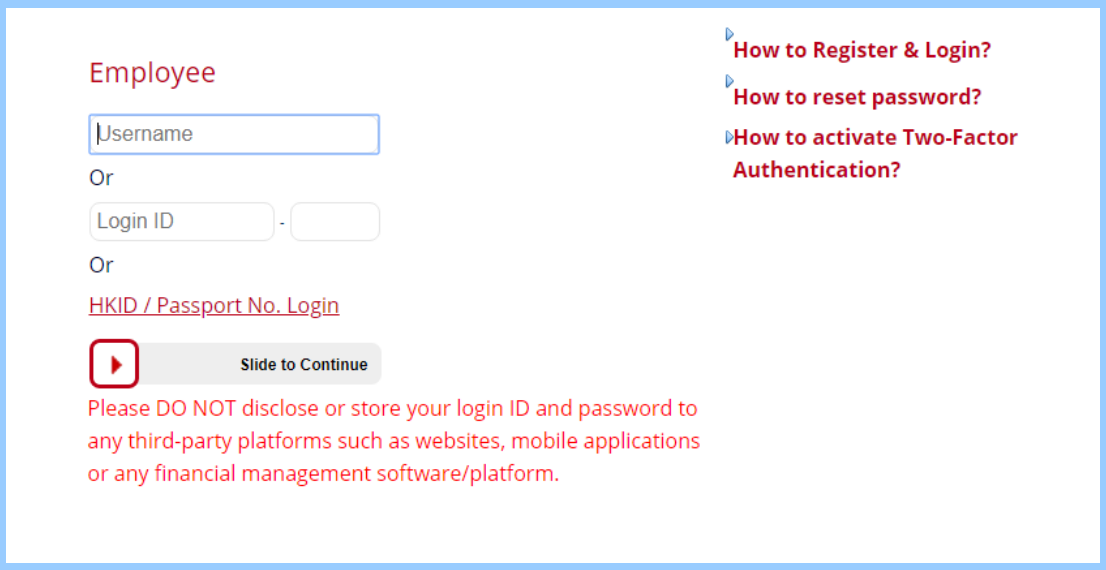
Why do I need to activate Two-factor Authentication?

