

Account Security: Guide to Two-Factor Authentication



What is Two-Factor Authentication (2FA)?

Two-factor authentication, or 2FA, is a security measure that adds an extra layer of protection to your online accounts. When you use 2FA, you need two different things to sign in: usually something you know (like a password) and something you have (like your phone).

This is important because even if someone figures out your password, they still can't get into your account without also getting access to the second piece—the device where you receive an additional security code.

Why would someone use 2FA to sign in?

2FA is an added level of security recommended for all ButterflyMX users.

Many properties now require 2FA for staff and sometimes for residents. If your workplace or residence does this, you'll set up 2FA when you first sign in to ButterflyMX. It ensures everyone involved meets the same security standards, protecting your data.

As a property manager, can I require my staff and tenants to use 2FA?

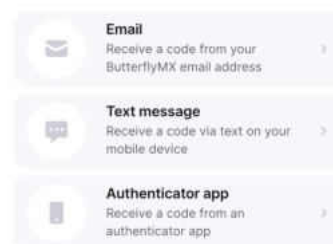
Yes, you can require any user who accesses your property details through ButterflyMX to use two-factor authentication. This can be set for all staff, for all tenants, or both. Contact support@butterflymx.com to get started.

How do I use 2FA with ButterflyMX?

When 2FA is active on your account, you'll need an extra step to sign in to ButterflyMX. After you enter your email and password, you'll be asked for a six-digit code. You have the choice of receiving that code via email, text message, or authenticator app. When you enter the correct code, you will be fully signed in to ButterflyMX.

How do you want to verify your account?

Choose one of the following options to use a 2nd factor authentication method



Can I still use 2FA if it's not required for me?

Yes, you can enable two-factor authentication for yourself at any time. In the ButterflyMX OS, go to My Account > Manage 2-factor authentication. In the ButterflyMX mobile app, go to Account > Security on the Account tab, and switch on 2-factor authentication.