TelecomTAG

USER GUIDE

SSO, two-factor authentication and account settings

For customers who want to log in to the TelecomTAG platform securely and easily.

IMPORTANT

Always use your full business email address. Never share your password, QR code or verification code with anyone.

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1 Logging in and Single Sign-On (SSO)

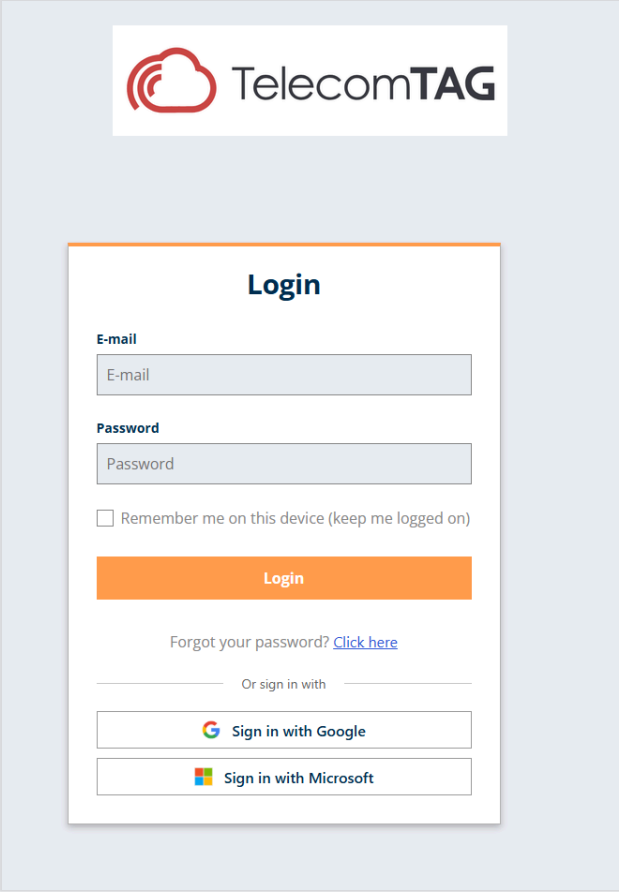
You can log in with your TelecomTAG password or with a linked Google or Microsoft account.

1 Choose your login method

Use one of the following options:

- **Standard login:** enter your full email address and TelecomTAG password and click **Login**.
- **SSO with Google:** click **Sign in with Google**.
- **SSO with Microsoft:** click **Sign in with Microsoft**.

> SSO only works after the relevant Google or Microsoft account has been linked to your TelecomTAG account via the **Security** tab.

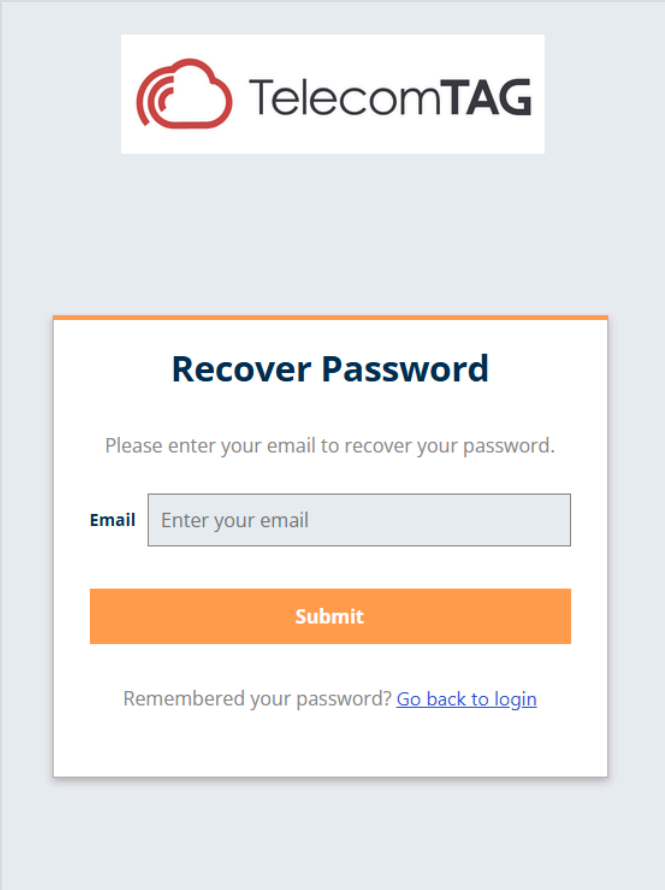


2 Resetting your password

Follow these steps if you have forgotten your TelecomTAG password.