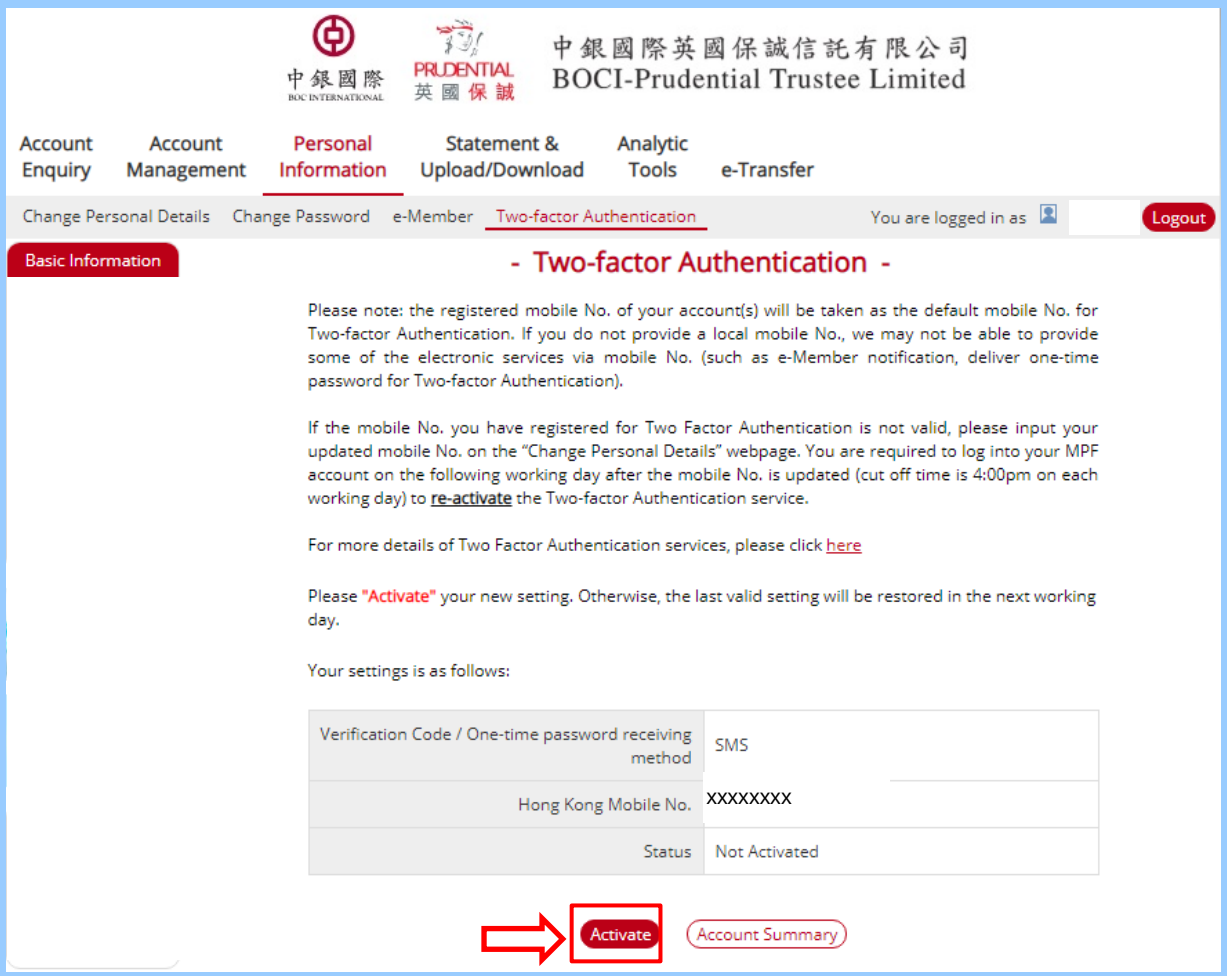
Two-factor Authentication can strengthen your online account security. Single-factor authentication only requires you to input personal login details for verification. After activate two-factor authentication, you need to input a one-time password received from SMS to verify your identification.

How to activate Two-factor Authentication?

