

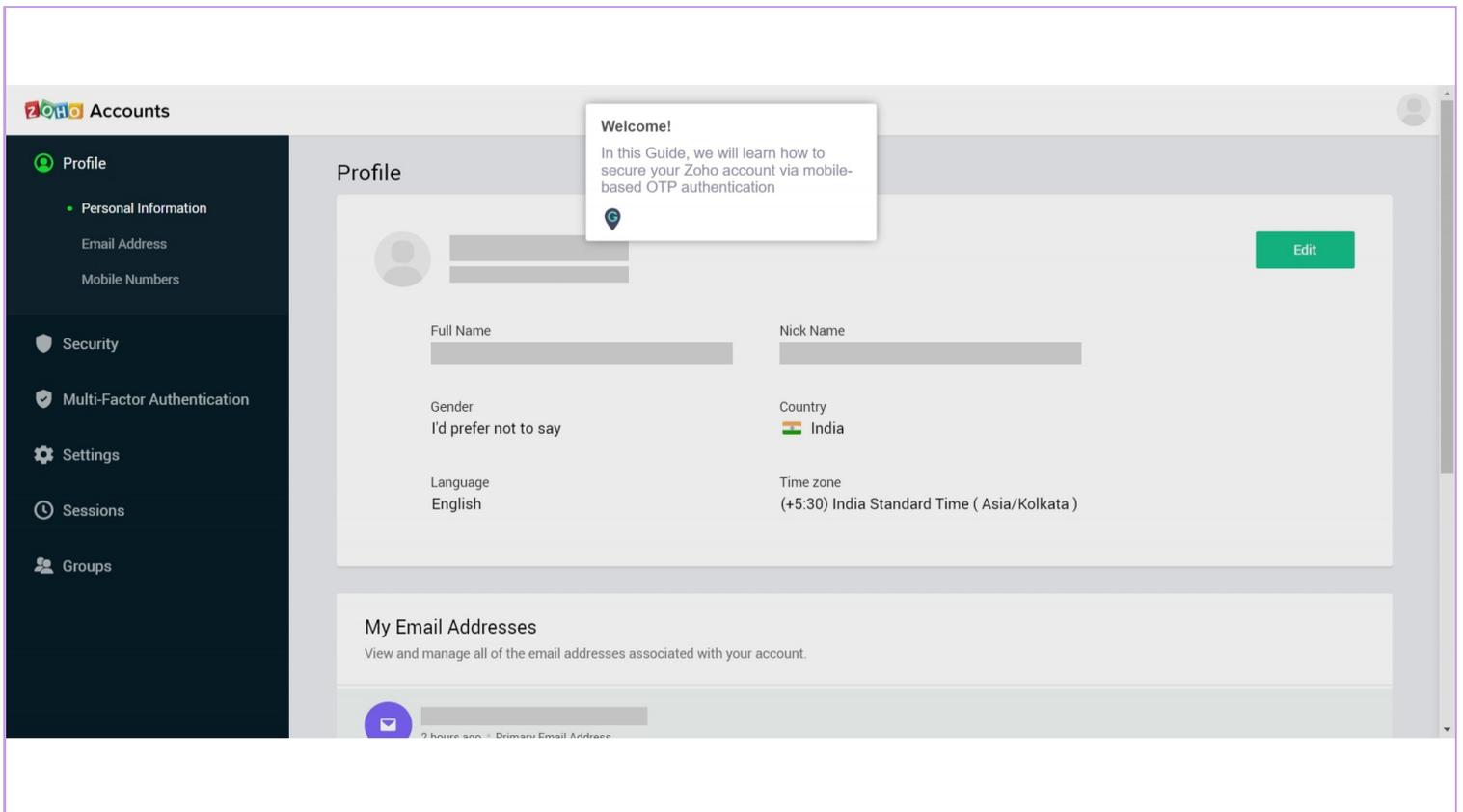


How to secure Zoho account via mobile-based
OTP authentication

Step: 01

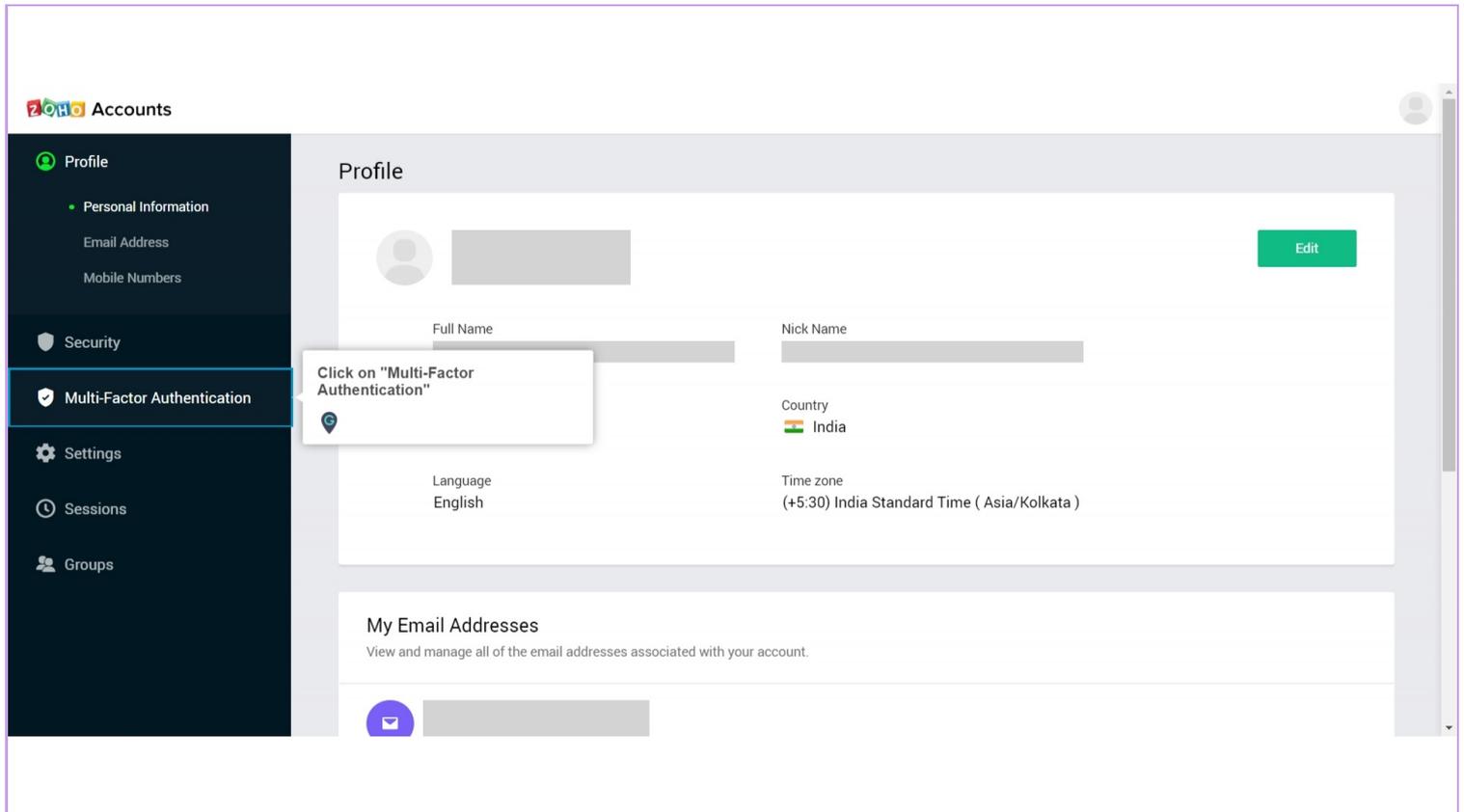
Welcome!

In this Guide, we will learn how to secure your Zoho account via mobile-based OTP authentication



Step: 02

Click on "Multi-Factor Authentication"



The screenshot shows a user profile page with a dark sidebar on the left. The sidebar contains the following menu items: Profile, Personal Information (with sub-items Email Address and Mobile Numbers), Security, Multi-Factor Authentication (highlighted with a blue bar), Settings, Sessions, and Groups. The main content area is titled 'Profile' and includes a profile picture placeholder, a green 'Edit' button, and fields for Full Name, Nick Name, Country (India), Language (English), and Time zone (+5:30 India Standard Time (Asia/Kolkata)). Below the profile section is a 'My Email Addresses' section with a sub-header and a description: 'View and manage all of the email addresses associated with your account.' A callout box with a location pin icon points to the 'Multi-Factor Authentication' option in the sidebar, containing the text: 'Click on "Multi-Factor Authentication"'. The top left of the page shows 'Accounts' with a logo, and the top right shows a user profile icon.

