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Frequently Asked Questions  
Logging in @ccess Online  
with 2-Factor Authentication

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**1. What can I do if I enter the wrong OTP for more than specified number of time?**

In this case, you will need to contact Krungsri Asset Management officer to help proceed with OTP unlock. This is also applied for the case that your code received from Google Authenticator has been locked due to expired code. To contact our officer, please call 02-657-5757 press 7 for English and then 2.

**2. If I have both a joint account and a single account that are registered with email address, can I use the same QR code for these accounts?**

No, they cannot share the same QR code because one QR code is referable to one username only. Thus, if you have 2 usernames, you have to link the QR code of each account on Google Authenticator. On the home screen of Google Authenticator, you will find a list of usernames along with the corresponding verification passwords.

**3. What should I do if I change my mobile phone/tablet on which the Google Authenticator app is installed?**

You can transfer the account information linked on Google Authenticator from the old device to the new one by going to Google Authenticator on the old device >> Select the : button on the top right >> Transfer accounts >> Export accounts >> Select the account you want to export >> The system will display the QR code of the account you have selected >> Open the Google Authenticator app on your new device and scan this QR code to transfer the account information immediately.

Besides, if you have saved the image of the QR code that linked with the account, you can also scan such QR code with the new device via Google Authenticator in order to link the account with the new device.

*\*\*\*Removing an account from the Google Authenticator app will only remove the account from that device but will not revoke the connection with the username at all. Therefore, the old QR code is still valid and can be used to link the account with other devices.\*\*\** If you want to reset the QR code that is linked with the username, you will need to contact Krungsri Asset Management to reset the account.

**4. What should I do if I lose my mobile phone/tablet on which the Google Authenticator app is installed?**

You can contact Krungsri Asset Management to reset the QR code that is linked with your username. After resetting the information, when you log-in to the system for the first time, the system will display the QR code for you to link your account to Google Authenticator again

**5. Can I link my account to Google Authenticator on multiple mobile phones/tablets simultaneously?**

Yes, you can have Google Authenticator on other devices by scanning the QR code from the image that you have saved or transferring the information from the old device to other devices following the steps mentioned in FAQ# 3.

6. If I have a single account performing identity verification with email address, can I later change the verification method to using phone number instead?

In case that you had specified the mobile phone number in database, you can contact Krungsri Asset Management officer at 02-657-5757 press 7 for English then press 2 or [krungsriasset.clientservice@krungsri.com](mailto:krungsriasset.clientservice@krungsri.com) to proceed with the next step. However, such mobile phone number must not be the same with other users, otherwise, such number will be invalid to proceed.

In case that you have never specified the mobile phone number in database, you are required to fill in the Amendment Form together with a copy of identification card to add your mobile phone number on the system and inform our relation officer of your request to change a verification method. However, such mobile phone number must not be the same with other users, otherwise, such number will be invalid to proceed.