

Using multifactor authentication with a PC application

2025



Table of contents

Introduction 2

Instructions..... 3

1. Resetting your current MFA pairing 3

2. Setting up 2fast..... 3

3. Add your 3C Portal account to 2fast..... 4

Contact us..... 7



Introduction

We understand that some 3C Portal users will not be able to use their mobile phone at work, or there are other reasons why they can't use an authenticator application on a phone. Therefore, we have prepared a guide for you on how you can use multi-factor authentication (MFA) application that is installed on a PC.

Our guide shows you how to use an application called **2fast** for Windows. Your organization may suggest or require a different application, in which case we suggest that you follow your organization's rules. Other similar applications work very much in the same way. You may also have to contact someone in your organization to be allowed to install the application on your computer.



Instructions

1. Resetting your current MFA pairing

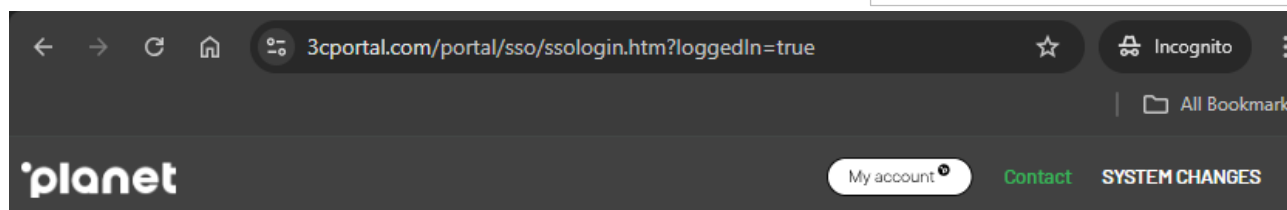
If you have already used the 3C Portal with MFA, you need to reset your current pairing first.

For your pairing you have used an MFA application on your phone to scan a QR code, and you can still use the one-time password (OTP) from the same phone to reset your pairing.

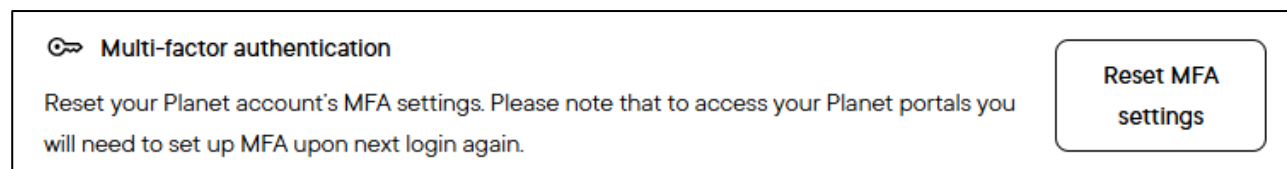
To do that, log in to the 3C Portal with the one-time password from your phone's authenticator application. Once you have logged in, go to "My account".



Until the 10th of September, you can reset your current pairing by logging in using an OTP you receive by email.



Once you are on your account page, scroll down to find the button that allows you to reset your MFA settings. Once you have done that, sign out.

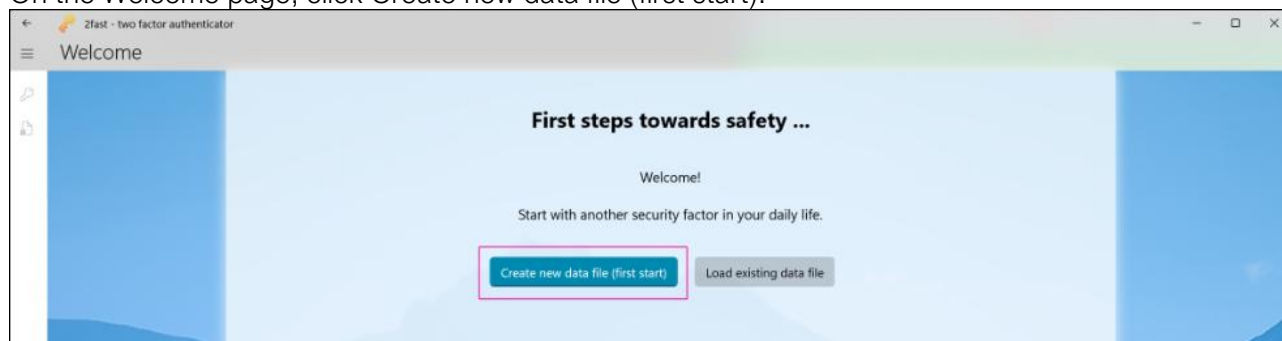


If you can't get an OTP from the phone which you originally used, please contact Planet support to reset MFA.

