

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

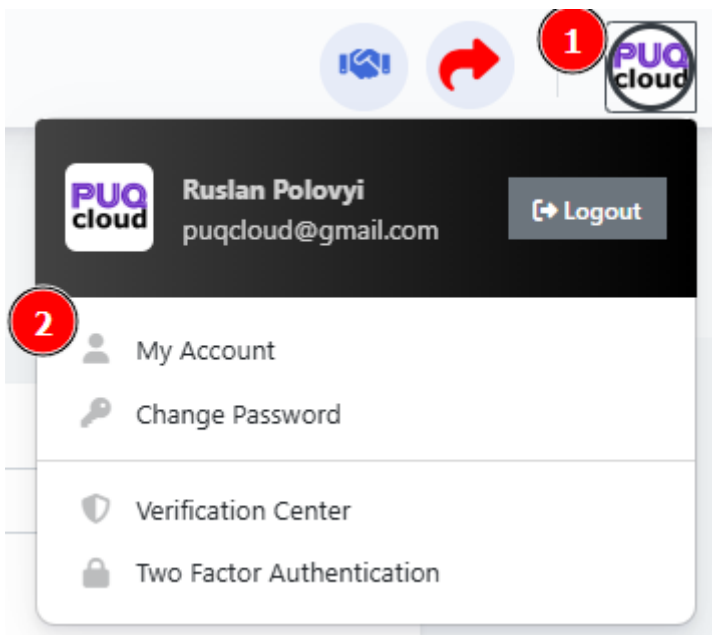
## PUQcloud Panel

[Order Now](#) | [Download](#) | [FAQ](#)

### 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).

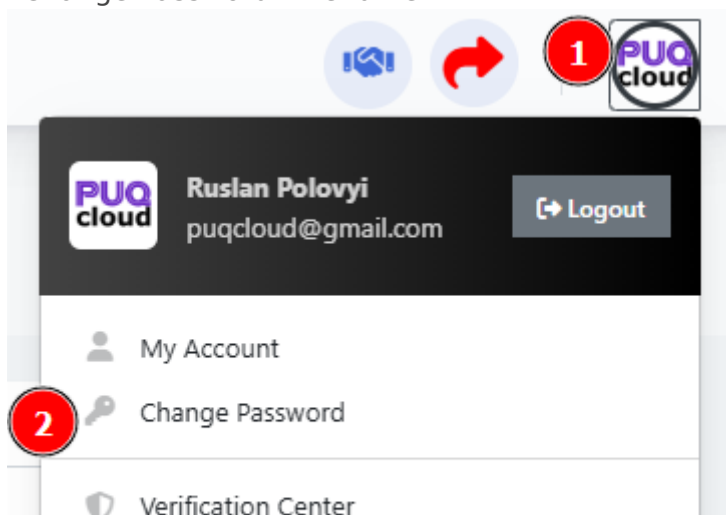
The screenshot shows the 'My Account' page in the PUQcloud dashboard. The page header displays the PUQcloud logo, a balance of \$62,801.7885, and a credit limit of \$9,999,999,999.00. The left sidebar lists various services like Storage, LXC Virtual Server, Hosting, License, Nextcloud Storage, VPN Services, VPS, WEB applications, and Backup. The main content area is titled 'My Account' and contains a form for updating personal details. The form has several fields: Email (puqcloud@gmail.com), Firstname (Ruslan), Lastname (Polovyi), Language (English (English)), and Phone Number (+1 1234567890). There is also a field for Existing Password. A 'Save' button is located in the top right corner of the form area.

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 that is 66% full and a message: 'Password must be at least 6 characters, include a number and a special character'. The 'Confirm New Password' field has a message: 'Passwords do not match'. A 'Save' button is located in the top right corner of the form area. 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.

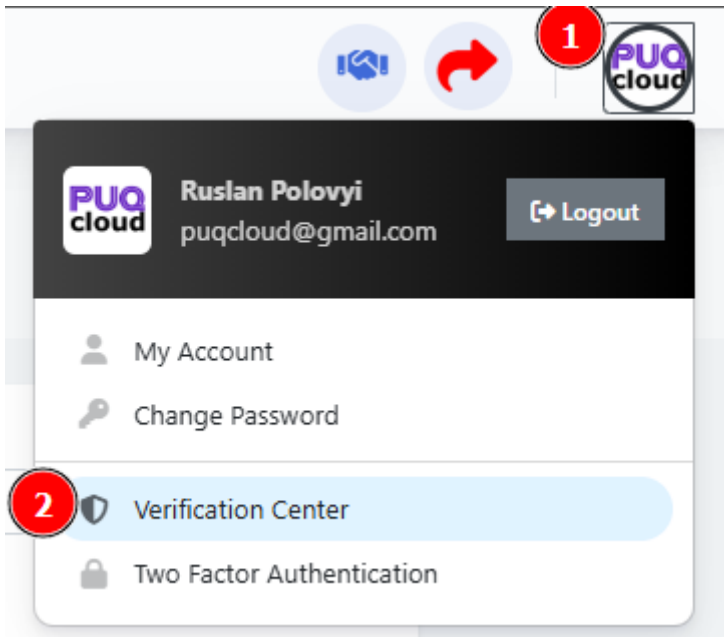
If you see “Passwords do not match,” the New and Confirm fields differ.

