



Multi-factor authentication

You can add an extra layer of security by enabling Multi-factor authentication (MFA) for users in your organization. MFA is a security process in which the user provides different authentication factors to verify who they are. Various authentication modes such as SMS, time-based OTP, Touch ID, YubiKey or QR code can be set up according to your preference.

When you enable MFA, all your future sign-ins will require you to verify your identity to ensure that your account isn't accessed by unknown users. You can also enable an MFA mode for your account. For example, if you enable SMS-based OTP, an OTP will be sent to your mobile number, which then needs to be entered when you sign in, thus ensuring that your account stays protected.

- [How to set up multi-factor authentication?](#)
- [How to activate TFA for newly added technicians in the organization?](#)
- [How to reset lost or forgotten passwords for users?](#)

Steps

How to set up multi-factor authentication?

- Go to **Settings > Security & Compliance > Multi-factor Authentication**

- Click on the link **Zoho Directory**.

The screenshot shows the Zoho Lens settings interface. On the left is a navigation sidebar with categories: Home, Reports, Files, Settings, and Contact Us. The 'Settings' section is expanded to show 'Multi-factor Authentication'. The main content area contains instructions for enabling MFA:

Protect your account by adding an extra layer of security with Multi-factor authentication. Follow these two simple steps to enable MFA for your organization.

- 1. Create a portal in Zoho Directory and add Zoho Lens**
Go to [Zoho Directory](#) and create an account for your org by entering your Company Name and Portal Name. Once created, add Zoho Lens to the existing list of applications.
- 2. Enable multi-factor authentication**
Click on the tab [Security Policies](#) to setup Multi-factor Authentication. Now choose the types of authentication you prefer and click on Setup to enforce MFA.

A blue 'PROCEED' button is visible below the instructions. An illustration shows a smartphone and a computer screen with a checkmark. At the bottom, a note states: "Once this feature is enabled, additional verification (SMS, Time-based OTP, etc) will be required for any further logins. [Need help?](#)"

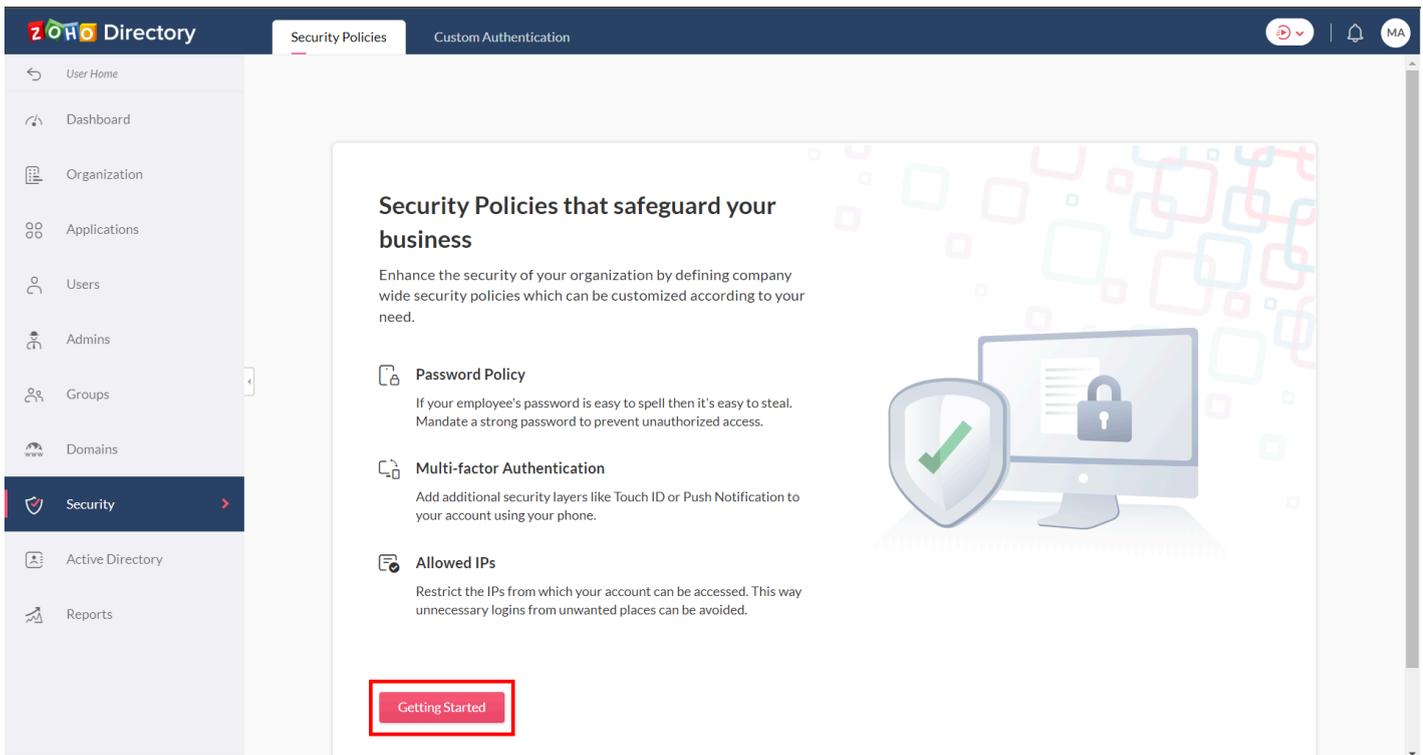
- Enter your **Company Name** and **Portal Name** and click on **CREATE ACCOUNT**.

