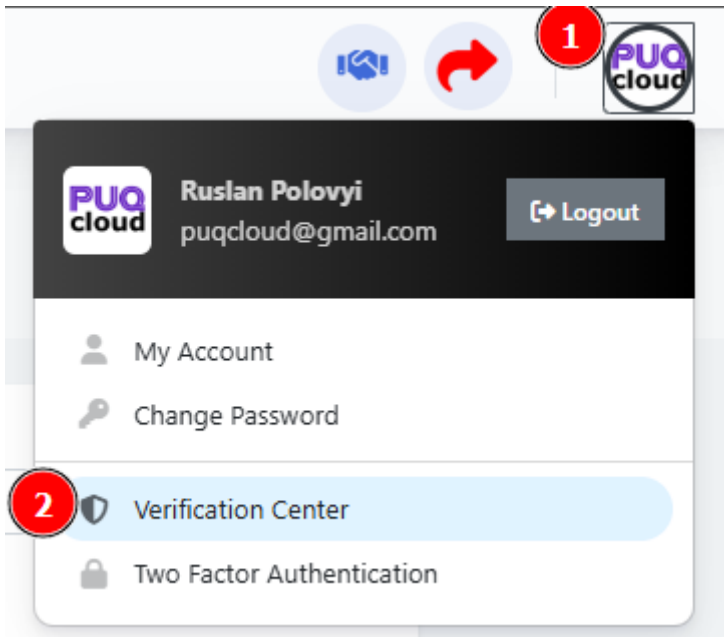
If you see “Passwords do not match,” the New and Confirm fields differ.

## Verification Center — verification methods

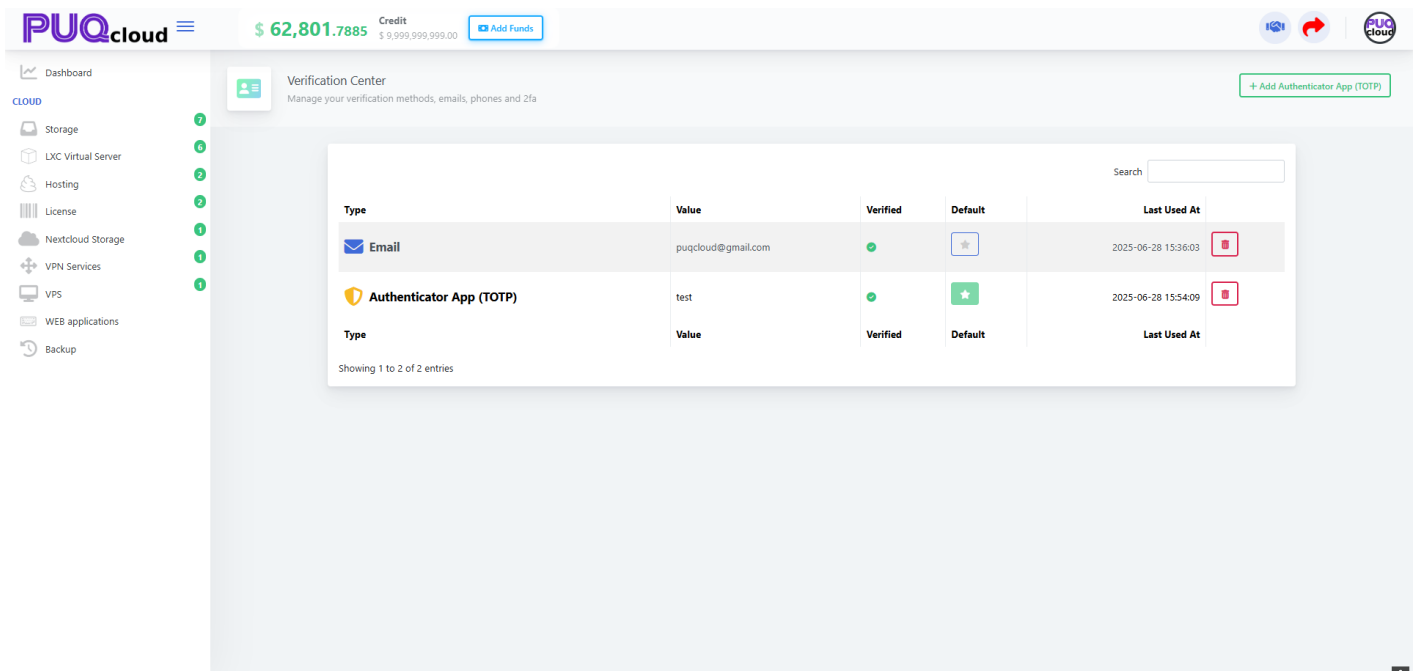
Manage verification methods (email, TOTP app, etc.). Columns show:

