

# Two-factor authentication

September 10, 2026

## Two-factor authentication

### Two-factor authentication at a glance

The **2-Factor authentication** configuration screen is where you review user two-factor choices, trusted devices—the device records associated with sign-ins—and modification

history—the record of changes made by users on this screen.

| If you need to...                                                   | Go to                                                         |
|---------------------------------------------------------------------|---------------------------------------------------------------|
| Review or change user two-factor choices and code-recipient choices | <a href="#">Maintain user two-factor settings</a>             |
| Review signed-in devices                                            | <a href="#">Review trusted devices and modifications</a>      |
| Read changes made on the configuration screen                       | <a href="#">Review trusted devices and modifications</a>      |
| Resolve a failed save or unavailable action                         | <a href="#">When a setting or device action does not work</a> |

### Before you start

#### Prerequisites

- You can open the **2-Factor authentication** configuration screen.
- Editing permission determines whether **Save** and **Save and Close** are available for changes.
- User rows and their checkboxes appear when the user details are available.
- The **Last Modifications** area appears when the configuration has a company identifier.
- Device actions depend on the state shown for each device.

# Find the Two-factor authentication screen

## Prerequisites

- You are signed in and can open the configuration area.

## Steps

1. Open the **2-Factor authentication** configuration entry.
2. Confirm that the address is `/configuration/2factor-authentications` .

The screenshot displays the '2-Factor authentication' configuration page in the PAMS system. The page has a sidebar with navigation icons and a top header with the PAMS logo and user 'Shotec S.A.E.'. The main content area is titled 'Configuration > 2-Factor authentication' and includes 'Save' and 'Save and Close' buttons. Below the title bar, there are two tabs: '2-Factor authentication' (active) and 'Trusted devices'. The '2-Factor authentication' tab contains a table with columns for 'User', 'Apply 2 factor authentication' (Y/N), and 'Send verification code' (By mail, By SMS, To admin., To user). The table lists 15 users, with checkboxes for each configuration option. Below the table is a 'Last Modifications' section with a description: 'The audit log provides you with a chronological sequence of actions performed by the users'. It includes a 'Created On: - By' header and two filter boxes ('Filter by user' and 'Filter by field'). The log shows four entries: '06 Apr 2026 - 03:02 PM' by Ragy Zaky (1 Change), '25 Sep 2025 - 07:00 AM' by Ragy Ali (1 Change), '17 Jul 2025 - 06:50 AM' by Ragy Ali (1 Change), and '02 Jul 2025 - 10:16' by Ragy Ali (1 Change).

| User                   | Apply 2 factor authentication<br>Y/N | Send verification code              |                          |                          |                                     |
|------------------------|--------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
|                        |                                      | By mail                             | By SMS                   | To admin.                | To user                             |
| A.Assem                | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Abdelrahman Asaad      | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Ahmed Nasr             | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Asmaa Saeed            | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Assia Elyaznasni       | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Atloria Docs Operator  | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Atloria Docs Principal | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Bassal Gamal           | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| demo                   | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Fatma Mohamed          | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Fatma Sokar            | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Fatma2 Mohamed         | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Hassan Afifi           | <input type="checkbox"/>             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Heba Said              | <input type="checkbox"/>             | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |

**Last Modifications**  
The audit log provides you with a chronological sequence of actions performed by the users

Created On: - By

Filter by user:  Filter by field:

| Created On               | By        | Changes   |
|--------------------------|-----------|-----------|
| + 06 Apr 2026 - 03:02 PM | Ragy Zaky | 1 Changes |
| + 25 Sep 2025 - 07:00 AM | Ragy Ali  | 1 Changes |
| + 17 Jul 2025 - 06:50 AM | Ragy Ali  | 1 Changes |
| + 02 Jul 2025 - 10:16    | Ragy Ali  | 1 Changes |

**Result:** The **2-Factor authentication** screen opens with the two-factor settings and the **Trusted devices** tab available.

## Understand the screen and its fields

The screen groups user two-factor choices, trusted-device details, and modification history into separate tabs and panels.

| Area                    | What you can review                                                                               | When it appears                                                  |
|-------------------------|---------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| 2-Factor authentication | User, Apply 2 factor authentication, Send verification code, By mail, Y/N, To admin., and To user | When the two-factor tab is active and user details are available |
| Trusted devices         | Device name, Trusted machine, Location, First login at, and Last login at                         | When the trusted-devices tab is active                           |
| Last Modifications      | A chronological history of actions performed by users                                             | When the configuration has a company identifier                  |

The two-factor table uses **By mail** for both child columns. The visible grouped header also shows **Y/N** and **By SMS**, while the mounted child columns carry the **By mail** caption. The trusted-device columns are read-only. The screen does not provide editable text, date, or numeric fields.

