Multi-Factor Authentication

If you already have an account and would like additional security for your data, please use Multi-Factor Authentication (MFA).

ista
Switch to Smart

Profile

Name Data **Login** Contact

To enable MFA, go to 'Profile' and select **'Login'**.

Username

Your username

You will then see this screen.

Password

••••••••••••••••

Multi Factor Authentication
Click for an explanation

Edit ◄──── Click on **'Edit'**.

Delete my account

Close

Change login

Username

Your username

New password

••••••••••••••••

You will then see this screen.

Confirm new password

••••••••••••••••

Multi Factor Authentication ◄──── Enable MFA here.
Click for an explanation

Cancel Save ◄──── Now click on **'Save'**.

You will then see the following screen

If you have enabled the MFA toggle, you will need to enter your username and password the next time you log in. You can then link your Authenticator app.

Install one of these apps on your mobile phone.

Open the app you installed and scan the QR code.

Can't scan? Click here for more instructions.

Entering a name for your mobile is not mandatory.

Enter the code you see on your mobile here.

Click on **'Submit'**. You will now enter your account on mijn.ista and you can see your meter readings.

Want to disable Multi-Factor Authentication again?

Go back to your **'Profile'** and to **'Change login'**.

You will then see this screen.

Disable MFA here.

Now click on **'Save'**. You are no longer using MFA. Next time, you can log in with your username and password. You no longer need to enter an additional code.

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