

## CQG 2FA Flow

1. Install **Google Authenticator** on your devices.

For Android devices: [CLICK HERE](#)

For iOS devices: [CLICK HERE](#)

2. A separate e-mail will be sent by [no-reply@cqg.com](mailto:no-reply@cqg.com) containing a URL link to access to the QR Code link or the Code.
3. Open the Google Authenticator app (from Step 1) and
  - a. For first time users, Proceed with **“Get Started”** (Android) / **“Begin Setup”** (iPhone) and Select **“Scan a QR Code”**.  
*\*You are required to grant Google Authenticator permission to access your camera to scan the code*
  - b. For users with Google Authenticator already installed on their devices, click on the “ + ” button (Top right for Apple devices, Bottom right for Android User) and Select **“Scan a QR Code”**.
4. Scan the QR Code from Step 3.
5. Your account will then be linked to Google Authenticator (a new OTP is generated on a timely basis).
6. Click on Next and enter the 6 Digit Number generated by Google Authenticator.
7. Click on “Validate”, “Save” and “Exit”. From here you will have successfully linked your Google Authenticator for 2FA login.
8. Proceed to <https://m.cqg.com> and enter your Login ID and Password. After clicking Login, key-in your OTP retrieved from Google Authenticator.

To note:

For existing clients: Your password will be reset after turning on the 2FA feature and a new one will be sent to you

For new clients: Please log in with the password provided during your account set up

\*\* If you have changed to a new mobile device and are unable to access the authenticator, please contact us at **+65 6202 1862** for us to send you a new QR Code.

MY.CQG Administration & Security

Two-step authentication setup 0%

1. Secret key registration

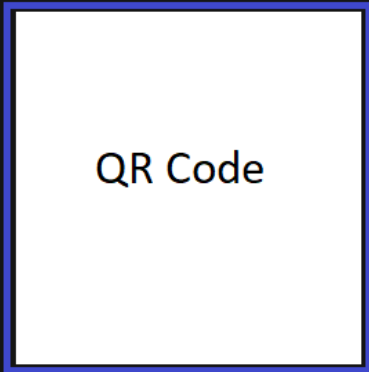
2. One-time password validation

### 1. Secret key registration

Two-step authentication adds an extra layer of security to your login. You sign in with your usual password plus a one-time password generated by an authenticator app.

This sequence registers your login in the authenticator app of your choice. Authenticator apps are widely available for both iOS and Android devices. Please refer to our online help for more information [here](#).

To register your login, enter this unique secret key in your authenticator app by scanning this QR code:

 QR Code

Or by entering this value into the authenticator app directly:

4C4PS36BKQLBEMZ4

Next 2. One-time password validation

### Two-step authentication setup

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One-time password correct

- 1. Secret key registration
- 2. One-time password validation**

**2. One-time password validation**

Generate a one-time password for your login using your authenticator app, enter it here, and click the Validate button.

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After a successful validation, complete the registration process by clicking the Save and Finish button.

Previous  
1. Secret key registration

Save and Finish  
Exit

MY.CQG Workflows

Two-step authentication has been set up successfully

## Hello, KGI-PS01

In this version of My.CQG you can set up two-step authentication and change and set password.

### Change password

Change existing password

Start

## CQG Desktop



CQG Desktop Login Screen

Navigation: Live (selected), Demo

Username: otpuser

Password: [Redacted]

Log on



CQG Desktop OTP Screen

One-time password is required

OTP: [Redacted]

Log on