Step: 03

Click on "Setup Now" option reflects inside Mobile-based OTP section

The screenshot displays the Zoho Accounts interface for Multi-Factor Authentication (MFA) setup. On the left is a dark sidebar with navigation options: Profile, Security, Multi-Factor Authentication (selected), MFA Modes, Settings, Sessions, and Groups. The main content area is titled "Multi-Factor Authentication" and includes a sub-section "MFA Modes" with the instruction: "Use multi-factor authentication (MFA) to add an extra layer of security to your account."

Three MFA options are presented in cards:

- Zoho OneAuth:** Includes an illustration of a person with a smartphone. Text: "Enable multi-factor authentication. Secure your Zoho account." Below is a form with a country selector (USA), a field for "Enter Mobile Number", and a "SEND SMS" button. A "Learn more" link is at the bottom right.
- Mobile-based OTP:** Features a green speech bubble icon. Text: "Registering your mobile number for authentication will help secure your account from unauthorized access." A "Setup Now" link is at the bottom.
- Time-based OTP:** Features a red QR code icon. Text: "Scan the QR code with your authenticator app to receive verification codes. You can also manually enter the below code in your authenticator app." A "Setup Now" link is at the bottom.
- YubiKey:** Features a USB key icon. Text: "YubiKey is a physical security key that is used for authentication during account sign in." A "Setup Now" link is at the bottom.

A white callout box with a location pin icon is positioned over the "Setup Now" link in the Mobile-based OTP card, containing the text: "Click on 'Setup Now' option reflects inside Mobile-based OTP section".

Step: 04

Enter a Mobile number to receive OTPs in future

The screenshot displays the Zoho Accounts interface for Multi-Factor Authentication (MFA). A modal window titled "Use mobile number" is active, prompting the user to enter a mobile number. The modal text states: "A one-time password (OTP) will be sent to your mobile number via SMS." Below this, there is a "Mobile Number" input field with a country code dropdown menu currently set to "+1". A note below the field reads: "This number cannot be the same as your account recovery number." A green "Next" button is positioned at the bottom of the modal. In the background, the "MFA Modes" section is visible, featuring two options: "Time-based OTP" (with a "Setup Now" link) and "YubiKey" (with a "Setup Now" link). A callout box with a location pin icon points to the "Use mobile number" modal and contains the text: "Enter a Mobile number to receive OTPs in future".

Step: 05

Click on "Next"

The screenshot displays the Zoho Accounts interface for Multi-Factor Authentication (MFA). The left sidebar contains navigation options: Profile, Security, Multi-Factor Authentication (with a sub-item for MFA Modes), Settings, Sessions, and Groups. The main content area is titled 'Multi-Factor Authentication' and shows 'MFA Modes' with the instruction 'Use multi-factor authentication'. A modal dialog is open, titled 'Use mobile number', with a close button (X) in the top right. The dialog contains the text: 'A one-time password (OTP) will be sent to your mobile number via SMS.' Below this is a 'Mobile Number' input field, followed by the note: 'This number cannot be the same as your account recovery number.' A green 'Next' button is at the bottom of the dialog. A callout box with a location pin icon points to the 'Next' button, containing the text 'Click on "Next"'. In the background, the 'Time-based OTP' section is visible, with instructions to scan a QR code and a 'Setup Now' link. The 'YubiKey' section is also visible, with a description and a 'Setup Now' link.

Step: 06

Your mobile number is registered to secure your Zoho account from unauthorized access

Zoho Accounts

Multi-Factor Authentication

Your mobile number is registered to secure your Zoho account from unauthorized access

MFA Modes

Use multi-factor authentication (MFA) to add an extra layer of security to your account.

Zoho OneAuth

Enable multi-factor authentication. Secure your Zoho account.

+1 Enter Mobile Number **SEND SMS** [Learn more](#)

Mobile-based OTP

Registering your mobile number for authentication will help secure your account from unauthorized access.

[Setup Now](#)

Time-based OTP

Scan the QR code with your authenticator app to receive verification codes. You can also manually enter the below code in your authenticator app.

[Setup Now](#)

YubiKey

YubiKey is a physical security key that is used for authentication during account sign in.

[Setup Now](#)

Thank You!

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