The screenshot shows the 'Create your Zoho Directory Account' page. On the left, a blue sidebar titled 'Why Zoho Directory?' provides information about the service. The main content area contains a form with the following fields:

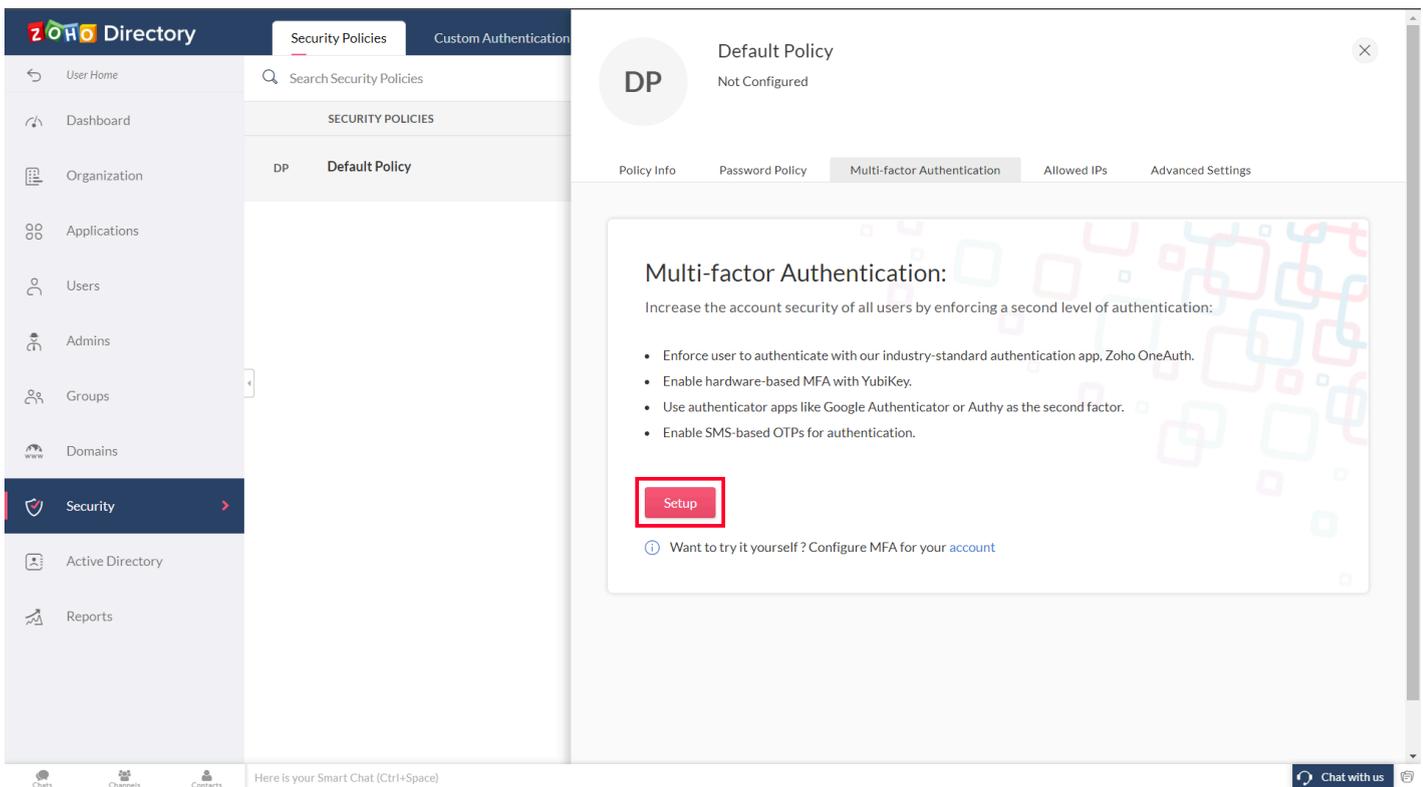
- Company Name:** Zylker
- Portal Name:** zylker (with a URL example: `(https://directory.zoho.eu/directory/zylker)`)
- Phone Number:** 123456789

