

São Paulo, September 12, 2023.

ANNOUNCING TWO-FACTOR AUTHENTICATION ONE eCOMMERCE

As part of our ongoing commitments to provide an enhanced layer of security and data protection, **ONE is implementing the Two-Factor Authentication (2FA) in the ONE eCommerce as of today, September 12, 2023** to all the users of ONE Ecommerce platform.

We invite you to enable the 2FA right away to strengthen the security and safeguard your account.

Please access [ONE eCommerce](#) Platform to complete the 2FA setup in your ONE account and follow the steps below:

1. Please login to eCOMMERCE with the access credential already in use;
2. After completing the login, you will be directed to the 2FA page which will request you the verification code.
3. Please check your email, registered in your profile, as you will receive a message with a code that can only be used once.
4. This code must be entered on the 2FA verification page.
5. You can select a "check-box" to inform them that the device used is trustworthy. If not selected, this process will be requested every time you log in from the same device.
6. This verification process will be necessary whenever ONE eCommerce is accessed on a different device.

If you are directed to verify your email address, we strongly encourage you to do so in order to complete the login process and strengthen the security of your online account.

WHAT IS A 2FA

Two-Factor Authentication (2FA) is a dual factor authentication where our ONE registered account users are to provide two distinct forms of verification to access the eCommerce platform. This feature adds an extra layer of protection to users' accounts and continues to provide a secured environment whilst mitigating accounts from being compromised.

WHAT ARE THE BENEFITS OF 2FA

- Enhance account security
- Safeguard against phishing attacks & credential theft

ENHANCE LAYER OF VERIFICATION

To maintain the highest level of security, platform users will be requested for 2FA on a periodic basis to ensure continued account protection.

In today's digital world where cyber threats are constantly evolving, we prioritize strengthening the security of your accounts and also extending the protection to your devices. If you require any assistance, please check out our [eComm Support Page](#).

Thank you for shipping with ONE.

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