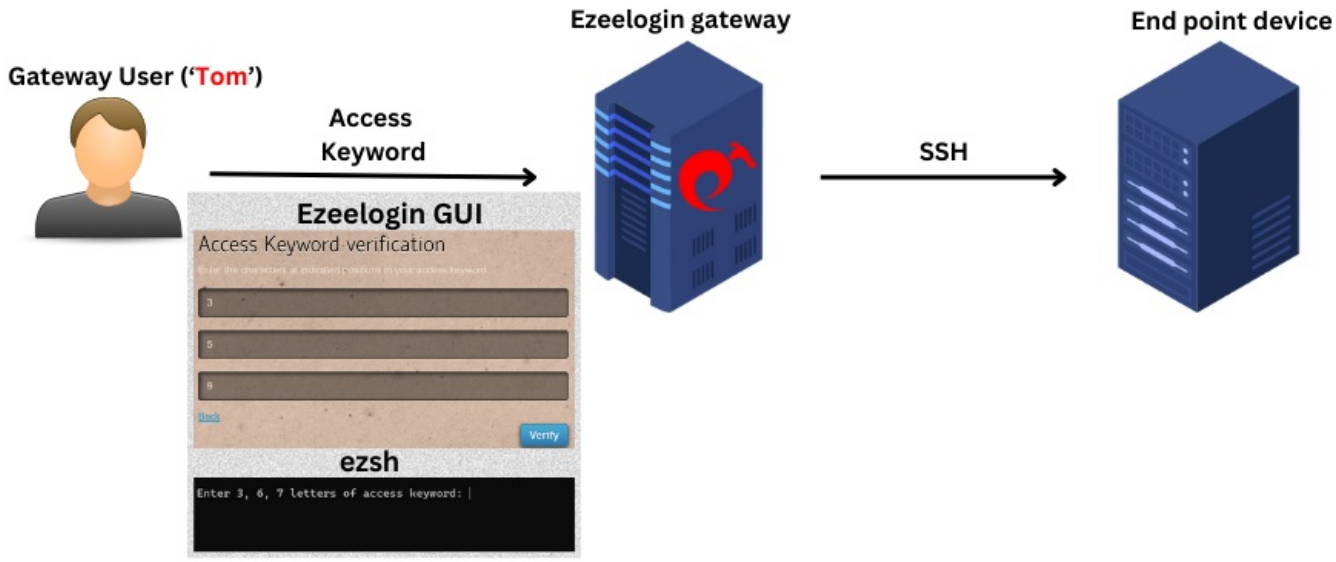
Access Keyword 2FA explained

250 admin July 8, 2026 Security Compliances, Two Factor Authentication (2FA) 10618

How to enable/disable Access Keyword 2FA (Two-factor Authentication) in Ezeelogin?

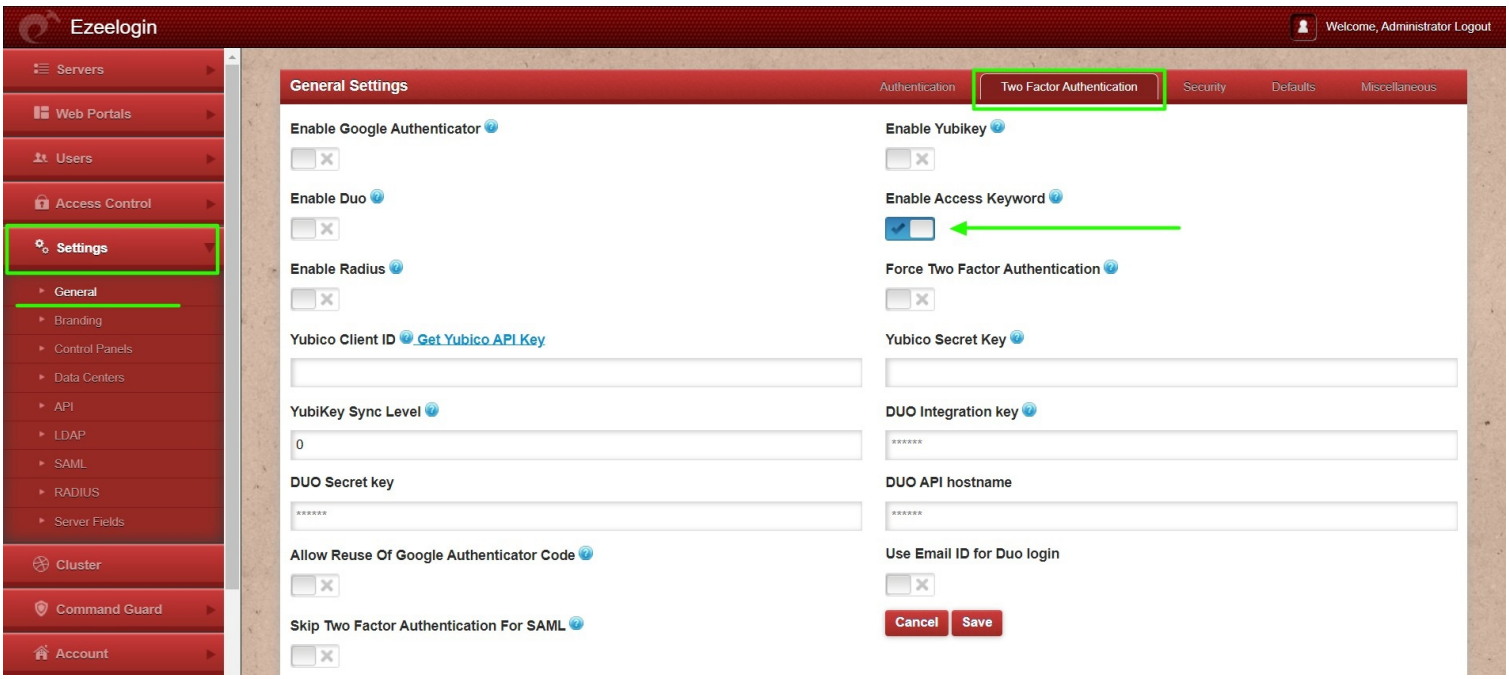
Overview: This article provides step by step instructions for Ezeelogin gateway users to enable or disable and reset access keyword two-factor authentication (2FA). It also covers methods to disable access keyword 2FA through GUI and via backend.



