

# One Time Password Via Twilio V5.0.1

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**OTP (One Time Password)** is a string of numeric or alphanumeric characters that generates automatically. And it is the most reliable authentication process.

With the help of this module, the admin can integrate OTP (One Time Password) verification feature on the Adobe Commerce store.

Thus, OTP verification can use for the new customer while they are registering on the store, during sign-in, when they want to reset their password, and during the checkout process.

## OTP (One Time Password) Extension Features

Admin can configure to enable/disable the OTP module.

Admin can set OTP Expiry duration.

One Time Password verification of the customers at the time of registration.

Admin can enable/disable OTP verification of the customers at the time of checkout.

The admin can select the payment option, for which the customers will verify OTP.

Admin can set email templates for OTP verification notifications.

This module supports all Payment Methods.

The customer cannot reuse the expire/use OTP.

The customer receives the Mobile OTP (SMS) on the registered mobile if Twilio Mobile Verification enable otherwise customer receives the OTP on the email address.

OTP string supports numeric digits only.

The One Time Password can be resend to the customer.

The customer can't use the OTP for cross-customer accounts.

Need OTP validation on Customer Forget Password

OTP validation while login as a customer

Send OTP in Email in case of mobile OTP failure.

## OTP Module Configuration

To do the module configuration in the admin panel, please navigate through **Stores>Configuration>Webkul>One Time Password(OTP)**.

Thus, the following options will appear for doing module configuration:

The screenshot shows the 'One Time Password' configuration page in the Webkul admin panel. The left sidebar contains a menu with options: CATALOG, CUSTOMERS, DEMO MANAGEMENT, MARKETING, CONTENT, REPORTS, STORES, and SYSTEM. The 'STORES' menu is expanded, showing sub-menus: GENERAL, CATALOG, SECURITY, CUSTOMERS, SALES, YOTPO, DOTDIGITAL, and ADVANCED. The 'One Time Password (OTP)' sub-menu is selected. The main content area is titled 'One Time Password' and contains the following configuration options:

- Enable Module on Frontend** (webstore): Yes
- Need Otp Validation On New Customer Registration** (webstore): Yes
- Need Otp Validation On Customer Forgot Password** (webstore): Yes ☐ Use system value
- Need Otp Validation On Checkout** (webstore): Yes
- Add Payment methods for OTP Validations** (global):
  - No Payment Information Required
  - Check / Money order
  - PayPal Express Checkout
  - PayPal Billing Agreement
- OTP Expiry** (store view): 90  
Set expiry time in seconds and between range (60 - 300) else automatically 60 will be taken.

## One Time Password

**Enable Module on Frontend** – Select the “**YES**” option to enable the module on the front end or else select “**NO**”.

**OTP Validation On New Customer Registration** – Select the “**YES**” option to enable OTP verification for the new customer at the time of registration or else select “**NO**”.

**Need OTP Validation On Customer Forget Password** – Select the “**YES**” option to enable OTP verification for the customer at the time of the customer forgetting a password or else select “**NO**”.

**Need OTP Validation On Checkout** – Select the “**YES**” option for enabling OTP validation during the checkout or else select “**NO**”.

**Add Payment methods for OTP Validations** – Admin can select for which payment method, he/she wants to enable the OTP verification.

**OTP Expiry** – Admin can set expiry time in seconds and between range [60 – 300] else automatically 60 will be taken.

## OTP Email Settings

**Select OTP Notification Template** – Select the OTP notification template that will be sent to the new customer during **REGISTRATION**.

**Select OTP Notification Template** – Select the OTP notification template that will be sent to the customer at the time of **CHECKOUT**.

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Save Config

Select Otp Notification Template at time of New Registration

OTP Email at the time of New Registration (Default)

[store view](#)

Select Otp Notification Template at time of Checkout

OTP Email at the time of Checkout (Default)

[store view](#)

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Twilio Auth

Enable Mobile Verification

Yes

☐ Use system value

Send OTP Email In Failure

No

☒ Use system value

Auth Id

\*\*\*\*\*

[store view](#)

Token

\*\*\*\*\*

[store view](#)

Message

Your One Time Password is {otp}.