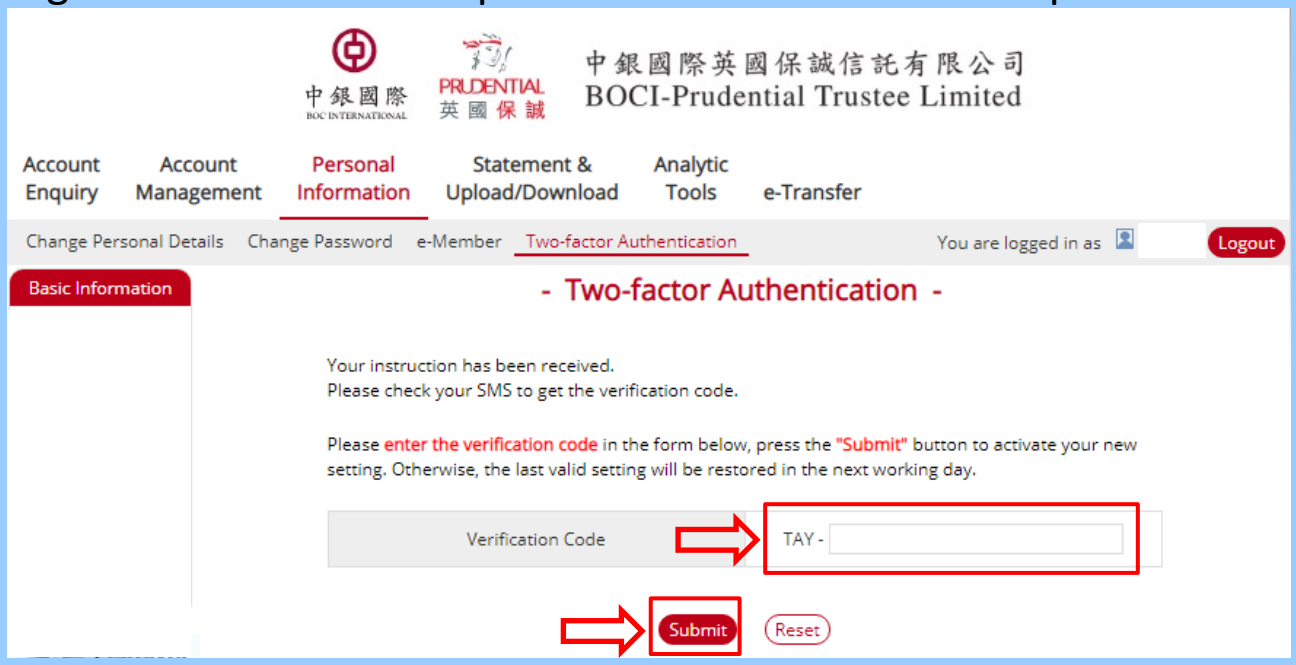
1. Log into the online BOCPT account



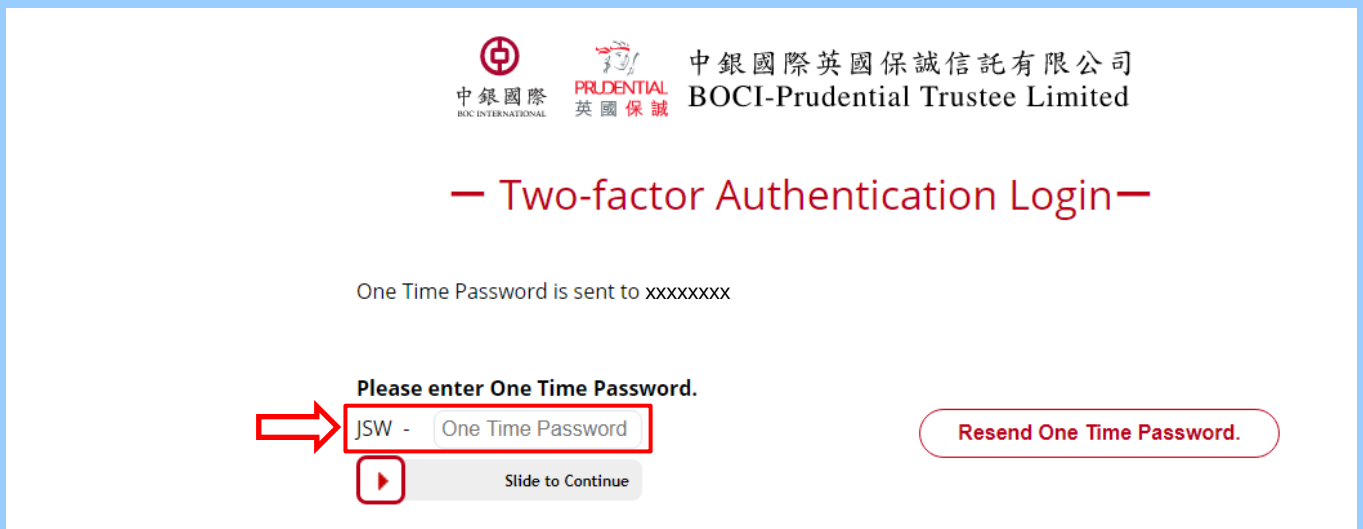
2. After logging into your online account, go to the “Personal Information” -> “Two-factor Authentication” webpage and press “Activate”. The registered mobile No. of your account(s) will be taken as the default mobile No. for two-factor authentication.