Access keyword is a two-factor mechanism used for securing the Ezeelogin GUI and the backend(ezsh). Ideally, it would be phrases that can be easily remembered. They should never be written down and should be stored only in your memory.

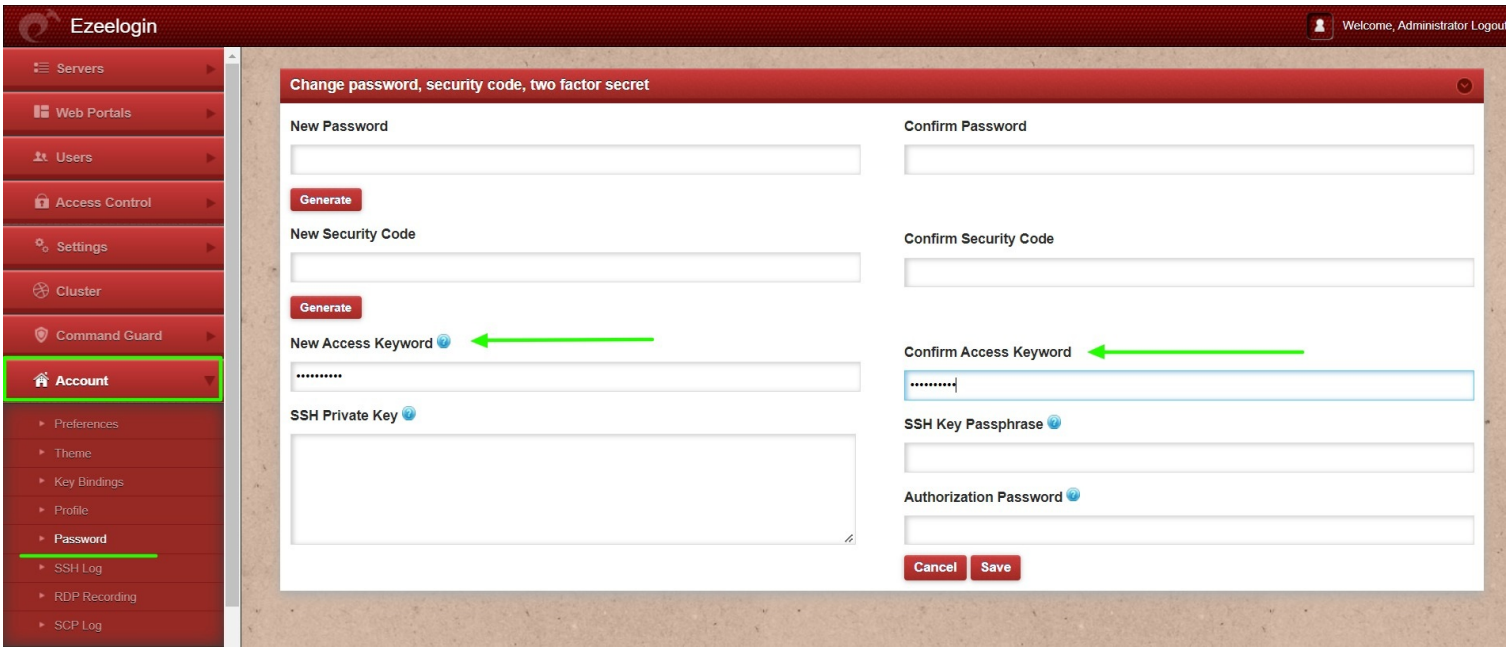
1. How to enable Access Keyword 2FA?

Step 1(A): Enable access keyword 2FA in the Ezeelogin GUI as an admin privileged user. Log in to Ezeelogin GUI and navigate to **Settings** -> **General** -> **Two Factor Authentication** -> **Enable Access Keyword**.