[store view](#)

Sender Number

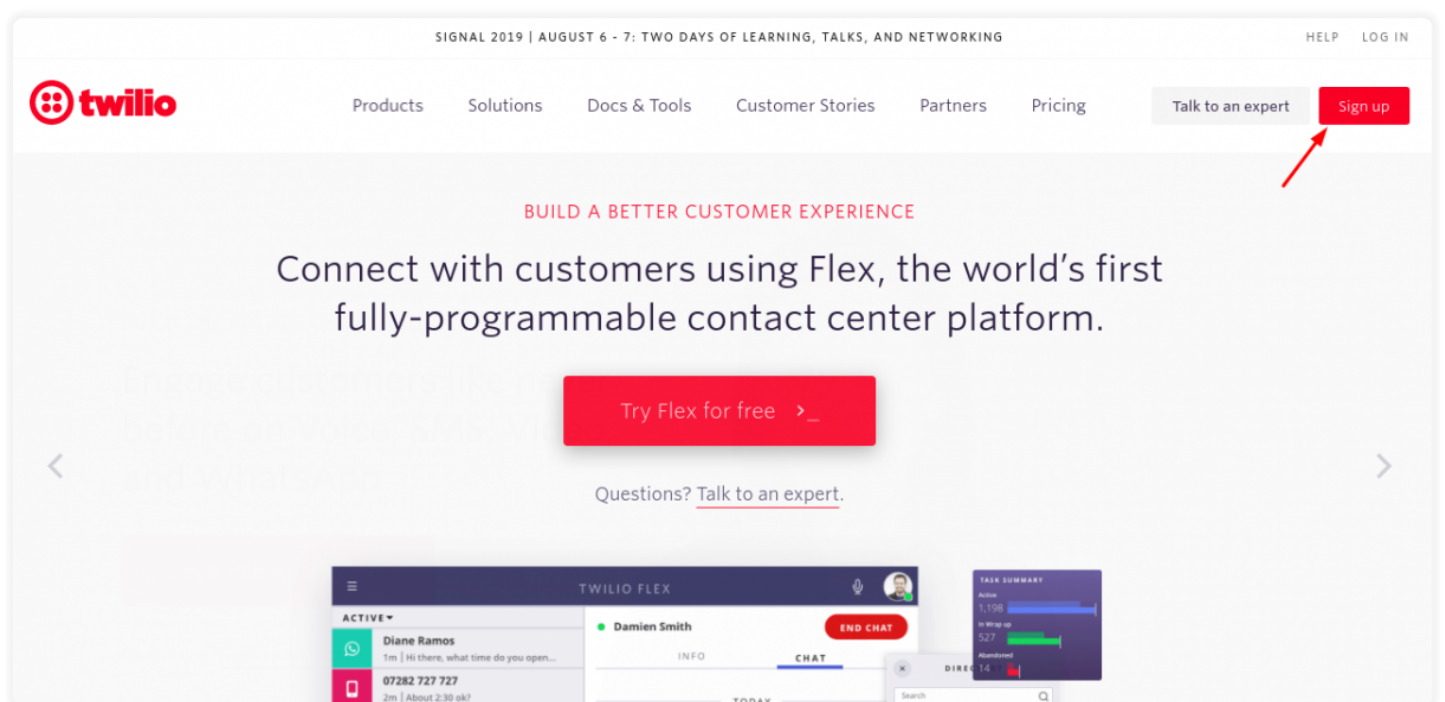
+1 256 380 4567

[store view](#)

# Twilio Auth

*“Twilio” is a communications platform for sending and receiving text messages using it’s web service APIs.*

The admin can signup for the Twilio services and register to the Twilio. To register, the admin can visit [Twilio](#) then click on the signup button.



Here, the admin can fill the required feild as shown in the image below-

twilio

Get started with a free Twilio account.  
No credit card required.

First Name

Last Name


Email

Choose a password

Password, again

☐

I'm not a robot

  
reCAPTCHA  
Privacy - Terms

Get Started

By clicking the button, you agree to our [legal policies](#).

Already have an account? [Login](#)

Now, from the Twilio account, the admin can access the information which will be required in the admin dashboard.

Dashboard

Billing

Usage

Settings

General

Subaccounts

Manage Users

Upgrade

General Settings

Properties

PROJECT NAME

m's Account

ACCOUNT SID

ACffccc...46e1a2

Two-Factor Authentication

Add an extra layer of protection to your project, with a verification code sent via SMS or voice call.

