

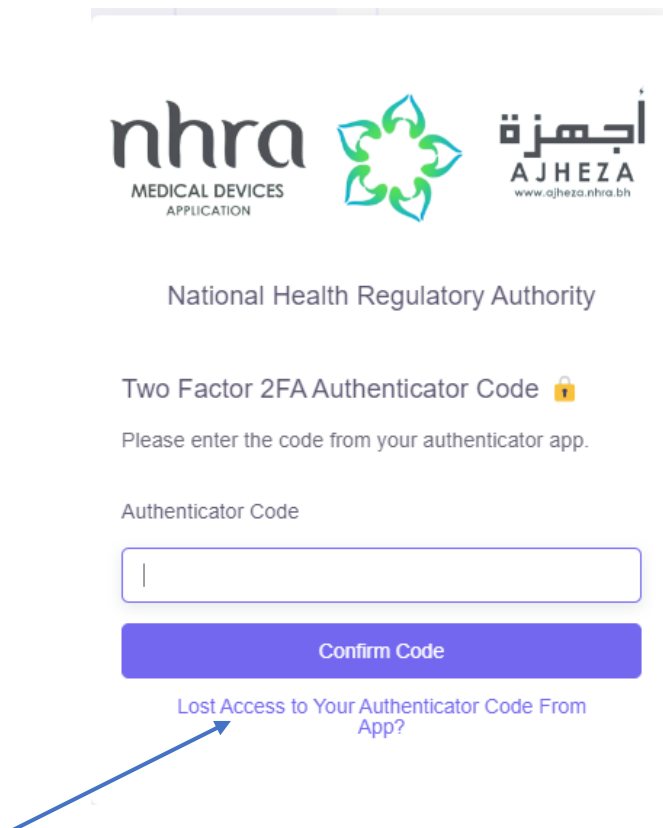
TWO FACTOR AUTHENTICATION

1: You Need to Install Authenticator app in you cell phone and enable two-factor authentication in the Ajheza portal.

video link: <https://drive.google.com/file/d/14OsoQwWaq5Csibnax-m44HFP56hXcs1G/view?usp=drivesdk>

2: If you lost access to the app or you didn't scan the QR code after enabling the two-factor authentication follow these steps.

a) Click on LOST access to authenticator code from app



The screenshot shows the login interface for the Ajheza portal. At the top, there are logos for 'nhra MEDICAL DEVICES APPLICATION', a green star logo, and 'AJHEZA www.ajheza.nhra.bh'. Below the logos, it says 'National Health Regulatory Authority'. The main heading is 'Two Factor 2FA Authenticator Code' with a lock icon. Below that, it says 'Please enter the code from your authenticator app.' There is a text input field labeled 'Authenticator Code' with a cursor. Below the input field is a blue button labeled 'Confirm Code'. Below the button, there is a link that says 'Lost Access to Your Authenticator Code From App?'. A blue arrow points from the bottom left towards this link.

b) Now click on get recovery codes in email.

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National Health Regulatory Authority

Two Factor 2FA Recovery Code

Please enter the recovery code to proceed.

Recovery Code

[Get Recovery Codes in Email?](#)

[Already have Authenticator Code From App?](#)

Confirm Code

c) Type your email and click submit. (if you have an account with the email you will receive an email)

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Two Factor 2FA Authenticator Code

Please enter your Email. If your email exists you will receive Recovery Codes.

Email

Submit

d) If you receive an email you have to copy any one of the recovery codes from the mail.

Dear User ,

NHRA Online Portal **Recovery Codes**.

- 1 : Td7MU78d8x-xtnVajv4IG
- 2 : iBlbUxFFmO-Ov5BP3QJ0j
- 3 : f5zfCRU86-IVbBvNuM4V
- 4 : bJivrYCINv-KEhrU5Kfwu
- 5 : XpXOE6hrRk-GKtPgbo6mB
- 6 : c1kmcQxT4u-AN0mKVKAei
- 7 : teHadFd3kr-3dzlYn88cG
- 8 : uN1ONjwrWQ-OJmAJ3QEmc

Please Note that After Login with any of these **Recovery Codes** you have to Setup 2 Factor Authentication Again.

Regards,
The NHRA Team,

[View Application](#)

e) After copying go to login page and enter your credentials and click login. On two-factor authentication page **again click on the lost access to recovery codes like in step (a)**. Now paste the recovery codes here.

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Two Factor 2FA Recovery Code

Please enter the recovery code to proceed.

Recovery Code

[Confirm Code](#)

[Get Recovery Codes in Email?](#)

[Already have Authenticator Code From App?](#)

f) After Successful confirmation of this recovery codes. You again have to enable two-factor authentication for that follow the steps given in the step (1) video link.

video link: <https://drive.google.com/file/d/14OsoQwWaq5Csibnax-m44HFP56hXcs1G/view?usp=drivesdk>