The trusted-devices table includes a **User** column and displays `Count: 288` . An icon-only **Refresh** control is available.

The **Last Modifications** panel includes the text `The audit log provides you with a chronological sequence of actions performed by the users` and dated history entries.

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Configuration > 2-Factor authentication

2-Factor authentication

Trusted devices

| User                   | Apply 2 factor authentication       | Send verification code              |                          |                          |                                     |
|------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
|                        | Y/N                                 | By mail                             | By SMS                   | To admin.                | To user                             |
|                        | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| A.Assem                | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Abdelrahman Asaad      | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Ahmed Nasr             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Asmaa Saeed            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Assia Elyaznasni       | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Atloria Docs Operator  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Atloria Docs Principal | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Bassal Gamal           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| demo                   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Fatma Mohamed          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Fatma Sokar            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Fatma2 Mohamed         | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Last Modifications

Created On: -

By

Filter by user

Filter by field

+ 06 Apr 2026 - 03:02 PM
Ragy Zaky
1 Changes

+ 25 Sep 2025 - 07:00 AM
Ragy Ali
1 Changes

+ 17 Jul 2025 - 06:50 AM
Ragy Ali
1 Changes

+ 02 Jul 2025 -
Ragy Ali
1 Changes

Tickets

## Maintain user two-factor settings

Change the settings shown in the user rows here.

### Prerequisites

- The **2-Factor authentication** tab is active.
- User details are available.
- Editing is allowed, and **Save** or **Save and Close** is enabled after a change.

### Steps

1. In the user row, select the checkbox under **Apply 2 factor authentication**.
2. Review the resulting email-code choice under **By mail**.
3. Select the recipient checkbox under **To admin.** or **To user** when two-factor authentication

is enabled for that user.

4. Use the all-user checkboxes when the same choice applies across the user rows.  
The admin/user recipient checkboxes keep the two recipient choices mutually aligned.
5. Choose one save action:

| If you need to...                         | Select                |
|-------------------------------------------|-----------------------|
| Save the changes and remain on the screen | <b>Save</b>           |
| Save the changes and leave the screen     | <b>Save and Close</b> |

6. Read the result message. A successful save uses `Your request was completed successfully`.
7. If the save is rejected, read `An error occurred while processing your request` and return to the changed settings before trying again.

**Result:** The selected two-factor and recipient choices are submitted, and either the screen remains open or it closes according to the save action you selected.

## Review trusted devices and modifications

Use **Trusted devices** to review device records associated with sign-ins, and use **Last Modifications** to read changes made by users on this screen.

### Prerequisites

- The **2-Factor authentication** screen is open.
- The configuration has a company identifier if you need to read **Last Modifications**.

### Steps

1. Select **Trusted devices**.
2. Review the columns **Device name**, **Trusted machine**, **Location**, **First login at**, and **Last login at**.
3. Choose the applicable **Last Modifications** action:



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Configuration > 2-Factor authentication