- **Value, Verified, Default, Last Used At.**
- Star button = set as **Default**.
- Bin icon = **Delete** a method.

“Verification Center” menu item.



Verification Center list (Email + Authenticator App).

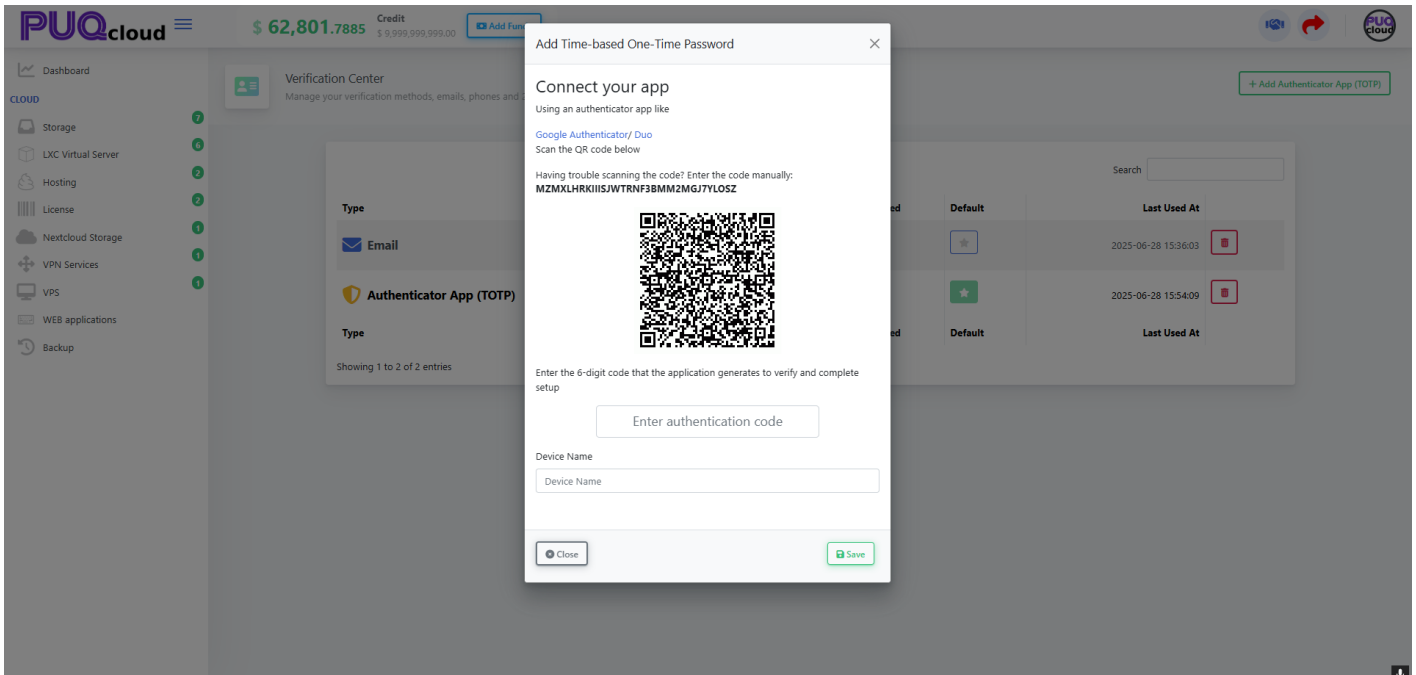


Recommendation: keep at least **two** methods (Email + TOTP) so you don't get locked out.