## Verification Center — verification methods

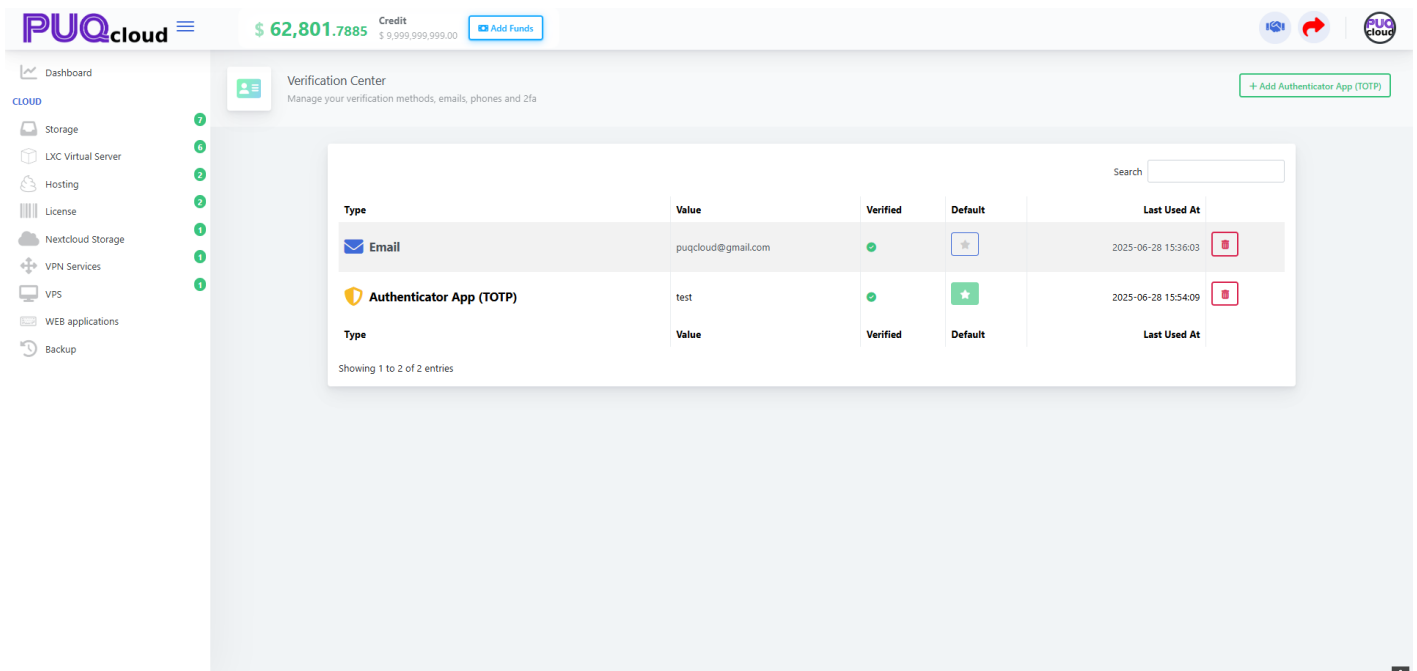
Manage verification methods (email, TOTP app, etc.). Columns show:

- **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).