A red-bordered button labeled 'Create Account' is positioned below the form fields.

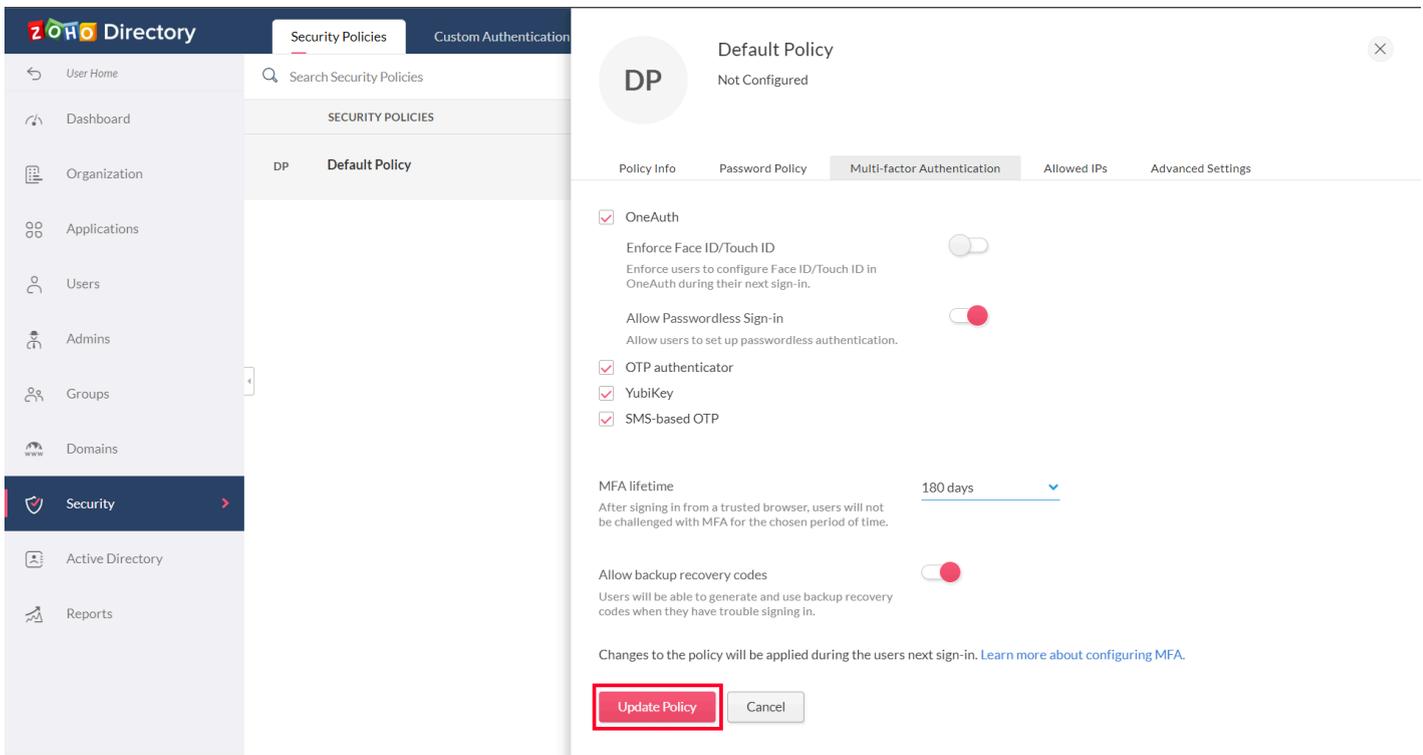
- Now go to **Security > Security Policies** and click on **Getting Started**.