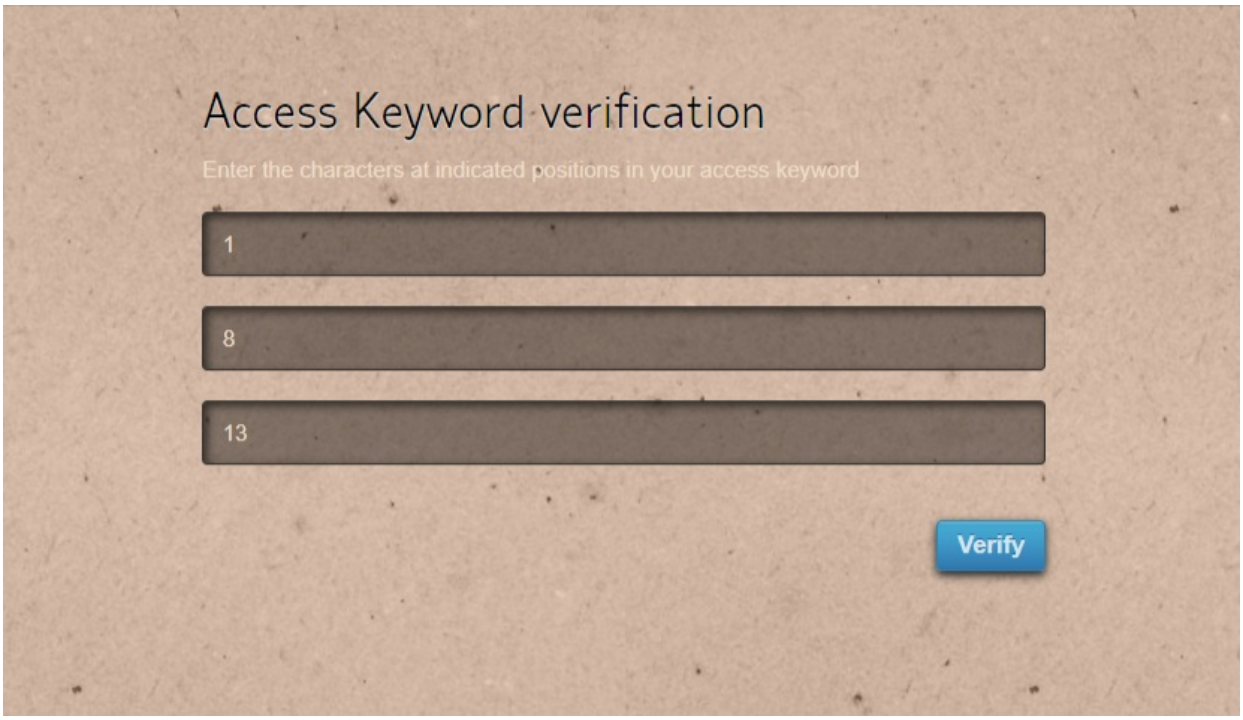


Step 1(B): To set up access keyword 2FA for user authentication, log in to the Ezeelogin GUI as the user for whom access keyword is to be set up. Then, navigate to **Account** -> **Password** -> **New Access Keyword** -> **Confirm Access Keyword** and provide the **authorization password** of the user and click on **save**.

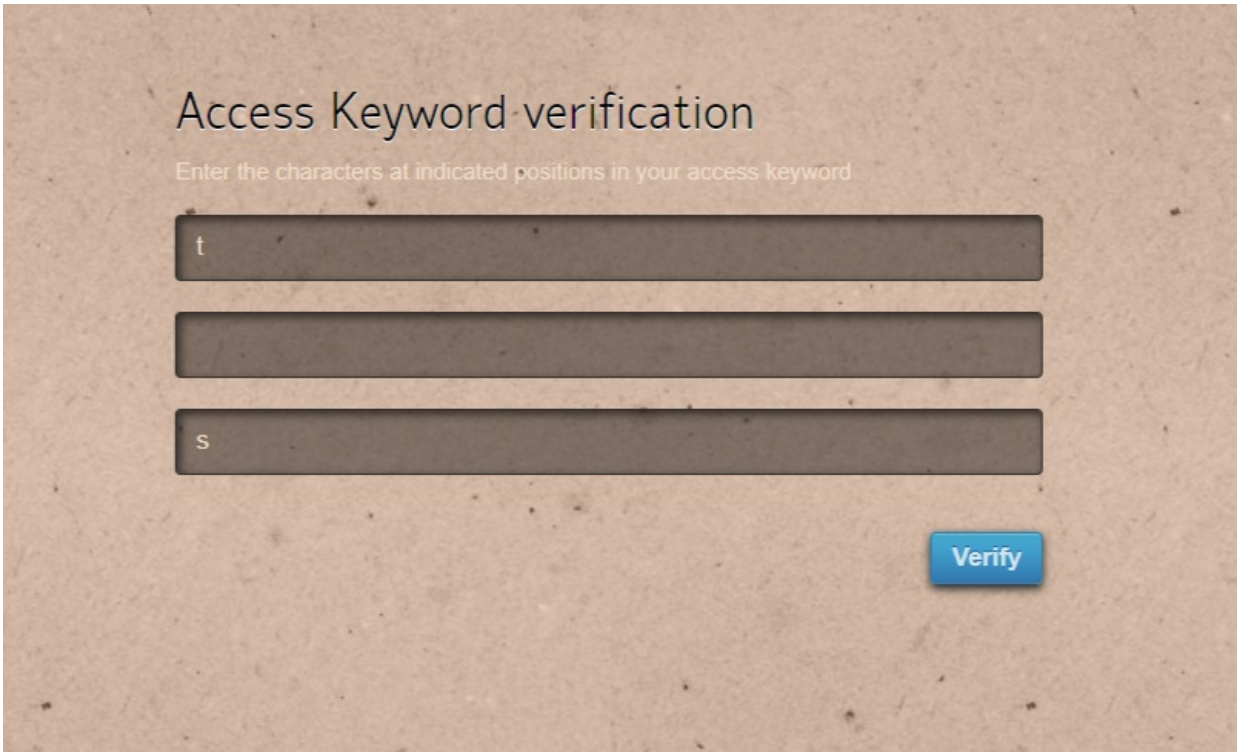
The access keyword should have a minimum of 10 characters and at least 4 unique characters. Example of phrases that can be used for access keywords would be a phrase like "**top dog bites**".



