

# Investor Portal Two-Factor Authentication (2FA) Setup Guide

## Protecting Your Identity

To help protect your personal information, we've added mandatory two-factor authentication (2FA) to the investor portal. This means that when you log in, you'll need to enter a security code from an authenticator app on your mobile phone, in addition to your usual login details. This extra step helps keep your account secure.

## What You'll Need

- A smartphone (Apple or Android)
- An Authenticator App installed on your phone

We recommend one of the following:

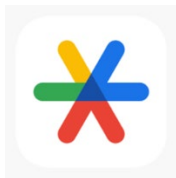
- Google Authenticator (recommended)
- Authy
- Apple Keychain (if using iPhone and iCloud)

## How to Set Up Google Authenticator

### Step 1 – Download the Authenticator App on Your Phone

You only need to do this once.

1. On your phone, open the **App Store** (on iPhone) or **Google Play Store** (on Android)
2. Search for '**Google Authenticator**'  
Be sure to download the correct app – look for the below Google Authenticator logo in the App Store or Google Play Store.



3. Tap **Download** or **Get**
4. Follow your phone's prompts to install the app (you may need your device password or Face ID)

If the app is already installed on your phone, skip to Step 2.

## Step 2 – Open the Authenticator App

Once the Authentication App has been downloaded and installed, open the app on your phone by finding the icon (see above) in your available apps.

## Step 3 – Start the Setup

1. Once the Google Authentication App is open, tap on the **“Get Started”** button.
2. You will be given the option to either:
  - a) Log in with your Google account\*; or
  - b) Use the app without logging in
    - o If you do log in, Google Authenticator will save your Two-Factor Authentication (2FA) data for you.
3. Make your choice to proceed.

This button will not appear if you had the app installed previously. In this case, skip to Step 5.

## Step 4 – Add Your Account

1. Click on the **+** button (shown below).



You will now be given two options:

- **Scan a QR code** – Recommended for most users
- **Enter a setup key manually** – An alternative if your phone can't scan QR codes

If you select "Scan QR Code", the app may ask for permission to use your camera. Tap "Allow" or "While using the app".

## Step 5 – Log in to the Investor Portal on a Computer

It is easiest to complete the next steps using a computer rather than on your phone.

1. Go to <https://portal.skyring.com.au>

2. Log in to your Skyring Investor Portal account using your **username (your email)** and **password**
3. Click **Log In**

On your first login after 2FA is enabled, you will automatically be taken to the 2FA setup page.

## Step 6 – Generate Your QR Code or Manual Key

You will now see the below screen with two options:

Two-Factor Authentication


Status: **Disabled**


Back To My Profile

To enable Two-Factor Authentication (2FA), make sure you have your smartphone (or similar device) with you. You will first need an authenticator app like **Google Authenticator** or **Authy** installed on your device (these apps can be downloaded from the [App Store](#) on iOS, or the [Google Play Store](#) on Android). If you have an iOS device, you can use the [Passwords app](#) as your authenticator app instead.

**?** Once you have an authenticator app on your device, you can then Generate a QR Code using the **Generate QR Code** button below. The QR Code should then be scanned by your authenticator app, which will allow you to generate 6-digit security codes from your authenticator app.

If your authenticator app doesn't allow you to scan QR codes, you should instead **Generate a Manual Key** using the button below, and copy/paste or type the manual key into your authenticator app.

Generate QR Code 

Generate Manual Key 

- Click **“Generate QR Code”** if you selected that method in Step 4
- Click **“Generate Manual Key”** if you prefer to enter a code manually

## Step 7 – Link the Portal to Your App

Return to the Google Authenticator App on your phone.

If you selected **Scan QR Code**:

1. Point your phone's camera at the QR code on your computer screen
2. A new account labelled **“Skyring: Investor Portal”** (or similar) will appear in your app

If you selected **Manual Key**:

1. Copy the key from the investor portal screen
2. Paste or type it into the authenticator app when prompted

## Step 8 – Enter the Security Code to Complete Setup

- A **6-digit verification code** will appear in your Authenticator App on your phone for your Skyring account (this code refreshes every 30 seconds)
- Type this code into the **Security Code** box on the investor portal screen

Security Code

E.g. 123456

Verify and Enable 2FA

- Click **“Verify and Enable 2FA”**

## Setup Complete

You should see a confirmation message that your two-factor authentication is enabled.

Going forward, every time you log in to the portal, you will:

1. Enter your email and password
2. Open your Authenticator App
3. Enter the 6-digit code shown in the authenticator app

## Need Help?

We're here to help.

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