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How to enable or disable two-factor authentication (2FA)

Support & Account

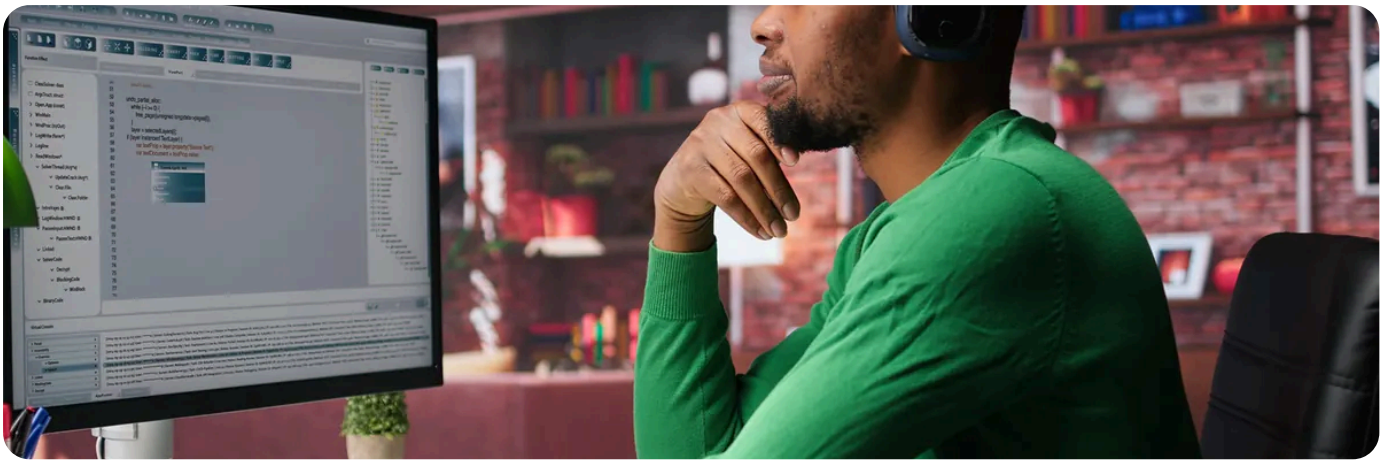
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Interweb Mozambique
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https://www.meu.interweb.co.mz/knowledgebase/46

How to enable or disable two-factor authentication (2FA)

Support & Account Created on **August 14, 2026** Updated on **October 21, 2026** 2 min read



Two-factor authentication (2FA) adds a second step to logging in to **My Interweb**: after your password, you also confirm with a code generated by an app on your phone. Even if someone learns your password, they still can't get in without your phone.

Enabling 2FA

1. Log in to **My Interweb** and open **Security Settings**, in the profile menu.
2. Under **Two-Factor Authentication**, click **Enable**.
3. Install an authenticator app if you don't have one - Google Authenticator, Authy or similar - and scan the QR code shown on screen (or type in the key manually).
4. Type the 6-digit code the app shows and confirm to finish setup.

From now on,
every login asks for your password and then this code. Keep your phone accessible, or you will need to contact support to get back in.

Disabling 2FA

1. Open **Security Settings** again and click **Disable** next to Two-Factor Authentication.
2. Confirm with a current code from your app.

Lost your phone or uninstalled the app?

You won't be able to generate a valid code to turn 2FA off yourself. Since you can't complete login either, reach us through one of the channels in **how to contact Interweb** - phone, WhatsApp or e-mail - so we can verify your identity and disable it from our side.

NEED A HAND?

Locked out because of 2FA? We can help you back in.

Open a support ticket →

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OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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