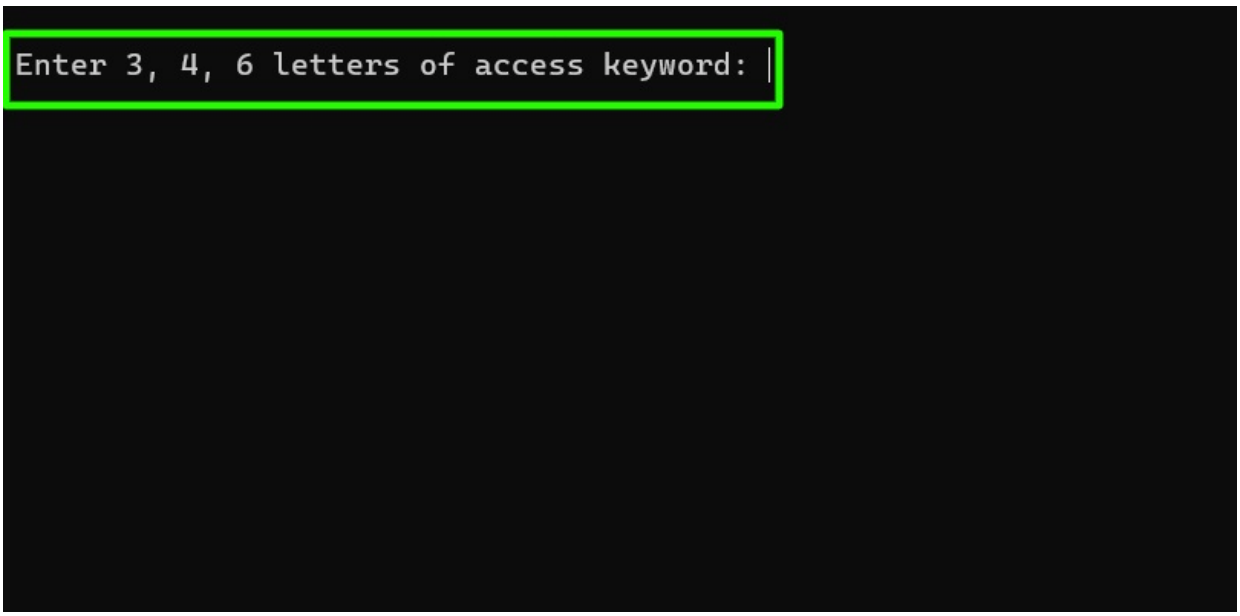
Step 1(C): Once access keyword has been set up Ezeelogin GUI would ask for the characters from 3 different positions while authenticating. As shown below, enter the characters from the **first**, **eight**, and **thirteenth** positions within the phrase(**top dog bites)**.



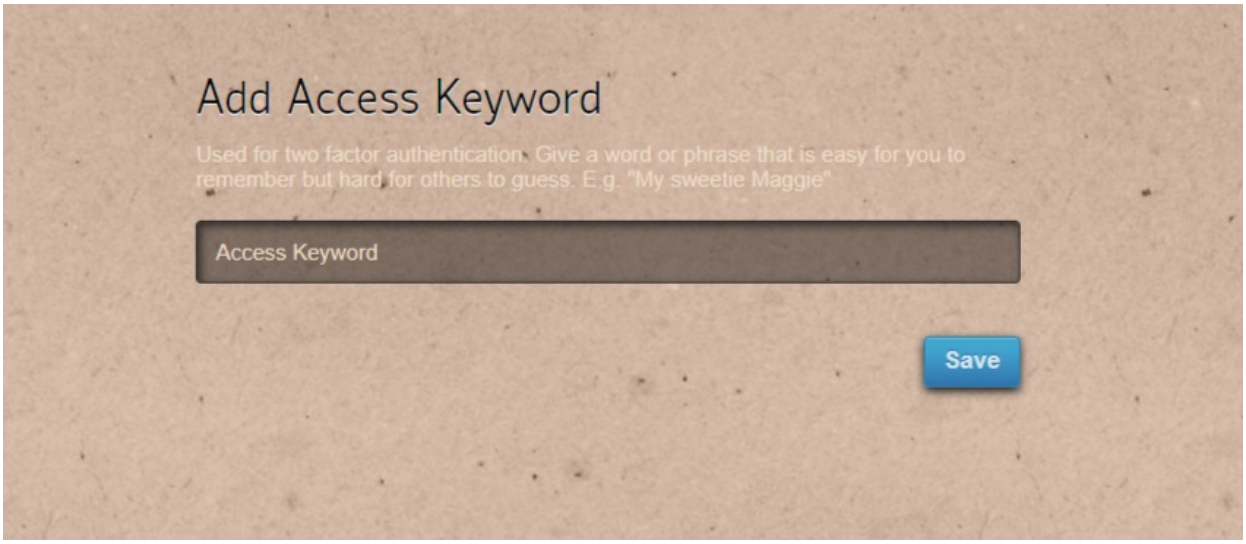
Step 1(D): Enter the character that would come in the **first**, **eighth**, and **thirteenth** positions within the phrase(**top dog bites**), which would be '**t**', ' ' and '**s**'. Note that, space is a character and would be counted. For example the character in the eighth position would be the **space** character, which means simply pressing the '**space**' key.