☐ DISABLED

Do not require a verification code

☐ ONCE PER COMPUTER

Trust computers and only ask for verification code every 30 days

☒ EVERY LOG-IN

We'll always ask for a verification code

API Credentials

LIVE Credentials

[Learn about REST API Credentials](#)

ACCOUNT SID

ACffccc...70c46e1a2

Used to exercise the REST API

AUTH TOKEN

[Request a Secondary Token](#)

Keep this somewhere safe and secure

TEST Credentials

[Learn about Test Credentials](#)

TEST ACCOUNT SID

AC7979...3a775

Used to exercise the REST API

TEST AUTHTOKEN

Keep this somewhere safe and secure

So, using the Twilio, the admin can enable the Mobile OTP. To enable this, the admin has to enter the Auth Id, Token, and message. The store owner can generate these login credentials from [Twilio](#).

**Enable Mobile Verification** – Select the “**YES**” option to send the Mobile OTP (SMS) or else select “**NO**” to send the OTP through the email.

**Send OTP Email in Failure** – When selected “**Yes**” OTP will be sent via email in the failure of the SMS.

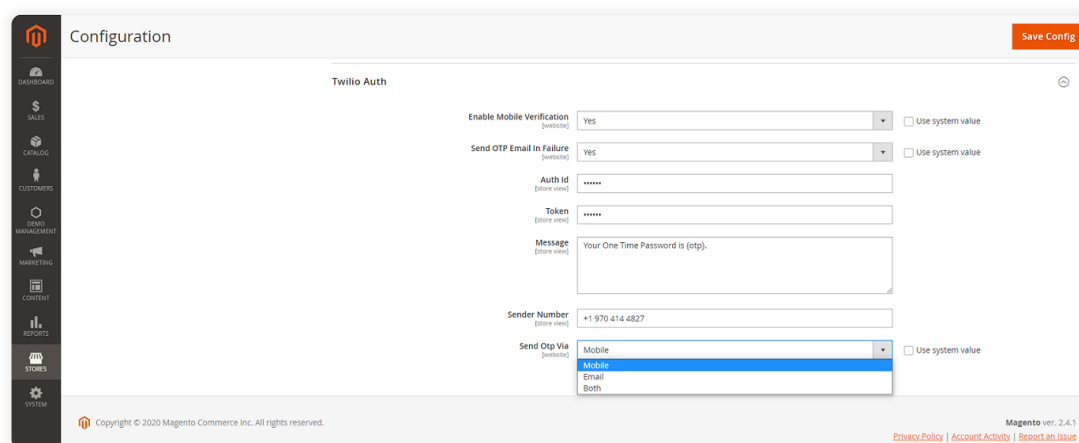
**Auth ID** – The admin has to enter Auth ID from Twilio

**Token** – The admin has to enter the Token generated from the Twilio.

**Message** – In the message section the admin can enter the message format for the OTP

**Sender number** – Here admin has to enter his Twilio auth registration number.

**Send OTP Via**– Here admin can select the means of sending OTP.



The screenshot shows the 'Configuration' page in the Magento 2 admin interface, specifically the 'Twilio Auth' section. The left sidebar contains navigation links for Dashboard, Sales, Catalog, Customers, Order Management, Marketing, Content, Reports, Stores, and System. The main content area has a 'Twilio Auth' header and a 'Save Config' button in the top right corner. The settings are as follows:

- Enable Mobile Verification** (Store View): A dropdown menu set to 'Yes'. There is an unchecked checkbox for 'Use system value'.
- Send OTP Email in Failure** (Store View): A dropdown menu set to 'Yes'. There is an unchecked checkbox for 'Use system value'.
- Auth Id** (Store View): A text input field containing six asterisks (\*\*\*\*\*).
- Token** (Store View): A text input field containing six asterisks (\*\*\*\*\*).
- Message** (Store View): A text area containing the text 'Your One Time Password is (otp)'.
- Sender Number** (Store View): A text input field containing '+1 970 414 4827'.
- Send Otp Via** (Store View): A dropdown menu with 'Mobile' selected. The dropdown list also shows 'Email' and 'Both'. There is an unchecked checkbox for 'Use system value'.

At the bottom of the page, there is a copyright notice: 'Copyright © 2020 Magento Commerce Inc. All rights reserved.' and a version notice: 'Magento ver. 2.4.1'. There are also links for 'Privacy Policy', 'Account Activity', and 'Report an Issue'.

Now, Admin can click **Save Config** to apply your changes.