## Add a TOTP Authenticator (Google Authenticator / Duo)

1. On **Verification Center**, click **Add Authenticator App (TOTP)**.
2. Scan the **QR code** in your app or enter the secret manually.
3. Enter the **6-digit code**, give a **Device Name** → **Save**.

QR-code modal with code input.

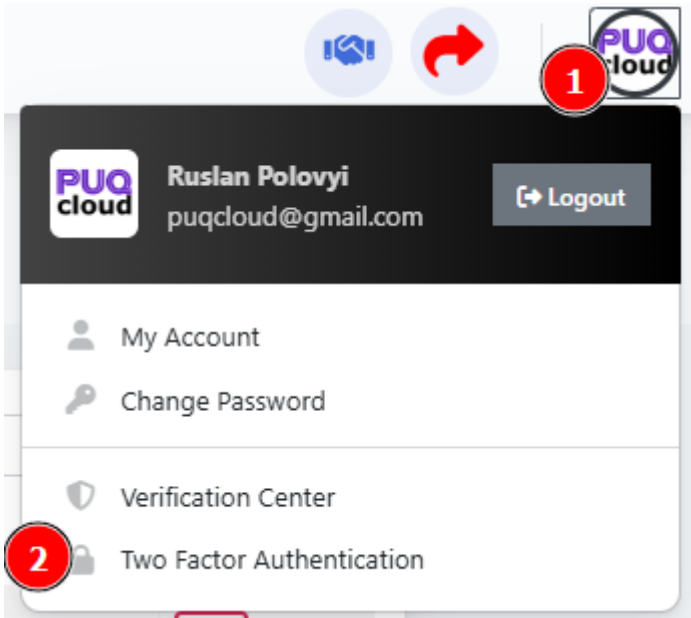


## Two-Factor Authentication (2FA)

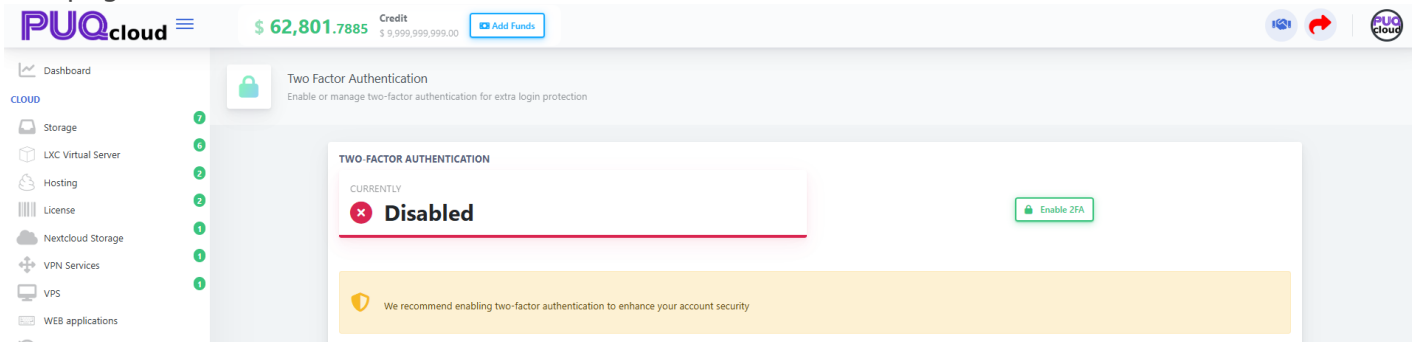
### Enable 2FA

1. Account menu → **Two Factor Authentication**.
2. Click **Enable 2FA**.
3. Enter the current **6-digit code** from your TOTP app → **OK**.