Step 1(E): The backend 2fa method will also be now using **access keyword**. In this case, enter the characters in the **third**, **fourth**, and **sixth** positions within the phrase(**top dog bites**) which would be '**p**', **space**', and '**o**'.



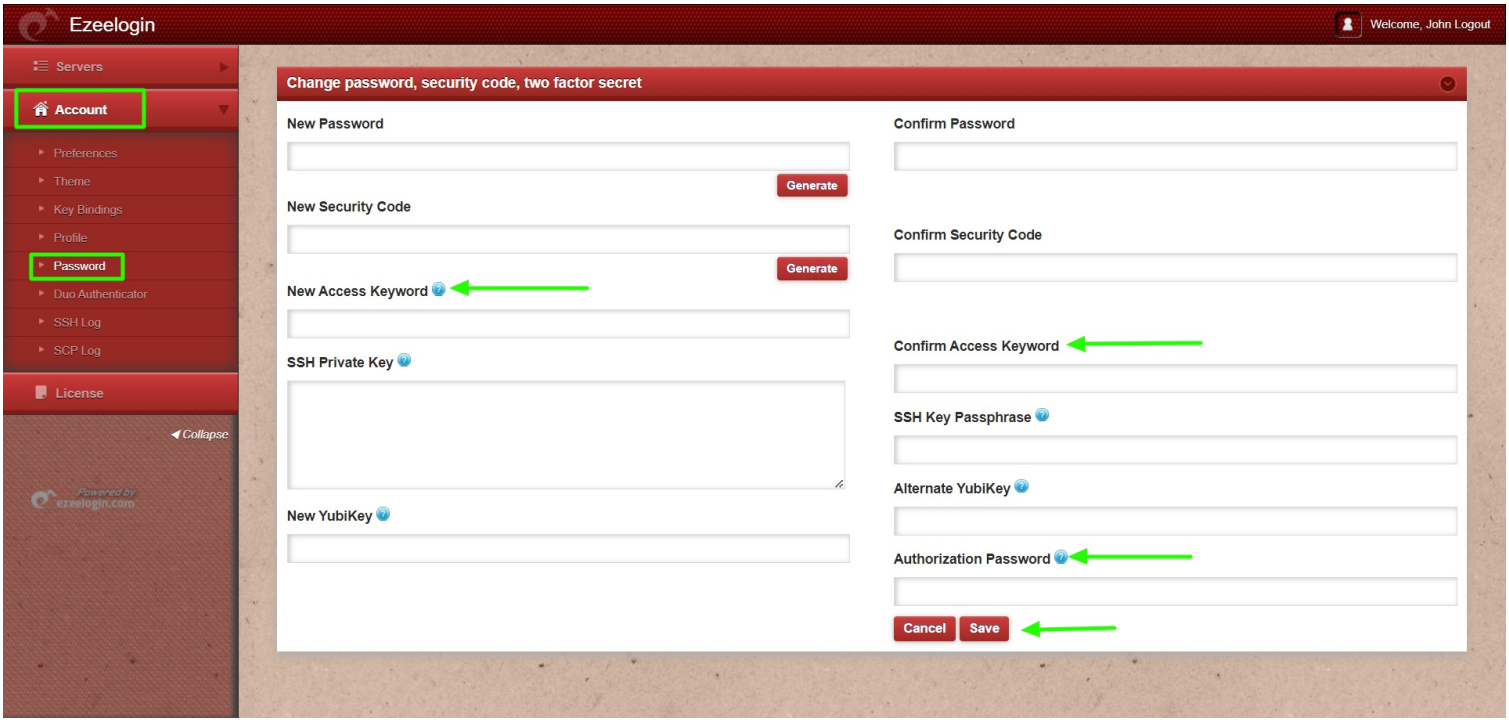
Step 1(F): If the admin privileged user has enabled **force two factor authentication** and the non-privilged user has not setup access keyword, then Ezeelogin GUI will prompt to set up the access Keyword when logging in as the non-privileged user.