2 Request a new password

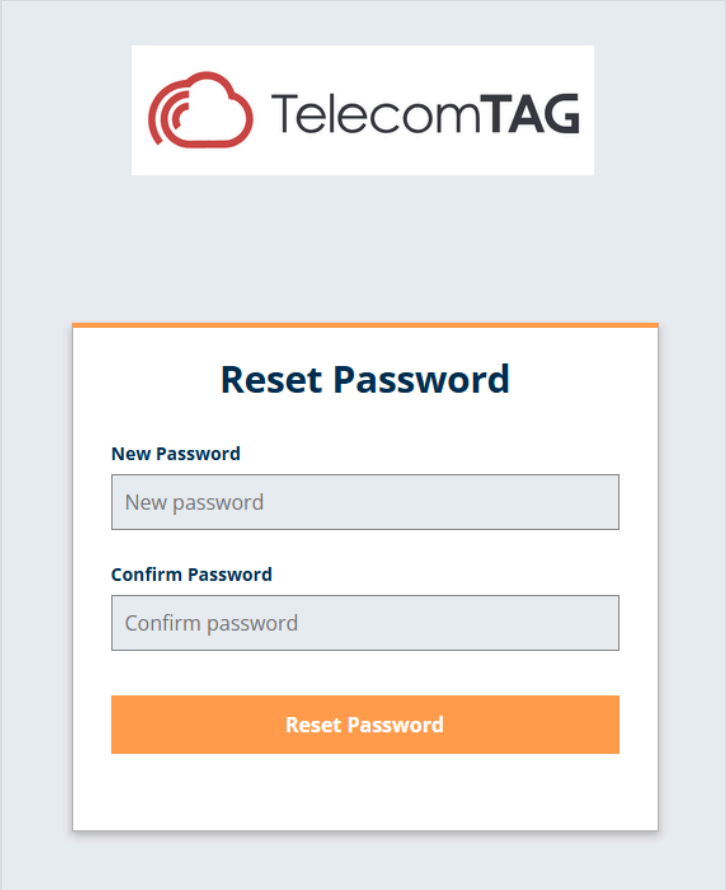
On the login screen, click **Click here** next to **Forgot your password?**. Then enter your full email address and click **Submit**.



3 Open the unique reset link

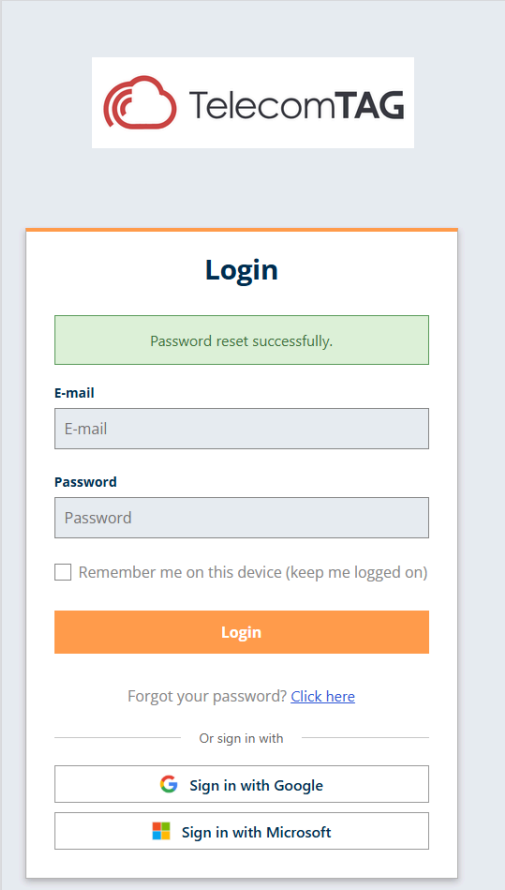
You will receive an email containing a personal, one-time URL. Open this link and enter the same new password twice.

