

Add two-factor authentication 2FA/MFA on Reduxi controller, cloud webapp and mobile app

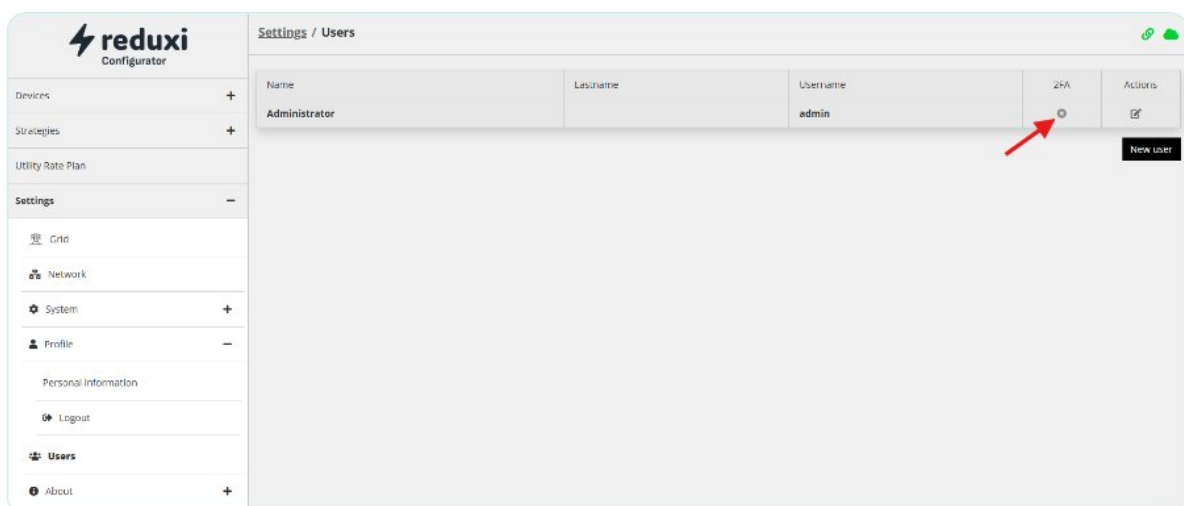
Add a second layer of security to your login on the Reduxi Controller, in the cloud web app and in the mobile app.



🔒 2FA with an authenticator app

📱 Mobile app version 240 or newer

🚫 Not available for Reduxi Gateway and P1 converter



Profile settings on the Reduxi Controller: the 2FA icon

Text description of this image

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1 Where 2FA is available

The Reduxi Controller supports **two-factor authentication (2FA)**. It adds a second layer of security when you log in.



Availability

2FA is available in the cloud web app, the mobile app and on the Reduxi Controller. It is not available for the Reduxi Gateway and not for the P1 converter.



Separate accounts

Enabling 2FA in the cloud also enables it in the mobile app. 2FA on the controller is configured separately because the controller uses a different account.

2 Enable 2FA on the Reduxi controller

1

Open the profile settings

Open **Settings > Profile** and click the **2FA** icon.

2

Scan the QR code

A QR code is displayed. Scan it with your preferred authenticator app to add the Reduxi account. If the authenticator app supports it, you can enter the displayed setup key manually instead of scanning the QR code.

3

Use the verification code

After configuration, the authenticator app generates a verification code. You need this code in addition to your regular login credentials.



Warning

Keep access to your authenticator app and your 2FA configuration secure. If you lose access to the configured 2FA method, the authentication cannot currently be recovered or reset. The only way to regain access to the Reduxi Controller is a **factory reset**. It clears all data and configuration from the controller.

Two-Factor Authentication

Scan Code or Enter Key

Scan the code below with your authenticator app to add this account. Some authenticator apps also allow you to type in the text version instead.



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Enter Code from Authenticator App

Enter the code from your authenticator app below to verify and activate two-factor authentication for this account.

Cancel Activate

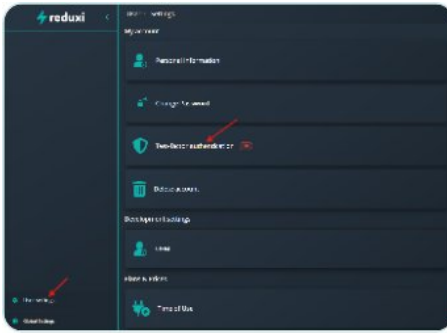
2FA setup on the Reduxi Controller

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3

Enable 2FA in the Reduxi cloud web app

The approach and requirements are similar to the controller. You can enable 2FA in the **User settings** menu. Follow the instructions in the application.



