

ENABLE 2FA FOR EXISTING USERS

If you encounter any problems while following this procedure, please contact us for assistance at support@silverbullion.com.sg or call us at [+65 6100-3040](tel:+6561003040), [+1 \(848\) 285-5466](tel:+18482855466) (US callers), [+44 114 697 7458](tel:+441146977458) (UK callers), [+31 970 102 57458](tel:+3197010257458) (EU callers), [+61 480 097 458](tel:+61480097458) (AU callers).

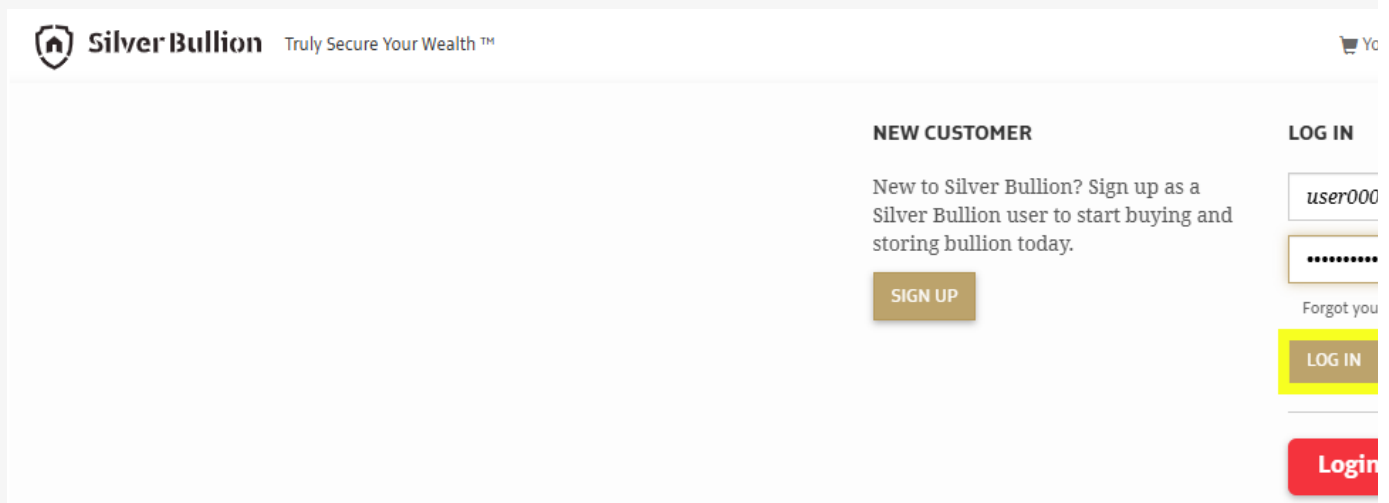
How to enable Time-Based One Time Password (TOTP) Two-Factor Authentication for Existing Users

If you are a new user or do not have an account, please refer to "Enable 2FA for New Users".

THE STEPS:

Step 1

Click on **Sign Up | Log In** (top right corner of the page), fill up username and password, then select



The screenshot shows the Silver Bullion website's login and sign-up interface. At the top left is the Silver Bullion logo with the tagline "Truly Secure Your Wealth™". On the right, there is a shopping cart icon. The main content area is divided into two columns. The left column is titled "NEW CUSTOMER" and contains the text: "New to Silver Bullion? Sign up as a Silver Bullion user to start buying and storing bullion today." Below this text is a brown "SIGN UP" button. The right column is titled "LOG IN" and contains a text input field with "user000", a password input field with masked characters ".....", and a "Forgot you" link. Below the password field is a yellow "LOG IN" button. At the bottom right, there is a red "Login" button.

Step 2

On this setup, select on **Authenticator App** .

Due to maintenance, selling of metals for cryptocurrencies is temporarily unavailable.



TWO-FACTOR AUTHENTICATION SETUP

Enhance your account security by enabling two-factor authentication. This adds an extra layer of protection by requiring a second form of verification when signing in.

Choose your preferred authentication method below to get started.

Authenticator App (recommended)

- Generate secure time-based codes using apps like 2FAS, Microsoft Authenticator, Google Authenticator, or Authy.

SMS Text Message

- Receive verification codes via text message to your registered phone number.

CONFIRM

Step 3

Open your preferred authenticator app on your device and scan the QR code displayed on the screen

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TWO-FACTOR AUTHENTICATION SETUP

STEP 1: ADD SILVER BULLION TO YOUR AUTHENTICATOR APP

Use your authenticator app to scan the QR code below, or manually enter the secret key if scanning is available.



Cannot scan the QR code? Copy and paste this secret key into your authenticator app:



Step 4

In the authenticator app, select your Silver Bullion account.

Suggested



user0001

silverbullion.com.sg

Create New Password...

Step 5

Enter the code generated by the authenticator app into the provided text box.

A screenshot of the Silver Bullion app interface. It shows a dark-themed card with the app's logo at the top. Below the logo, the text "Silver Bullion" is displayed. The card contains several fields: "Username" with the value "user0001", "Password" with "*****", "Code" with "123456", "Website" with "silverbullion.com.sg", "Modified" with "Today", and a "Notes" field at the bottom.

Username	user0001
Password	*****
Code	123456
Website	silverbullion.com.sg
Modified	Today
Notes	

STEP 2: VERIFY SETUP

Enter the 6-digit codes from your authenticator app and email to confirm the setup and activate two-factor authentication.

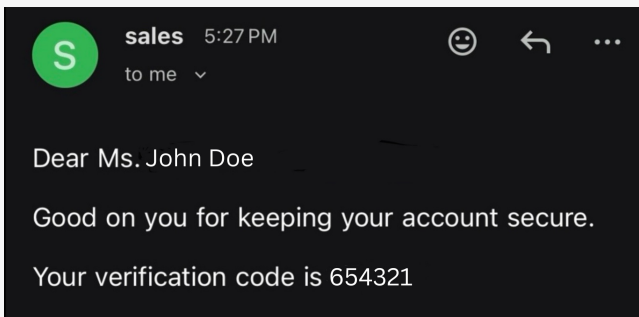
Authenticator Code

Email Verification Code

ENABLE TWO-FACTOR AUTHENTICATION

Step 6

Complete the verification process by entering security codes sent via email.



STEP 2: VERIFY SETUP

Enter the 6-digit codes from your authenticator app and email to confirm the setup and activate two-factor authentication.

Authenticator Code

Email Verification Code

ENABLE TWO-FACTOR AUTHENTICATION

Step 7

Once verification is successful, TOTP 2FA will be activated for your account.



TWO-FACTOR AUTHENTICATION SETUP

TWO-FACTOR AUTHENTICATION ENABLED

Your Two-Factor Authentication has been successfully activated. From now on, you will be required to enter a verification code each time you sign in for added account protection.

You will be redirected to your profile in 2 seconds...

[GO TO PROFILE](#)

Step 8

The next time you sign in, you can use the TOTP code from your authenticator app to log in.