- Open the **Multi-Factor Authentication** tab under **Default policy** and click **Setup**.



- Select the authentication modes of your choice, enter the number of days for MFA lifetime and click **Update Policy**.



① To know more about the authentication modes, MFA lifetime and backup recovery codes, you can refer to [this article](#).

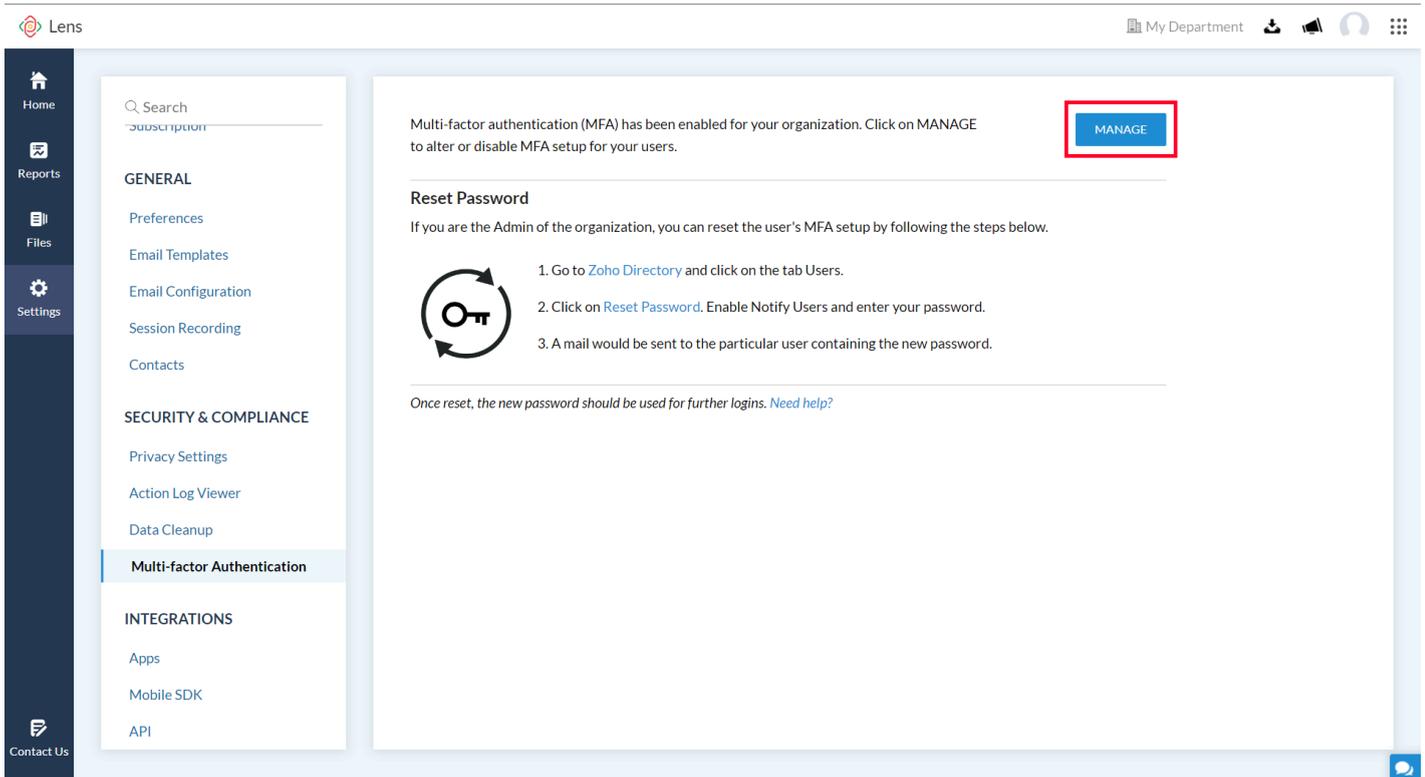
- Once enforced, additional verification such as SMS, OTP, etc, will be required for further logins.

