

How do I setup 2FA on my Heart Internet account?

Article Number: 1922 | Rating: 2.3/5 from 3 votes | Last Updated: Fri, Dec 12, 2025 at 11:29 AM

Account security matters, and switching on two-factor authentication (2FA) is a quick win. 2FA adds a second check during the sign-in process, so even if someone compromises your password, they still can't get in.

To enable 2FA:

Step 1: Open your Security details Sign in to your Heart Internet account, head to **Contacts & Billing Details**, then choose the **Account Security** tab.

Step 2: Toggle 2FA on In the Security Details tab complete your date of birth and then click the **Enable 2FA** button.

Step 3: Use an authenticator app You'll need an authentication app on your phone - for example **Google Authenticator** or **Authy**. If you don't have one yet, install it first.

Step 4: Scan the QR code Open your app and scan the QR code shown on screen. Can't scan? No problem - you can enter the setup key manually in the app.

Step 5: Enter the verification code Your app will generate a 6-digit code. Type that code into the verification box to confirm everything's linked and hit **Submit and enable 2FA**.

Step 6: Record your recovery key You'll be shown a recovery key. Keep this somewhere safe - it's what you'll use if you ever lose access to your authenticator app.

All set 2FA is now active on your account. Next time you log in, you'll be asked for a code from your authenticator app. If you tick **Remember me on this device**, you can go 30 days before you're asked again on that device. We'll also email you a confirmation that 2FA has been enabled.

Need a hand? If you get stuck at any point, our Support Team is here to help. Raise a ticket or start a Live Chat from your Customer Area.

Posted - Mon, Sep 29, 2025 at 11:47 AM.

Online URL:

<https://www.heartinternet.uk/support/article/how-do-i-setup-2fa-on-my-heart-internet-account.html>