> **Didn't receive an email?** Also check your Junk Email or Spam folder. Only then request a new reset link.



4 Confirm the new password

Click **Reset Password**. After a successful change, the message **Password reset successfully** will appear. You can then log in immediately using the new password.



SECURE PASSWORD

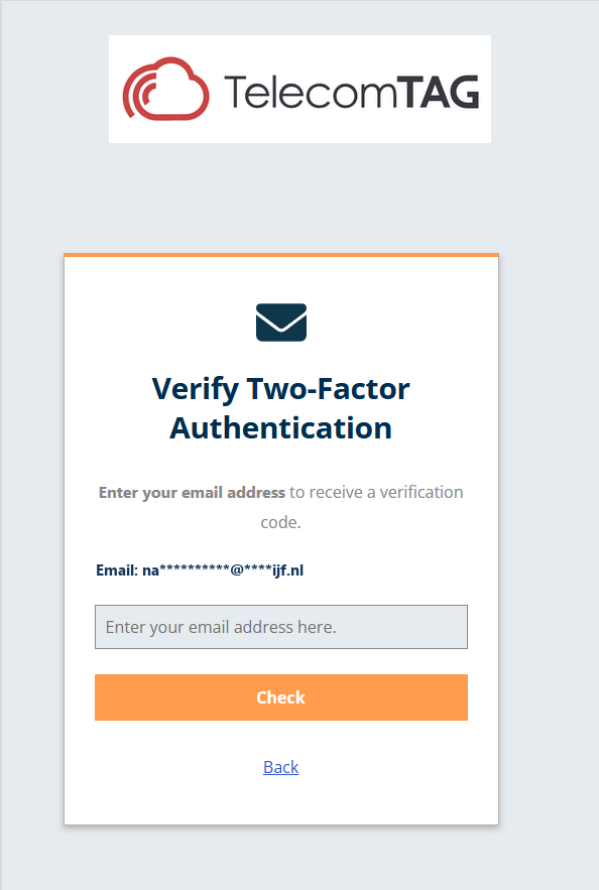
Use a unique password that you do not use for other services. A longer passphrase is usually easier to remember and harder to guess.

3 Logging in with email verification

For some sign-ins, TelecomTAG verifies your identity using a verification code sent by email.

5 Confirm your full email address

Enter your full email address on the verification screen. The address must exactly match the email address associated with your TelecomTAG account. Then click **Check**.



6 Enter the code you received

TelecomTAG sends a temporary verification code to your email address. Open the message, enter the code on the verification screen and click **Verify**. After successful verification, you will be logged in.