How to activate MFA for newly added technicians in the organization?

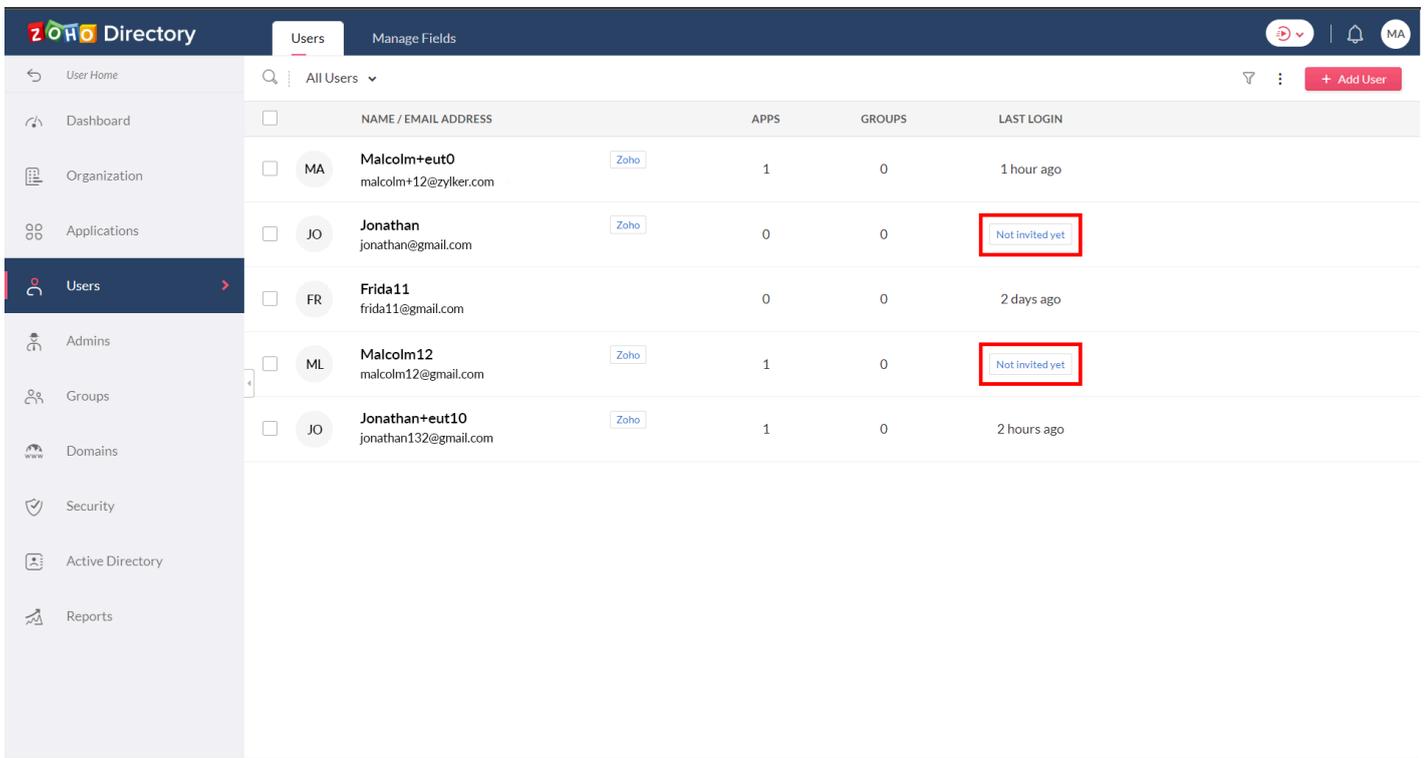
If you have added a new technician in your Lens organization, you can invite them to have a MFA set up by following the below steps.