2. Setting up 2fast

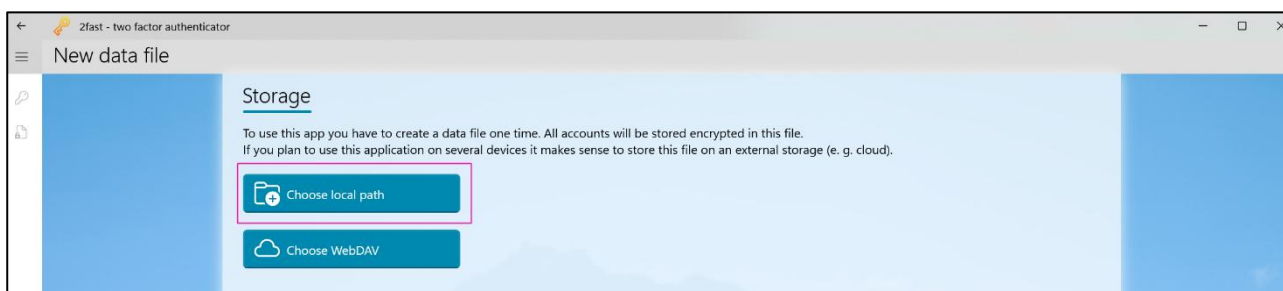
Download the **2fast** application free of charge from the [Microsoft Store](#) and install it. Once installed, open the app and take a moment to browse through the tutorial.

On the Welcome page, click Create new data file (first start).