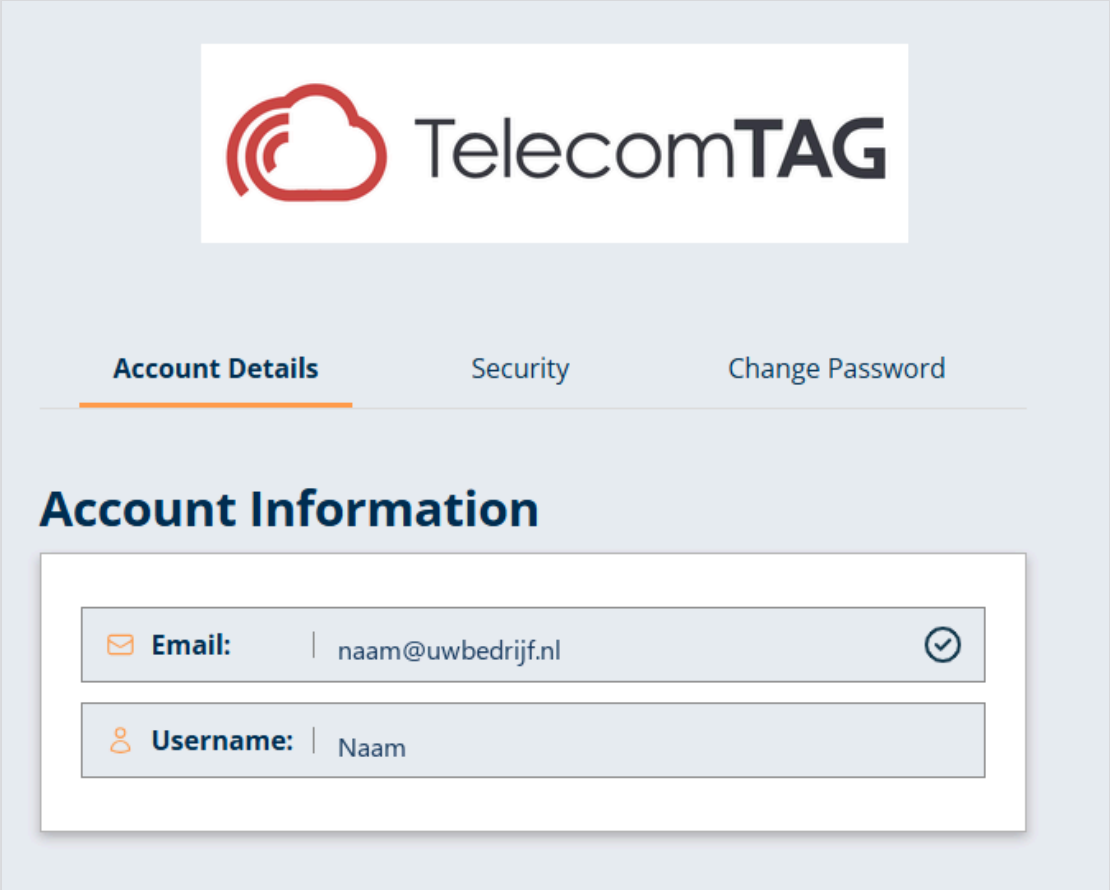
> A verification code is valid for a limited time. Request a new code if the previous code is no longer accepted.

4 Viewing account details

After logging in, you can review your registered account details.

7 Open Account Details

In the **Account Details** tab, you can see the email address and username linked to your TelecomTAG account. Check these details before configuring SSO or 2FA.

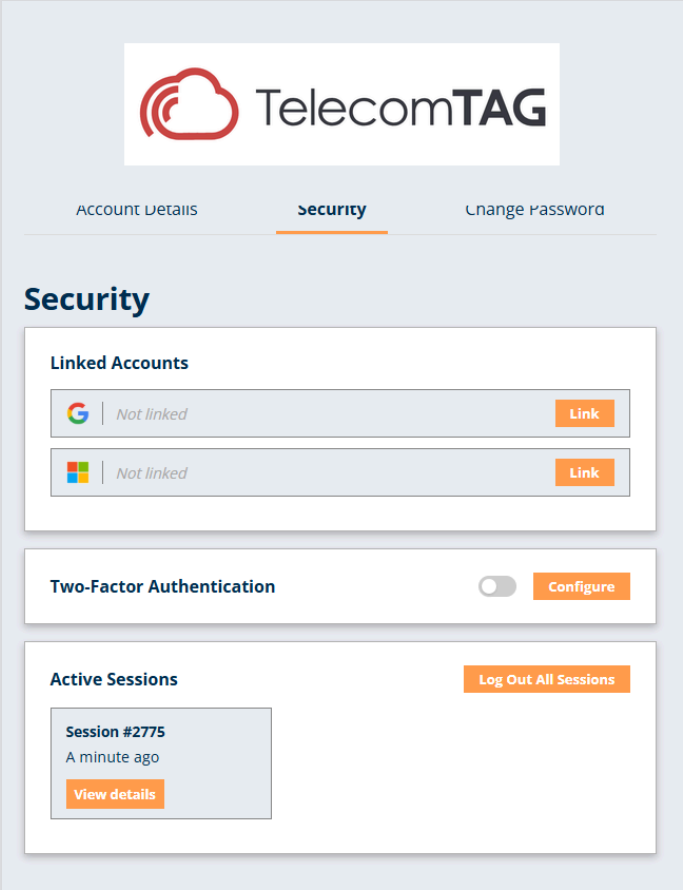


5 Linking Google or Microsoft for SSO

Use the **Security** tab to link an external account to TelecomTAG. You can then use the corresponding SSO button on the login screen.