- Go to **Settings** and choose **Multi-factor Authentication** below **Security & Compliance**.

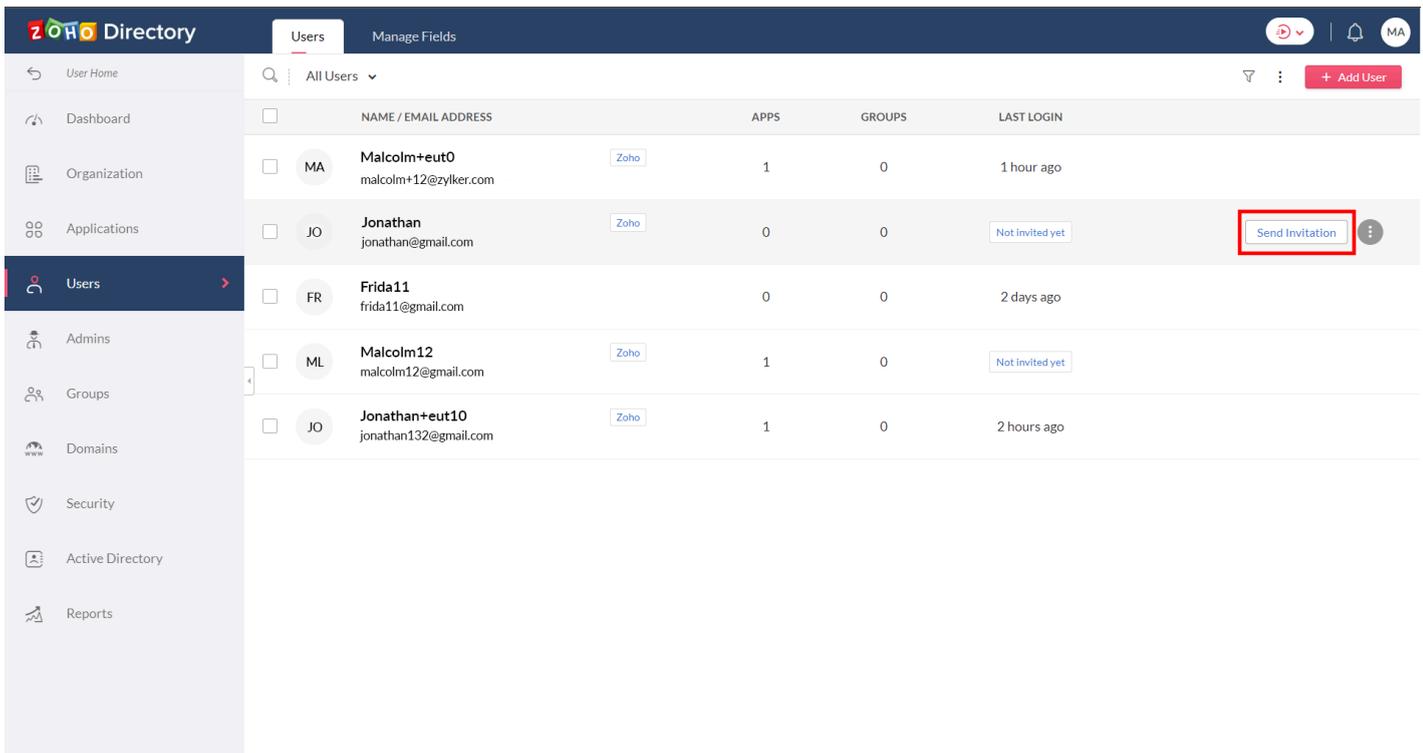
- Click on **MANAGE**.