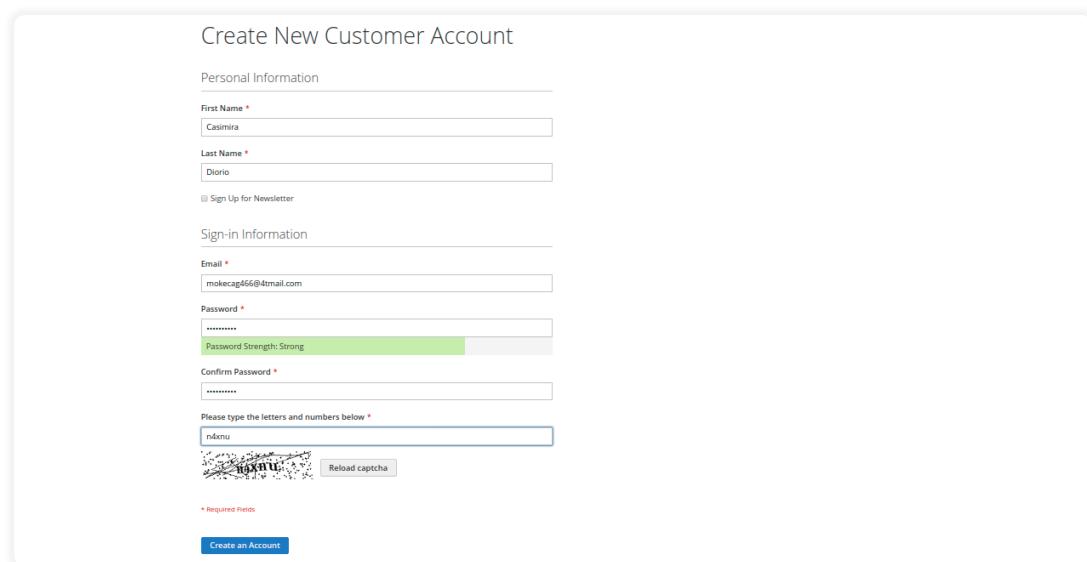
Thus, there are three scenarios to receive OTP-

1. Through E-mail
2. On Mobile Number (SMS)
3. Both

## One Time Password Generation (New Registration)- Through E-Mail

OTP will be sent via email only if, In the Twilio auth section in the OTP module, the admin disables the Mobile Verification.

So, if the admin enables the module and “**Need OTP Validation On New Customer Registration**” is set to “**YES**”, the customer will receive the OTP in the email.



The screenshot shows a web form titled "Create New Customer Account". It is divided into two main sections: "Personal Information" and "Sign-in Information".

**Personal Information:**

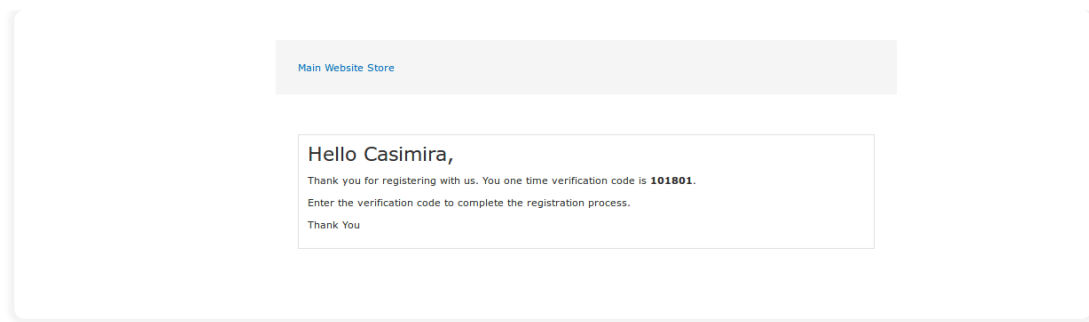
- First Name \***: Input field with "Casimira" entered.
- Last Name \***: Input field with "Diorio" entered.
- ☐ Sign Up for Newsletter