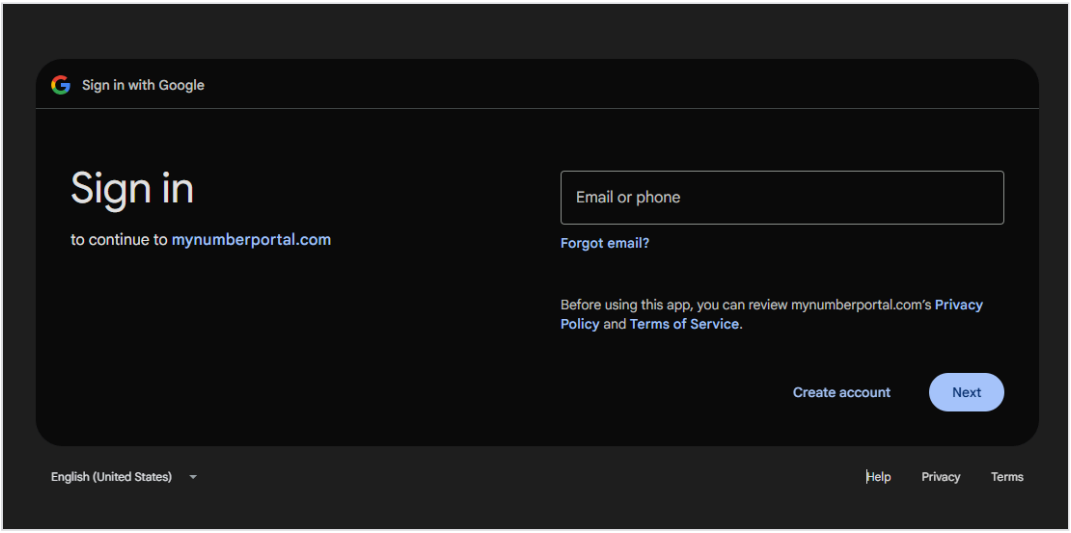
8 Start linking the account

Click **Link** next to Google or Microsoft. You will be redirected to the secure sign-in page of the selected provider.



9 Link a Google account

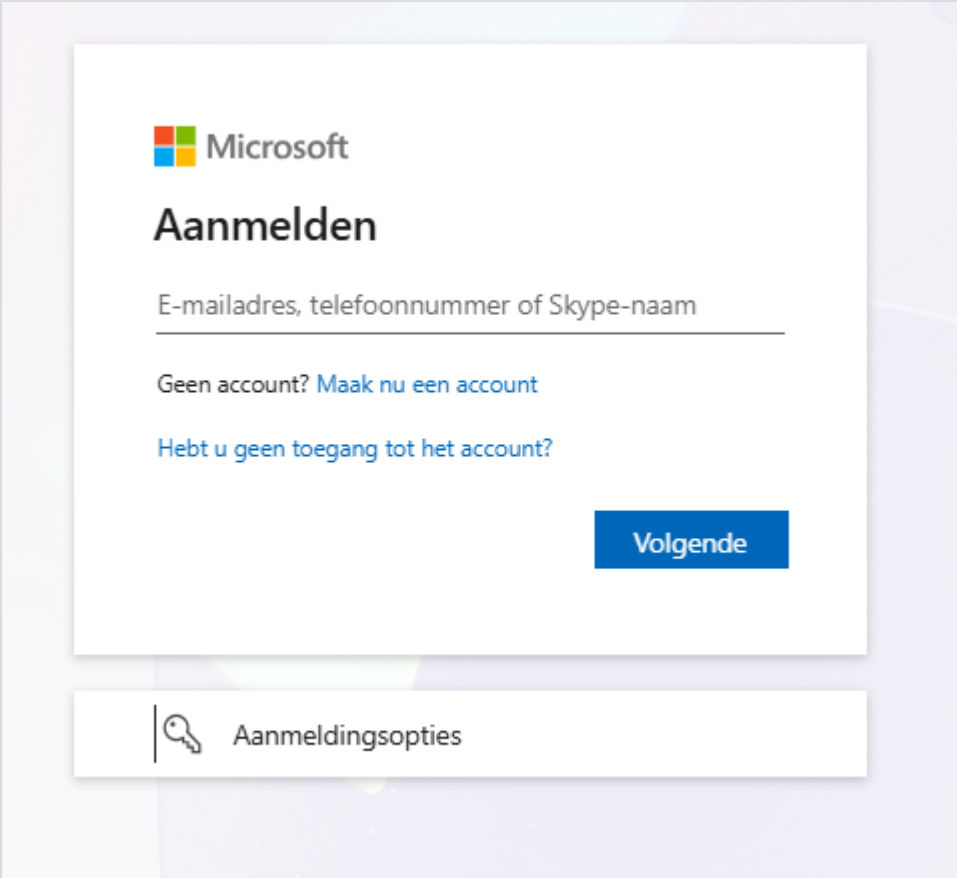
On the Google page, enter your email address or phone number and click **Next**. Then enter your Google password and complete any additional security checks. After granting permission, you will be redirected back to TelecomTAG.