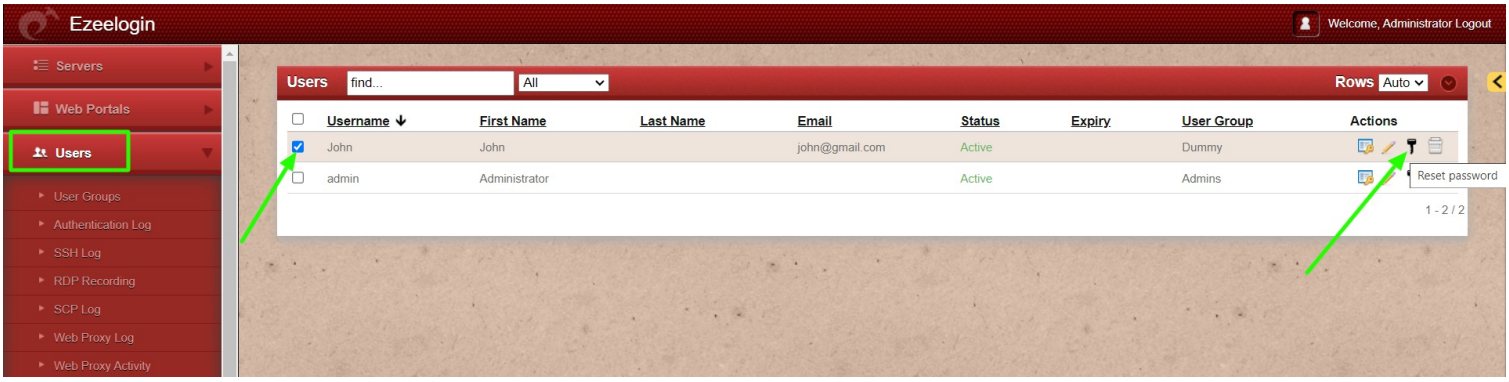
Refer article to set timeout for 2FA: 2FA Timeout in Ezeelogin

2. How to reset Access Keyword 2FA through the GUI for a non-privileged user?

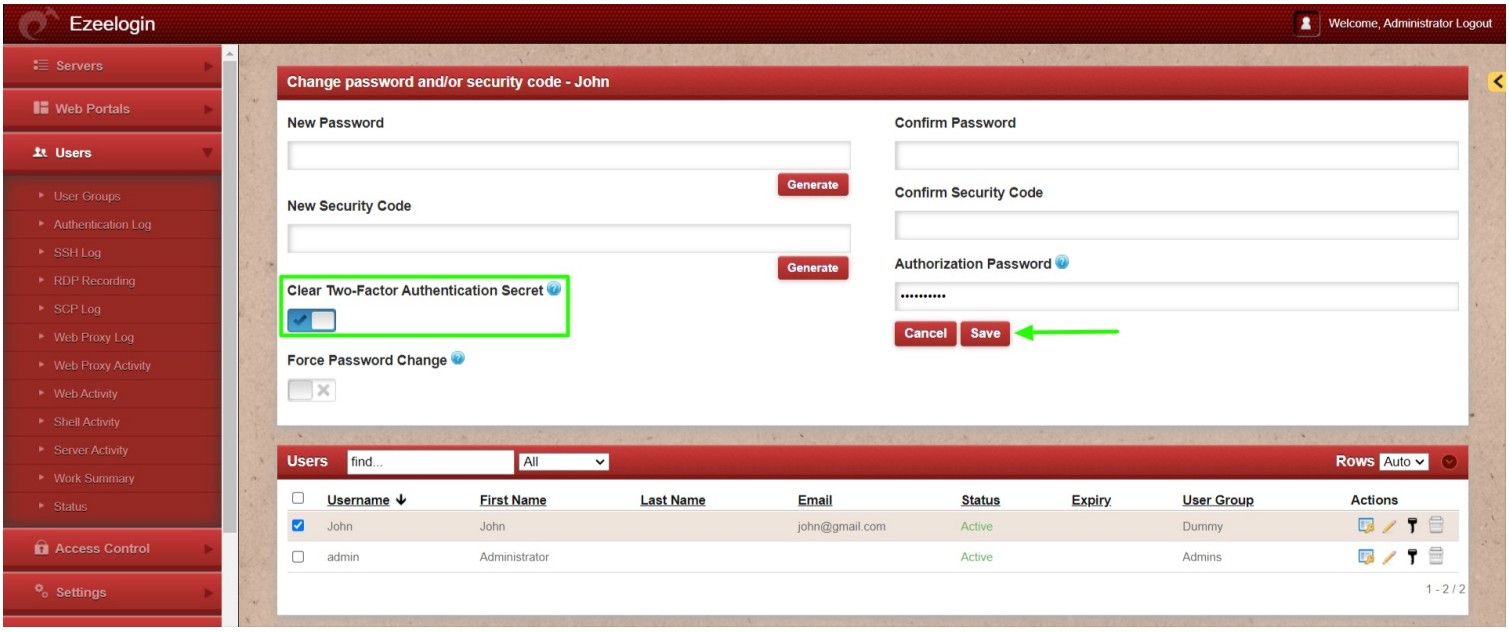
Step 2(A): Log in as the non-privileged gateway user to the Ezeelogin GUI, navigate to **Account** -> **Password** -> **Enter the new access keyword** -> **Confirm Access Keyword** and provide the **authorization password** of the user and click on **save.**