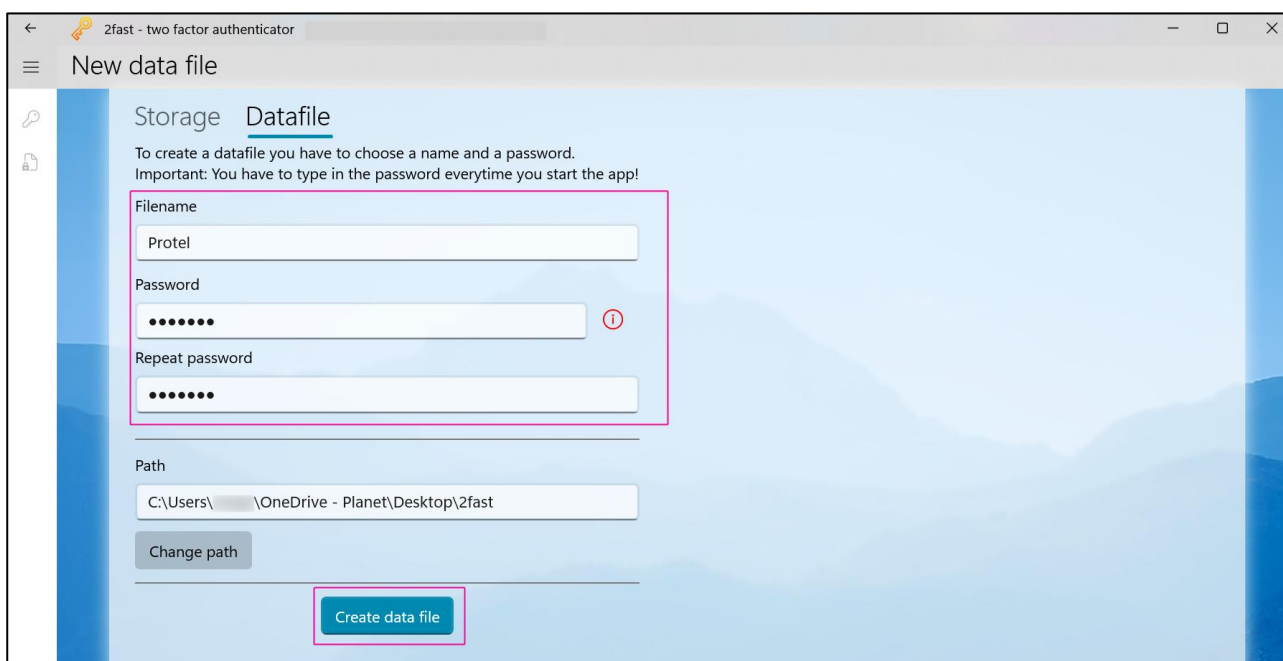




Now, create a folder somewhere on your computer (for example, on your desktop) and click **Choose local path**.



Select the folder you have just created. Next, set up a username and password. These details protect the local file that stores your pairing information on your computer. Please note: this login is **not** connected to your Planet login. You may use any credentials you wish, but we strongly recommend saving the password securely (e.g., in a password manager) for future reference.



3. Add your 3C Portal account to 2fast


After you reset your MFA (step 1), your next log-in to the 3C Portal will show a QR code that you are being asked to scan with an authenticator app on a phone. We will next explain how to use the 2fast application instead.

Instead of scanning, choose “Having trouble scanning”. When you click this link, you will see a long code which you can enter into 2fast.



Set up Multi-Factor Authentication

To secure your account, please set up Multi-Factor Authentication. Scan the QR code with an authenticator app like Microsoft Authenticator or Google Authenticator, and enter the code generated by the app.



[Having trouble scanning?](#)

Multi-factor authentication required

We require you to set up OTP to make sure your login will always remain safe. Manually enter the following code into your preferred authenticator app and then enter the provided one-time code below.

MJHXGXL3LYSSYKTCKRVTK6DFNESXSNZI

Copy code


[Scan QR code instead](#)

THEN

Enter your one-time code*

Continue

In 2fast, go to the toolbar, click “Add account”.



Create a new account

Input type

To create a new account for the two-factor-authentication you need a QR-code or a key (cryptical text) from the external service.

How should the key be imported?

Scan key-QR-code

Manual input


Camera

Create account

Cancel

Create a new account

Input type Inputs



Label

Protel

Account name

@weareplanet.com

Add notes

☐ Manual input

Secret key

Please add secret key string here

Create account

Cancel



In the first window that opens, choose “Manual input”.

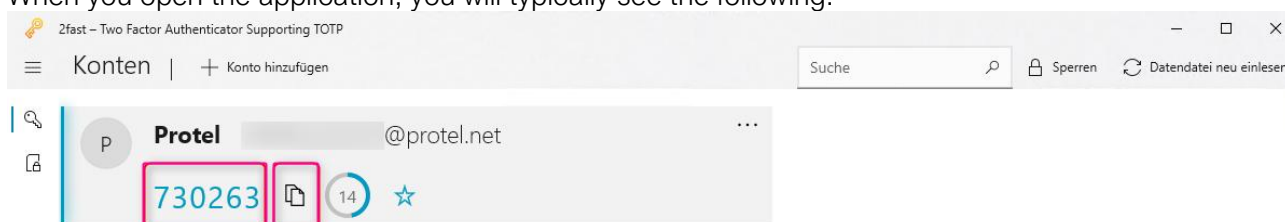
In the second window that opens, add

- Label: this can be anything you want, for example 3C followed by your email address.
- **Account name: this must be your email address.**
- Secret key: copy the long key from the login page.

When you're done, click **Create account**.

The pairing process is now complete and does not need to be repeated.

When you open the application, you will typically see the following:



The number shown is a unique code that changes every 30 seconds. Click the button next to the code to copy it to your clipboard and paste it into the login screen. You are now logged in.



Contact us



Need help?

If you have a technical issue or need support troubleshooting, please check the relevant portal for assistance.

Our Global Support Team will be glad to help.

Visit www.weareplanet.com/support