10 Link a Microsoft account

On the Microsoft page, enter your email address and click **Next**. Then enter your Microsoft password and complete any additional security checks. After granting permission, you will be redirected back to TelecomTAG.

> The Microsoft sign-in page is shown in the language of your browser or Microsoft account. In the example below it appears in Dutch, where **Next** reads as **Volgende**.



CHECK

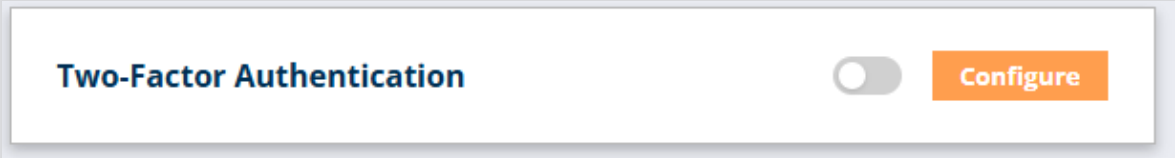
In the **Linked Accounts** section, the status should change from **Not linked** to a linked status after the account has been linked successfully.

6 Setting up two-factor authentication (2FA)

With 2FA, a temporary code from an authenticator app is required in addition to your password. This reduces the risk of unauthorized access.

11 Open the 2FA configuration

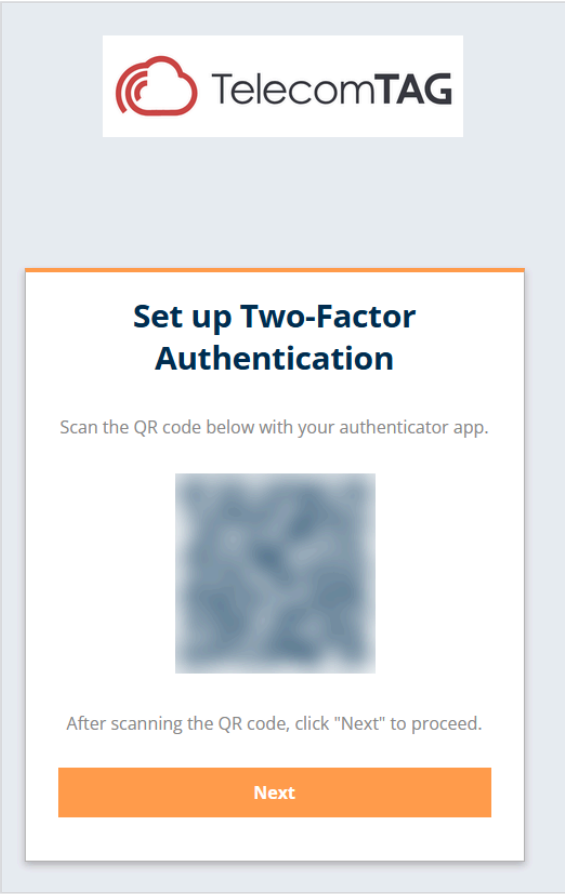
Go to **Security** and click **Configure** next to **Two-Factor Authentication**.



12 Display the QR code in TelecomTAG

After clicking **Configure**, a unique QR code will appear. Keep this screen open while setting up the authenticator app on your phone.

> **The QR code provides access to your 2FA configuration.** Do not share the QR code or take a photo of it.