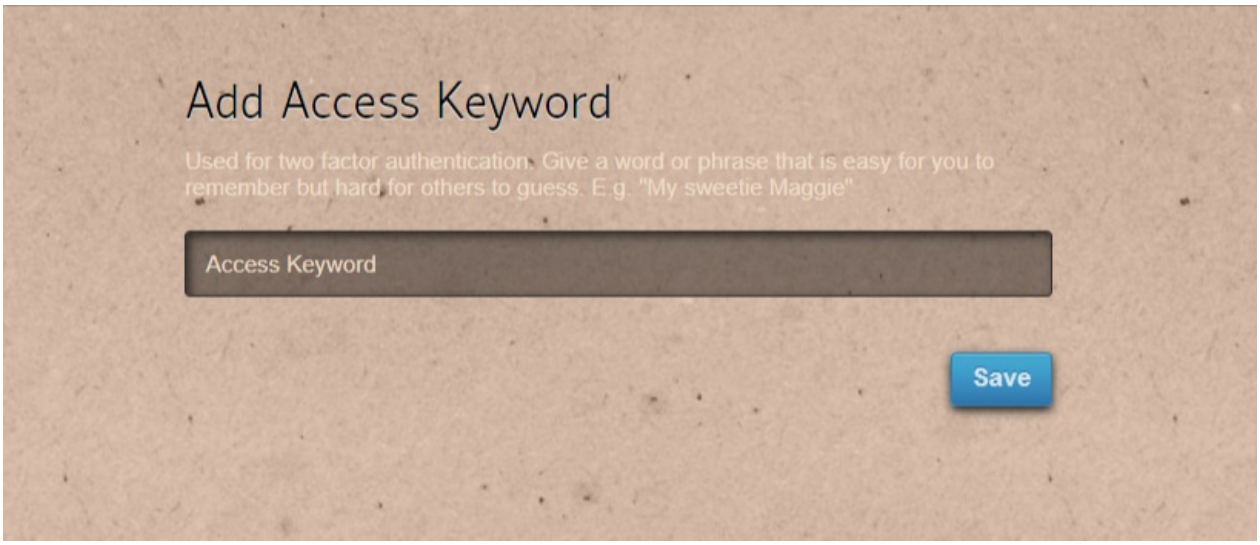
Step 2(B): If the non-privileged user is unable to log in to the Ezeelogin GUI, then only the admin user can reset the access keyword from the GUI. Log in as admin user and select the **Reset Password** option for that non-privileged user.



Step 2(C): Enable **Clear Two-Factor Authentication Secret** and after providing **authorization password** click on **save**.

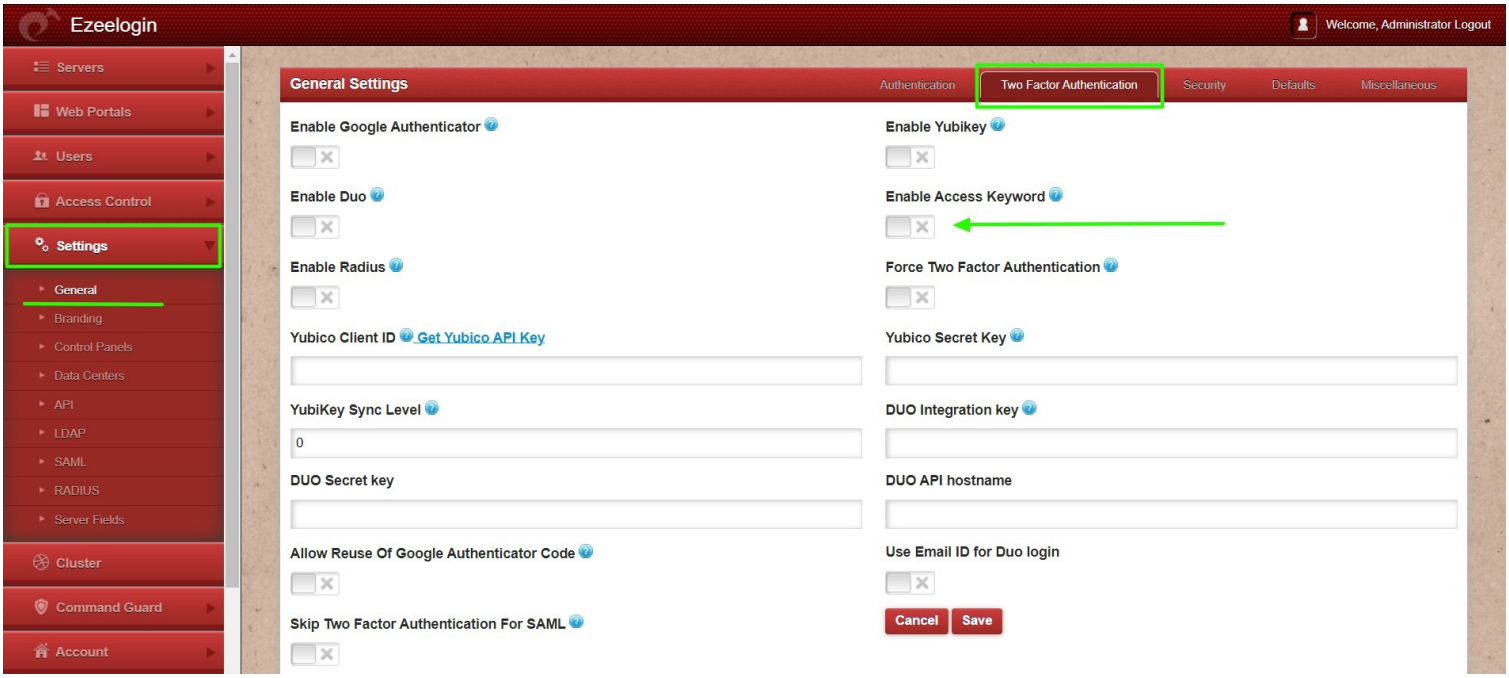


Step 2(D): Relogin as the non-privileged user and Ezeelogin GUI will prompt to set up new access keyword.