- Navigate to the tab **Users**. The users who have been newly added to your Lens organization will be listed as **Not invited yet**.



- To add them to your Zoho Directory account, hover over the specified user and click the **Send invitation** button.

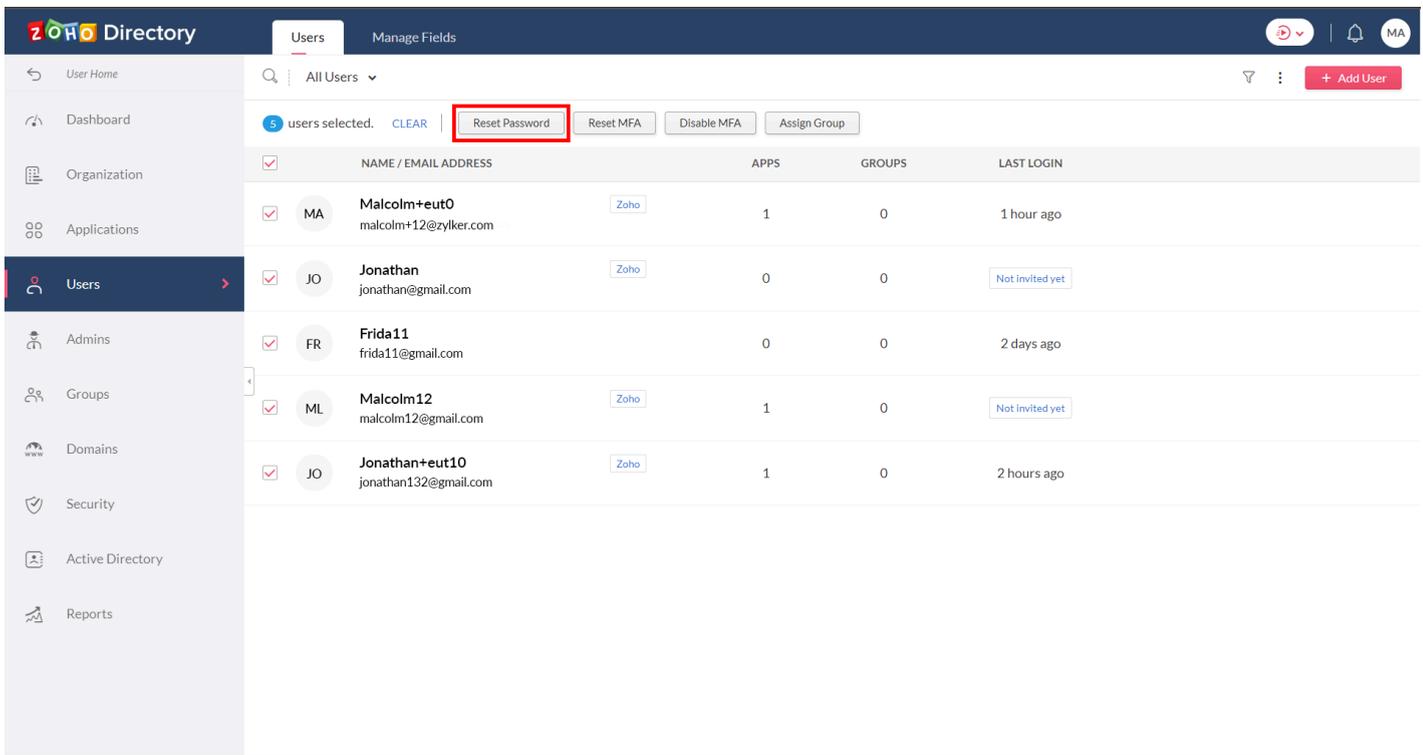


- An invite mail will be sent to the user. Once the user clicks **Confirm now** and accepts the invitation, it will activate the MFA for that user.