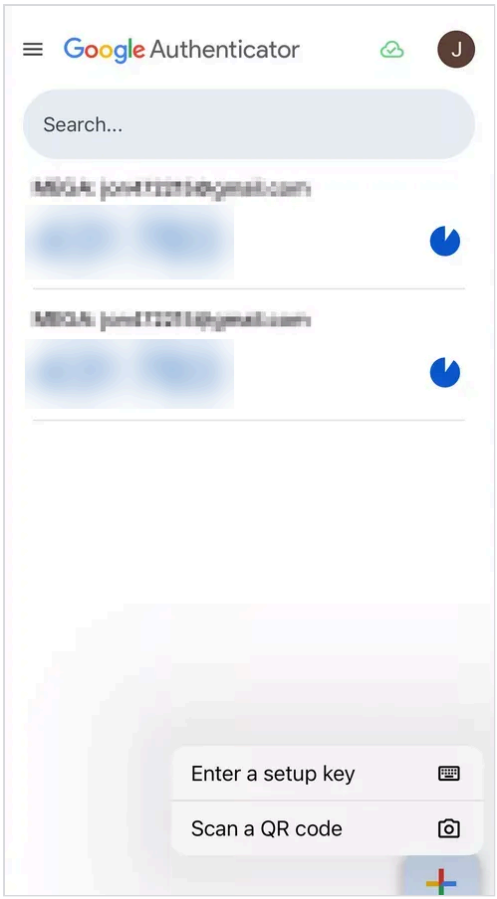


The QR code in this example has been made unreadable on purpose. In your own screen it will be sharp and scannable.

Google Authenticator

13 Add the QR code in Google Authenticator

Open Google Authenticator, tap **+** at the bottom right and select **Scan a QR code**. Point the camera at the QR code in TelecomTAG. The TelecomTAG verification code will then be added automatically.

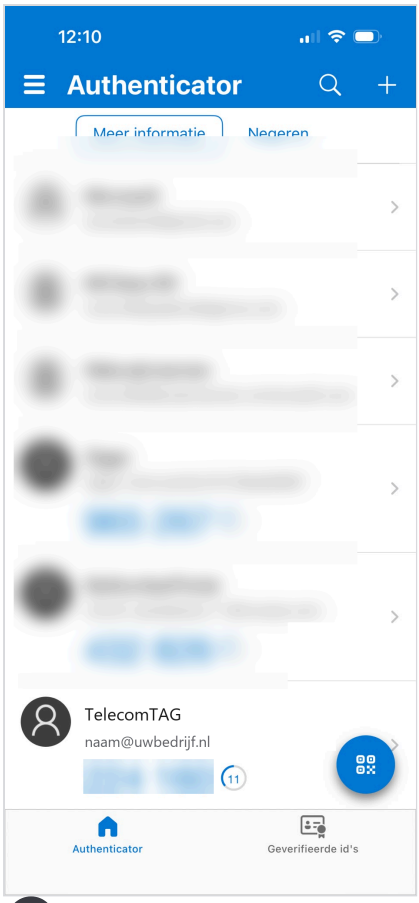


Microsoft Authenticator

14 Add the QR code in Microsoft Authenticator

Open Microsoft Authenticator and tap **+** at the top right. Choose **Other account** or **Work or school account** and select **Scan QR code**. Point the camera at the QR code in TelecomTAG. The new TelecomTAG account will then appear in the app.

> The account names and verification codes in the image have been obscured for privacy. The blue QR button at the bottom right can also be used to scan a QR code.



15 Confirm the temporary code

The authenticator app displays a six-digit code that is refreshed regularly. Enter the current code in TelecomTAG and confirm the configuration. When 2FA is active, this will be shown in the **Security** tab.

> **AT YOUR NEXT SIGN-IN**
>
> Open your authenticator app, enter the current six-digit code and confirm the sign-in before the code expires.

7 Other security settings

You can also review active sessions in the **Security** tab.

16 Review active sessions

Under **Active Sessions**, you can see where your account is currently signed in. Click **View details** to see additional information about a session.

17 Log out all sessions

Use **Log Out All Sessions** if you suspect that your account is signed in on an unknown or lost device. You will then be logged out on all devices and will need to sign in again.

18 Change password

Open the **Change Password** tab when you want to replace your current password as a precaution. Again, use a unique password and preferably store it in a trusted password manager.

SUPPORT

Contact **support@telecomtag.com** if you can no longer access your account.