Cloud web app: screen 1

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Cloud web app: screen 2

2. Text description of this image

Screenshot of the Reduxi cloud web app (dark theme), page User / Two-factor authentication.



Cloud web app: screen 3

3. Text description of this image

Screenshot of the dialog "Turn on two-factor authentication" in the

4 Enable 2FA in the Reduxi mobile app

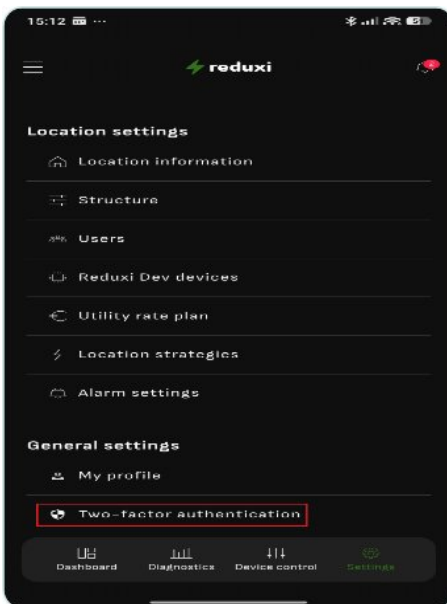


Version

2FA is only available in version 240 and newer.

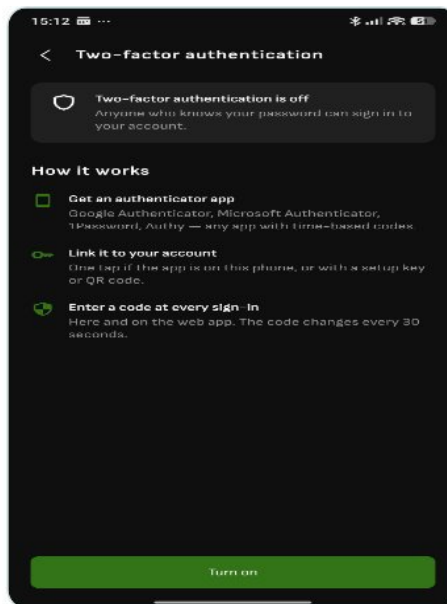
If 2FA is activated in the cloud app, it is also active in the mobile app, and the other way round.

You can enable 2FA via **Settings**. Follow the instructions in the application.



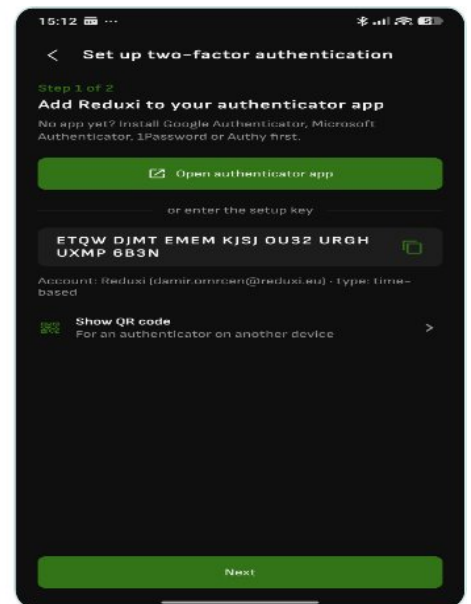
Mobile app: screen 1

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Mobile app: screen 2

2. Text description of this image



Mobile app: screen 3

3. Text description of this image

✓ Summary

Availability (Point 1): Cloud web app, mobile app and controller. Not the Reduxi Gateway or the P1 converter.

Controller (Point 2): Settings > Profile, click the 2FA icon, scan the QR code. Without access to 2FA only a factory reset helps.

Cloud web app (Point 3): Enable 2FA in the User settings. It also applies to the mobile app.

Mobile app (Point 4): Version 240 or newer. Enable 2FA via Settings.

→ Common issues

ISSUE	SOLUTION
Access to the 2FA method is lost on the controller	The authentication cannot currently be recovered or reset. The only way to regain access is a factory reset. It clears all data and configuration.
2FA is active in the cloud but not on the controller	The controller uses a different account. Configure 2FA on the controller separately (see Point 2).
The 2FA option does not appear	2FA is not available for the Reduxi Gateway and the P1 converter. In the mobile app it requires version 240 or newer.

→ Related articles

Matching guides from the Reduxi knowledge base:



Reduxi Cloud

Overview of the Reduxi Cloud.



Device setup guides

All step-by-step guides for connecting devices to the Reduxi Controller



Strategies for the Reduxi Controller

Energy manager and other strategies explained