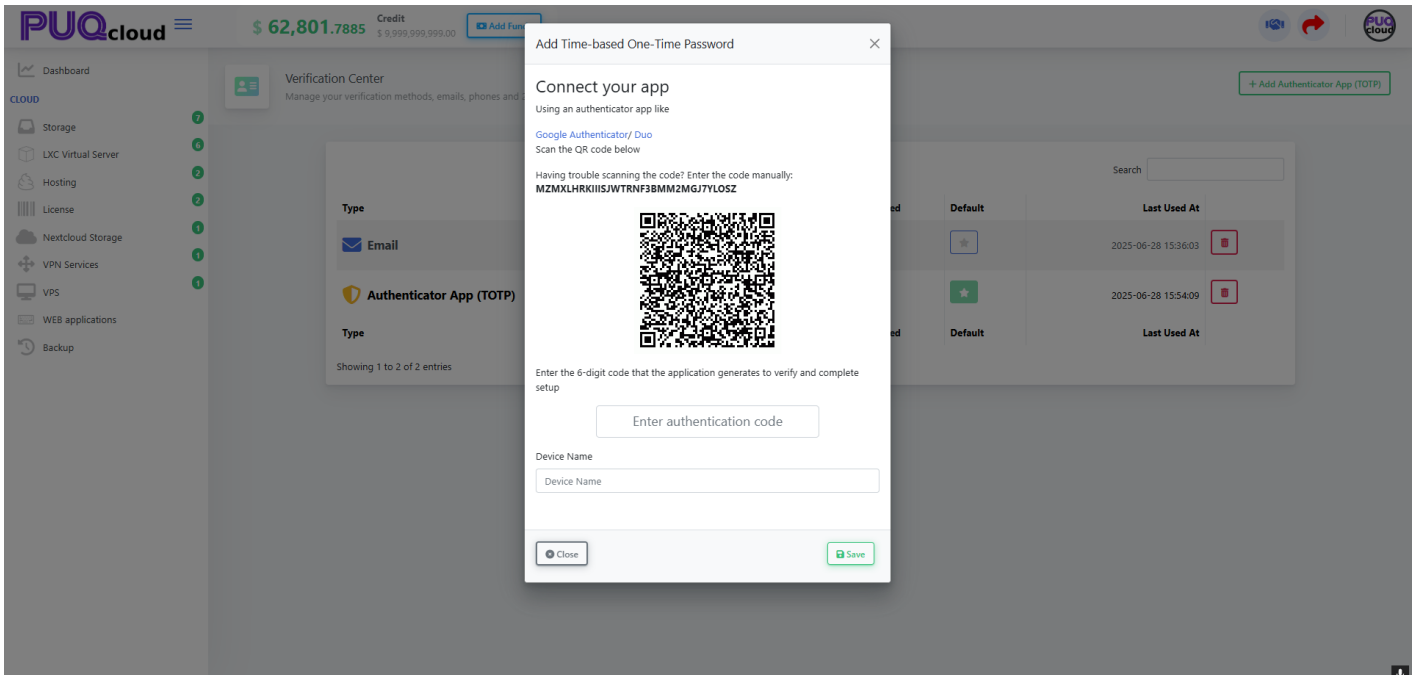


Recommendation: keep at least **two** methods (Email + TOTP) so you don't get locked out.