2-Factor authentication

Trusted devices

| Device name                 | Trusted machine          | Location | First login at         | Last login at          |
|-----------------------------|--------------------------|----------|------------------------|------------------------|
| Q                           | (All)                    | 📍        | Q                      | Q                      |
| User: Assia Elyaznasni      |                          |          |                        |                        |
| desktop Safari macOS ...    | <input type="checkbox"/> |          | 2 Sep 2025 - 07:00 AM  | 13 Apr 2026 - 10:14 AM |
| desktop Chrome macOS ...    | <input type="checkbox"/> |          | 15 Sep 2025 - 06:23 PM | 13 Apr 2026 - 10:14 AM |
| desktop Safari macOS ...    | <input type="checkbox"/> |          | 9 Feb 2026 - 08:26 PM  | 13 Apr 2026 - 10:14 AM |
| desktop Safari macOS ...    | <input type="checkbox"/> |          | 13 Apr 2026 - 10:14 AM | 13 Apr 2026 - 10:14 AM |
| desktop Safari macOS ...    | <input type="checkbox"/> |          | 13 Apr 2026 - 10:14 AM | 13 Apr 2026 - 10:14 AM |
| User: Atoria Docs Operator  |                          |          |                        |                        |
| desktop Chrome macOS ...    | <input type="checkbox"/> |          | 28 Jul 2026 - 07:17 PM | 12 Aug 2026 - 05:53 PM |
| desktop Chrome Linux ...    | <input type="checkbox"/> |          | 28 Jul 2026 - 08:37 PM | 12 Aug 2026 - 05:53 PM |
| User: Atoria Docs Principal |                          |          |                        |                        |
| desktop Chrome macOS ...    | <input type="checkbox"/> |          | 28 Jul 2026 - 07:16 PM | 12 Aug 2026 - 06:04 PM |
| desktop Chrome Linux ...    | <input type="checkbox"/> |          | 28 Jul 2026 - 08:57 PM | 12 Aug 2026 - 06:04 PM |
| User: Fatma Sokar           |                          |          |                        |                        |
| desktop Chrome Windo...     | <input type="checkbox"/> |          | 20 Nov 2025 - 10:20 AM | 5 Aug 2026 - 05:41 AM  |
| desktop Chrome Windo...     | <input type="checkbox"/> |          | 1 Dec 2025 - 11:14 AM  | 5 Aug 2026 - 05:41 AM  |
| desktop Chrome Windo...     | <input type="checkbox"/> |          | 3 Dec 2025 - 10:50 AM  | 5 Aug 2026 - 05:41 AM  |
| desktop Chrome Windo...     | <input type="checkbox"/> |          | 7 Dec 2025 - 08:19 AM  | 5 Aug 2026 - 05:41 AM  |
| desktop Chrome Windo...     | <input type="checkbox"/> |          | 14 Dec 2025 - 08:26 AM | 5 Aug 2026 - 05:41 AM  |
| Count: 288                  |                          |          |                        |                        |

Last Modifications

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Last Modifications

The audit log provides you with a chronological sequence of actions performed by the users

Created On: - By

Filter by user

Filter by field

|                        |           |           |
|------------------------|-----------|-----------|
| 06 Apr 2026 - 03:02 PM | Ragy Zaky | 1 Changes |
| 25 Sep 2025 - 07:00 AM | Ragy Ali  | 1 Changes |
| 17 Jul 2025 - 06:50 AM | Ragy Ali  | 1 Changes |
| 02 Jul 2025 -          | Ragy Ali  | 1 Changes |

**Result:** The screen shows the trusted-device details and, when **Last Modifications** is available, its dated history.

## Handle trusted-device actions

Device actions depend on whether the selected row is marked as a trusted machine.

### Prerequisites

- The **Trusted devices** tab is open.
- A device row is visible in the **Trusted devices** tab.

### Steps

1. Select **Untrust** for a trusted device or **Delete** for a device that is not trusted to open the corresponding confirmation.

| If the device is... | Select         |
|---------------------|----------------|
| Trusted             | <b>Untrust</b> |
| Not trusted         | <b>Delete</b>  |

2. Select **Cancel** to close the confirmation without changing the device.

3. Read the confirmation question for the action you selected:

| Action         | Confirmation question                         |
|----------------|-----------------------------------------------|
| <b>Untrust</b> | Are you sure you want to untrust this device? |
| <b>Delete</b>  | Are you sure you want to delete this device?  |

**Result:** Selecting **Untrust** or **Delete** opens the corresponding confirmation, and selecting **Cancel** closes it without submitting the action.

## When a setting or device action does not work

| What you see                                        | What it means                                                                   | What to do                                                           |
|-----------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------------------------------------|
| An error occurred while processing your request     | The save request was rejected.                                                  | Review the changed settings and try the enabled save action again.   |
| <b>Save</b> or <b>Save and Close</b> is unavailable | Editing is not allowed, or no change is available to save.                      | Review your access and make a change before selecting a save action. |
| User checkboxes are not available                   | User details are not available for the two-factor table.                        | Remain on the screen and work from the user rows when they appear.   |
| <b>Last Modifications</b> is not available          | The configuration does not have the company identifier required for that panel. | Continue with the two-factor or trusted-device tabs.                 |
| A device action is not available                    | The row state does not expose that action.                                      | Use the action that matches the state shown for the row.             |

The confirmation wording is available when its corresponding dialog opens. The save success

message is Your request was completed successfully .

## Out of scope

The following confirmation titles belong to the corresponding two-factor confirmation states,  
not to the trusted-device actions described above.

| Message                       | Scope                      |
|-------------------------------|----------------------------|
| Enable 2FA for your account   | Enable confirmation state  |
| Disable 2FA for your accounts | Disable confirmation state |

## What to do next

After reviewing the tables or saving a change, stay on the screen to review the updated choices,  
or use **Save and Close** when you have finished and want to leave it.

**Result:** Your configuration review ends on the updated screen or after **Save and Close**  
leaves it.