**Sign-in Information:**

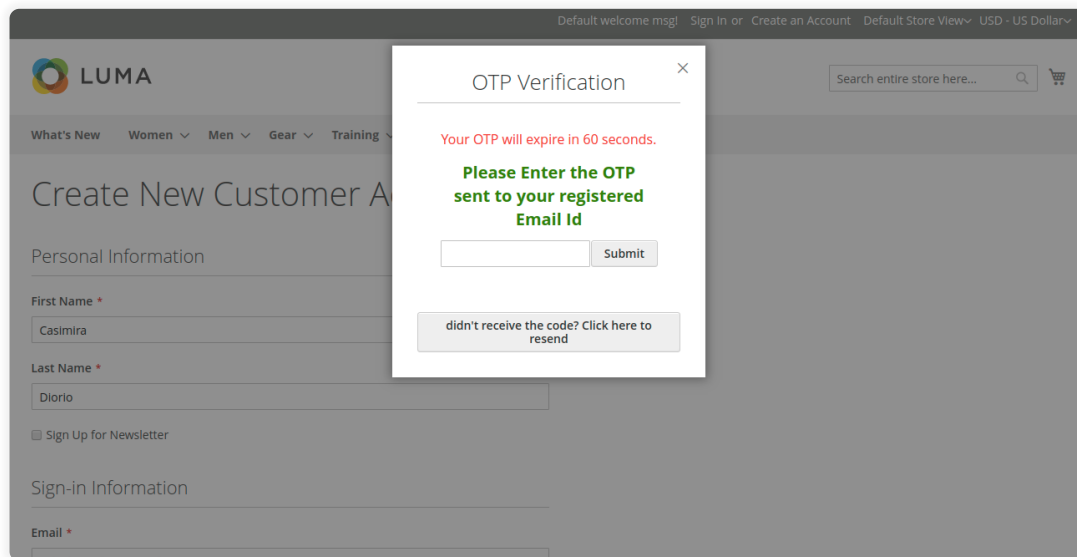
- Email \***: Input field with "mokecag466@gmail.com" entered.
- Password \***: Input field with masked characters "\*\*\*\*\*". Below it, a "Password Strength: Strong" indicator is shown with a green bar.
- Confirm Password \***: Input field with masked characters "\*\*\*\*\*".
- Please type the letters and numbers below \***: Input field with "n4amu" entered.
- A captcha image showing the word "TAXI" and a "Reload captcha" button.

At the bottom, there is a red asterisk indicating required fields and a blue "Create an Account" button.

The customer's email id receives the OTP, as shown in the image below.

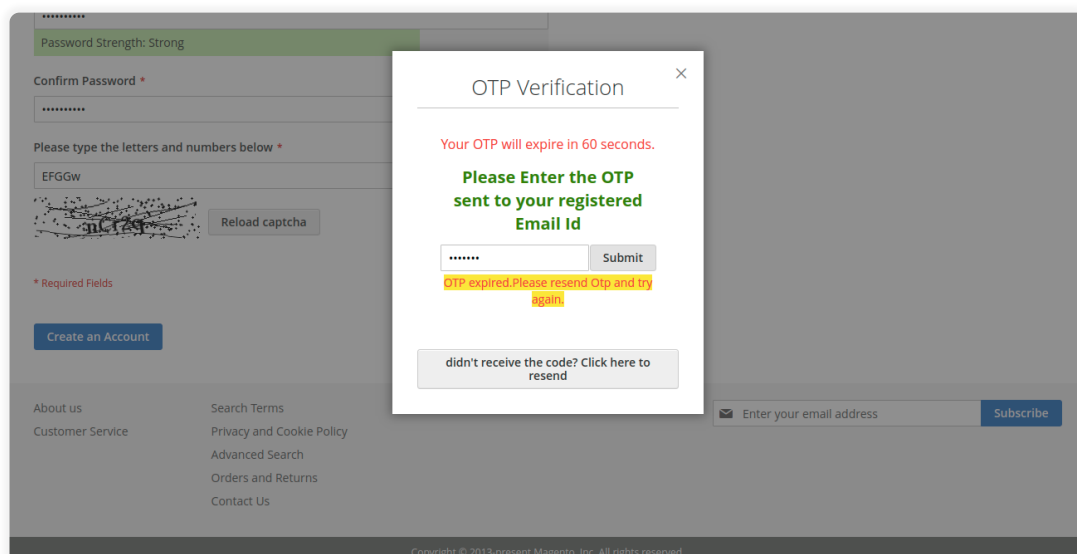


However, the OTP pop box appears, as shown in the image below.



After entering the correct OTP, the customer needs to click on the submit button for the completion of the process.

So, in case the OTP is filled incorrectly, the following image will be displayed.