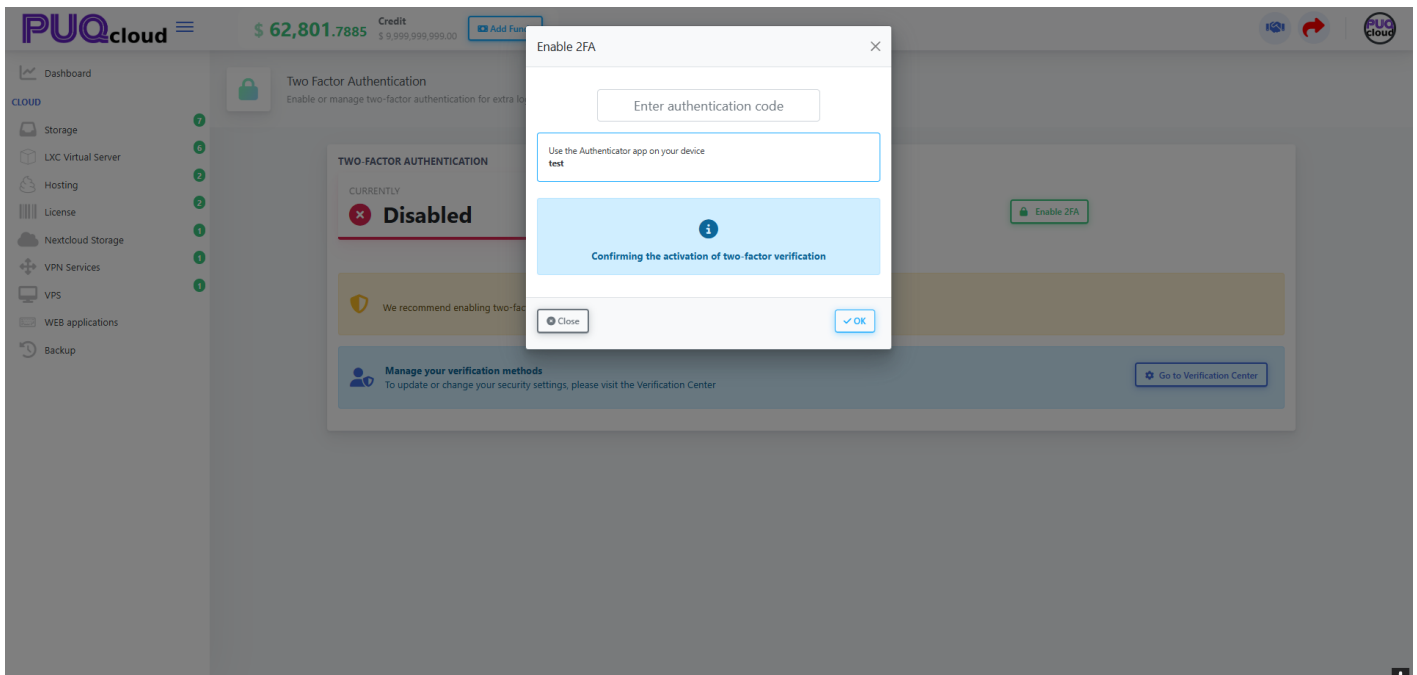
“Two Factor Authentication” menu item.



2FA page (Disabled state, Enable 2FA button).



Enable 2FA confirmation modal (code entry).



If “Enable 2FA” is disabled or missing, first add a TOTP method in **Verification Center** (see Section 5).

## Security quick checklist

- Turn **2FA** on and set **Authenticator App** as **Default**.
- Keep your **email** current (codes/alerts go there).
- Use a long, unique **password**; don’t reuse it elsewhere.
- Always keep **two verification methods** on file.

## Troubleshooting

- **Code not accepted:** ensure your phone time is correct (TOTP is time-based).
- **Can’t enable 2FA:** add a TOTP method in **Verification Center** first.
- **Phone won’t save:** use + format.
- **Lost TOTP device:** use your alternate method (email) or contact support for removal after identity verification.