3. After you press “Activate”, a one-time password will be sent to your registered mobile No. Input the verification code and press “Submit”.

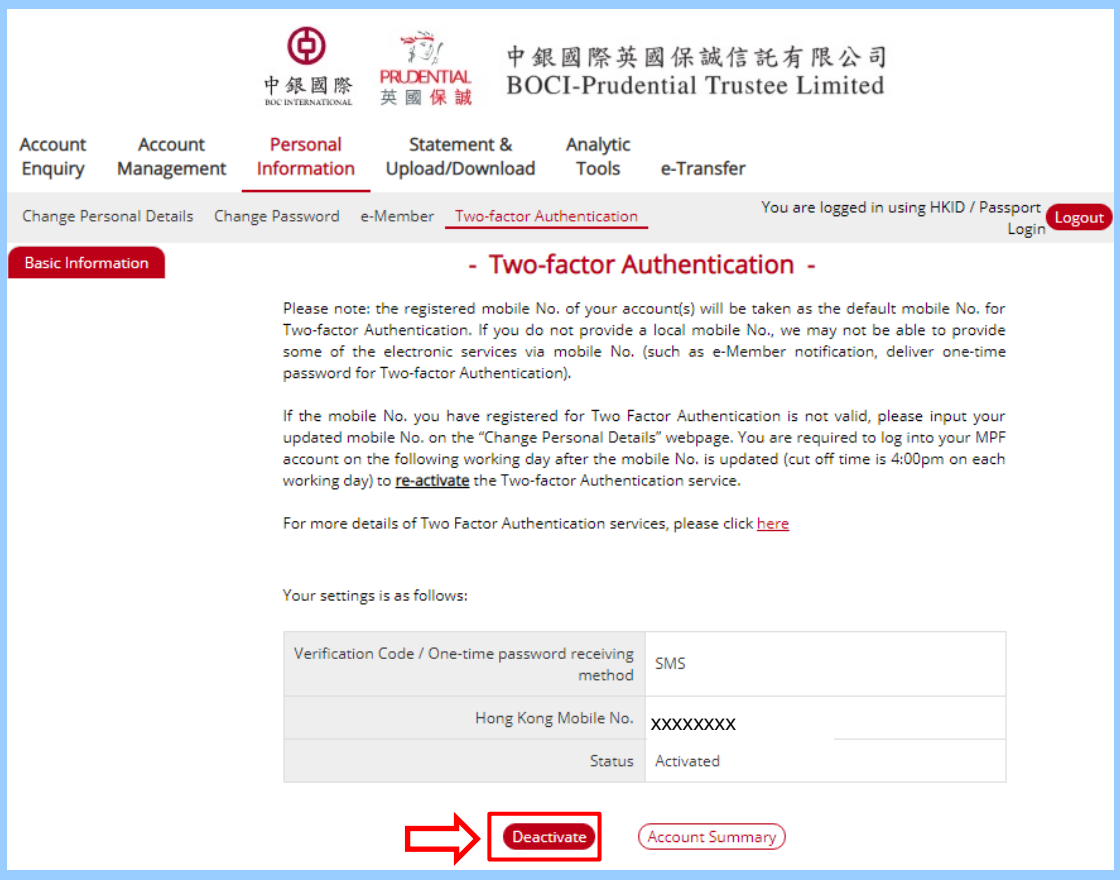


4. After two-factor authentication is activated, you will need to input a one-time password when you log into online account each time to verify your identification.



How to change the mobile No. for two-factor authentication?

As your previously registered mobile No. is taken as the default mobile No. for two-factor authentication, you need to change the mobile No. by submitting to us a form, contacting our call center or making the change through online account on the webpage of "Personal Information" -> "Change Personal Details". You are required to re-activate the Two-factor Authentication service after your mobile No. is updated.

How to deactivate two-factor authentication?

If you want to deactivate the two-factor authentication service, please log into your online account, go to the "Personal Information" -> "Two-factor Authentication" webpage and press "Deactivate".