3. How to disable Access Keyword 2FA from GUI Globally?

Step 3(A): Navigate to **Settings** -> **General** -> **Two Factor Authentication** -> **Disable Access keyword**



Emergency CLI Method

Disable Access Keyword:

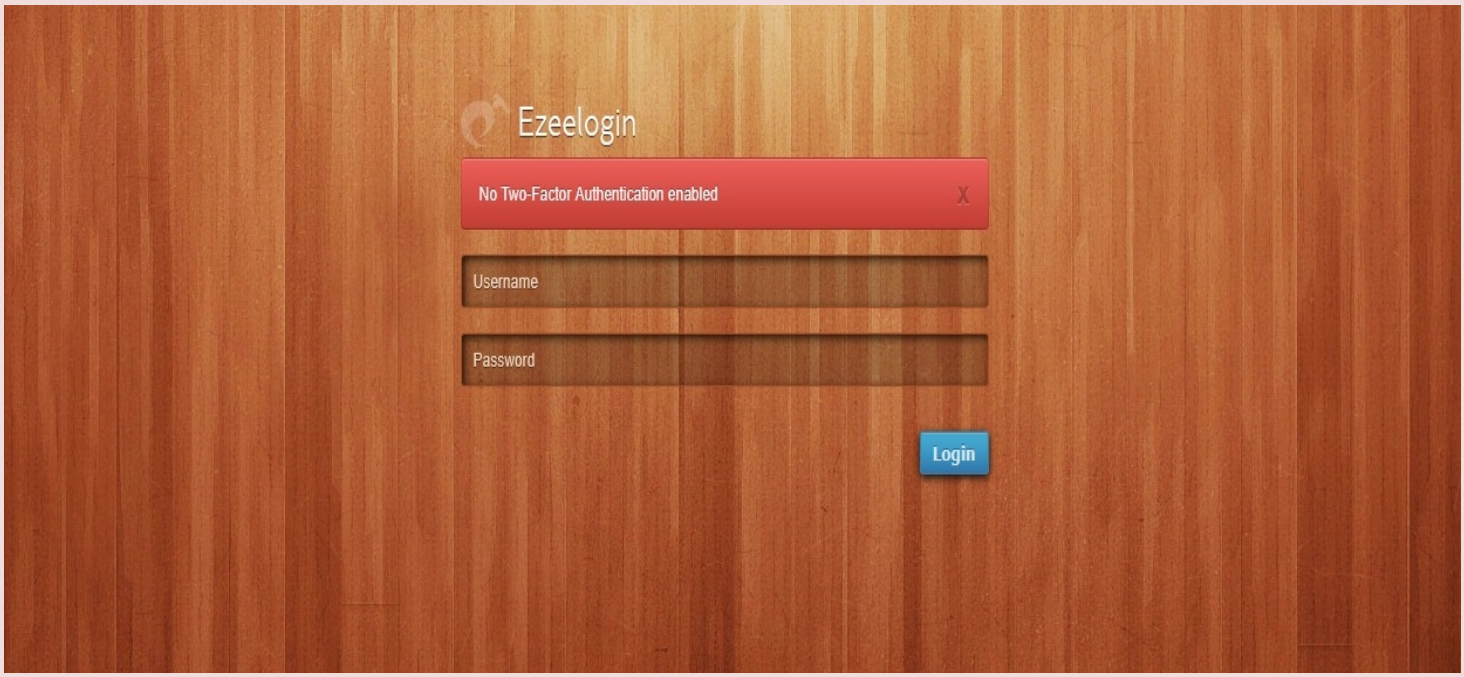
root@gateway ~]# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_settings set value='N' where(name='enable_access_keyword')"

Clear Access Keyword secret for single user:

root@gateway ~]# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_users set eak=NULL where username='ezadmin'"

Clear Access Keyword secret for all user:

root@gateway ~]# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_users set eak=NULL"



This error "**No Two-Factor Authentication enabled**" happens when we enforce Two-Factor authentication without enabling any of the Two-Factor authentications. Run the following command to disable **Force Two Factor Authentication**.

Disable force two factor authentication globally:

root@gateway:~# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_settings SET value = 0 WHERE name = 'two_factor_auth'"

Disable force two factor authentication for user group (replace user_group with correct user group):

root@gateway:~# php /usr/local/ezlogin/ez_queryrunner.php "update prefix_usergroups set force_tfa='N' where name='**user_group**';"

Related Articles:

Enable/Disable two factor authentication in Ezeelogin

Error: No Two-factor Authentication enabled in GUI

Disable two factor authentication from backend

2FA Timeout in Ezeelogin

Online URL: https://www.ezeelogin.com/kb/article/access-keyword-2fa-explained-250.html