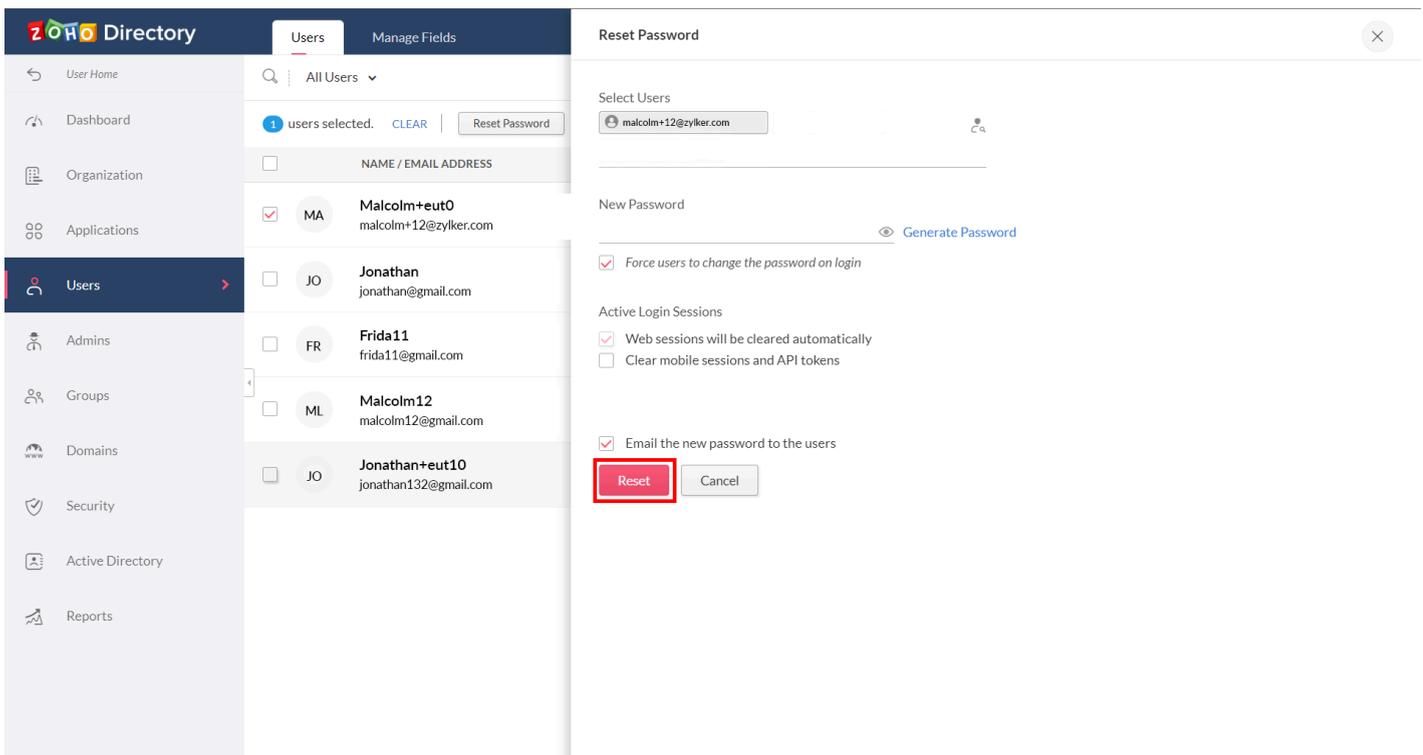
How to reset lost or forgotten passwords for users?

If you are the Admin of the organization, you can reset the user's password by following the steps below.

- Go to the **Users** tab in Zoho Directory, select the required users and click **Reset Password**.



- Enter a password manually or use the **Generate password** option. Enable *'Email the new password to the users'* option and click **Reset**.



- A mail will be sent to the particular user containing the new password.
- Once reset, the new password should be used for further logins.