## 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.

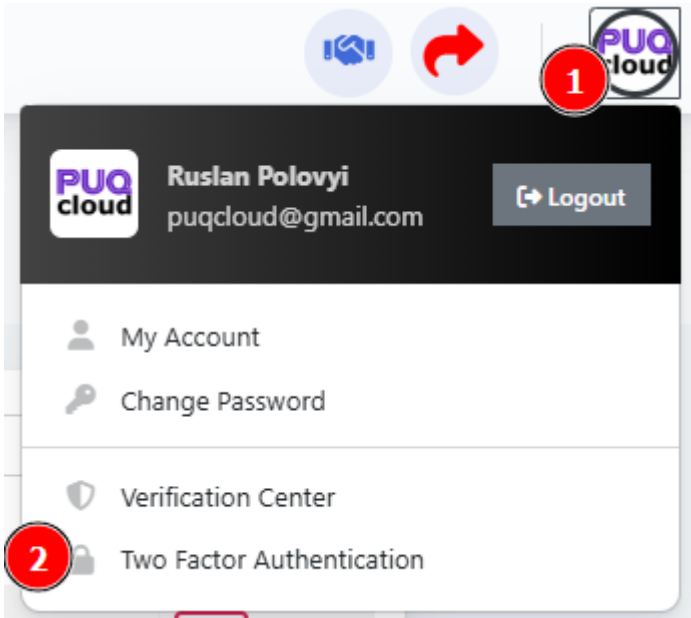


## Two-Factor Authentication (2FA)

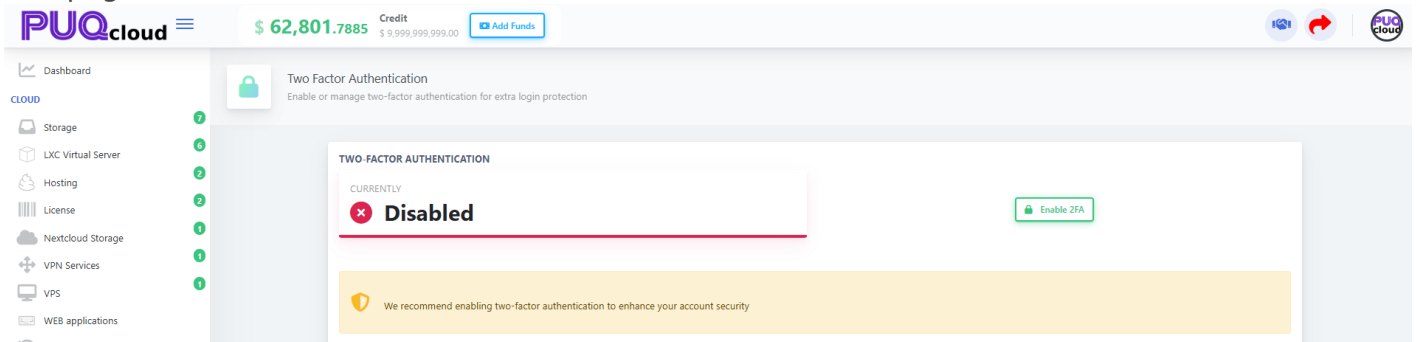
### Enable 2FA

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

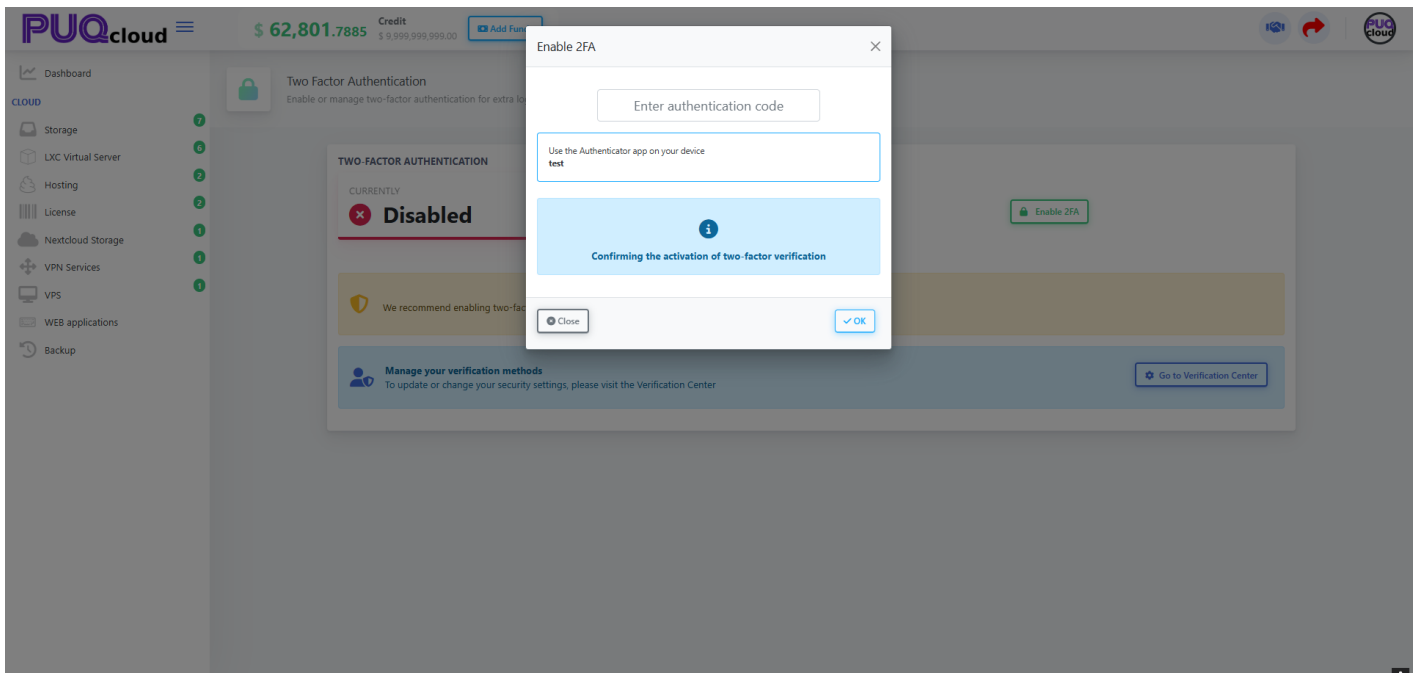
“Two Factor Authentication” menu item.



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.

Revision #6

Created 16 September 2025 06:06:21 by Yuliia Noha

Updated 28 October 2025 09:49:20 by Yuliia Noha