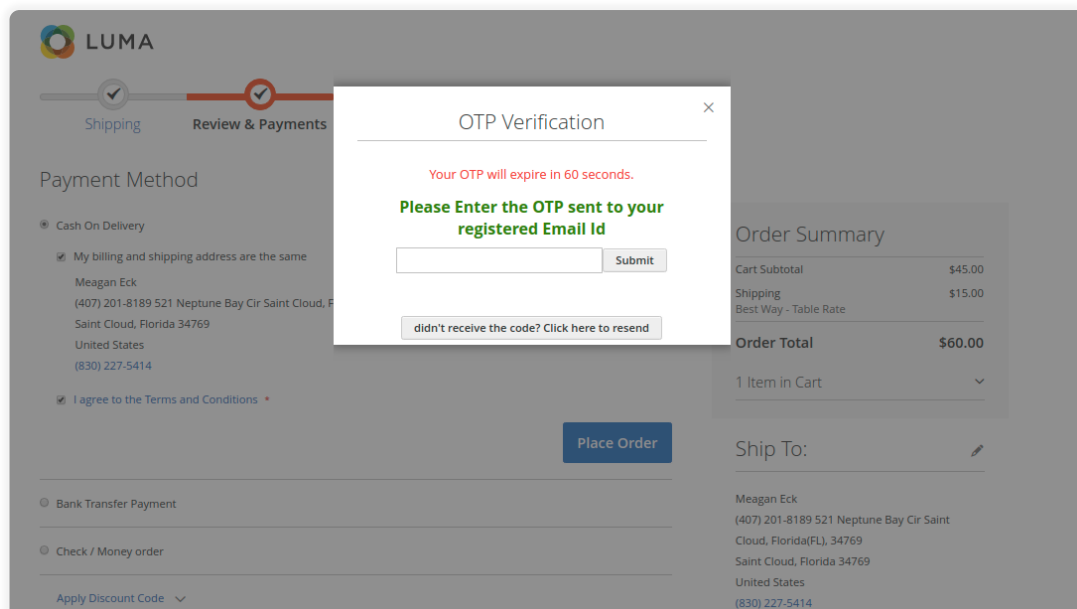


# One Time Password Generation (During Checkout)- Through E-Mail

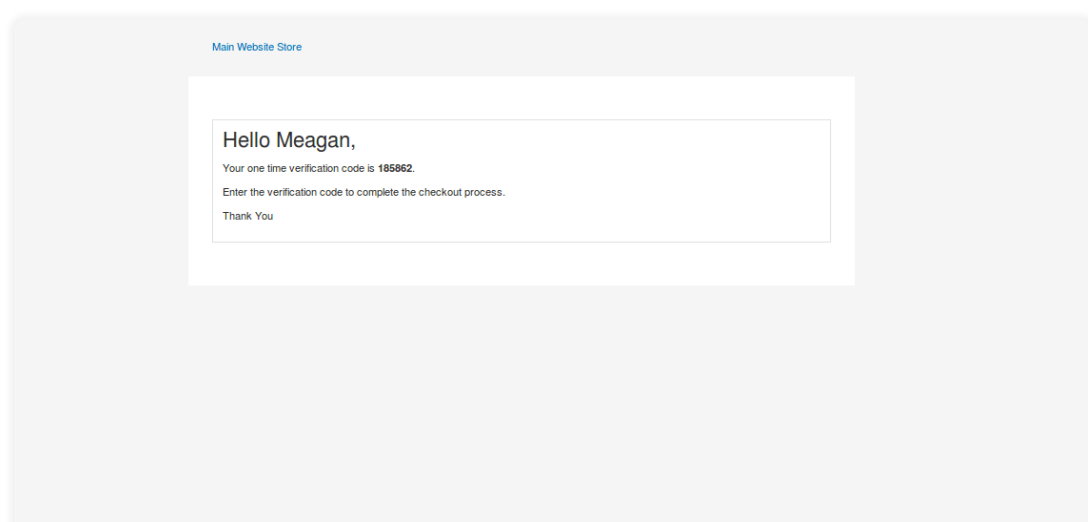
The customer will receive the OTP via E-mail only if in the Twilio auth section admin disables the **Mobile Verification**.

Hence, the “**Need OTP Validation On Checkout**” is set to “**YES**”.

When a customer adds the product to the cart and desired payment method selected and the “**Place Order**” button click the OTP pop-up box will appear on the store, as shown below.



Thus, the registered mail id will get the OTP, as shown in the image below.



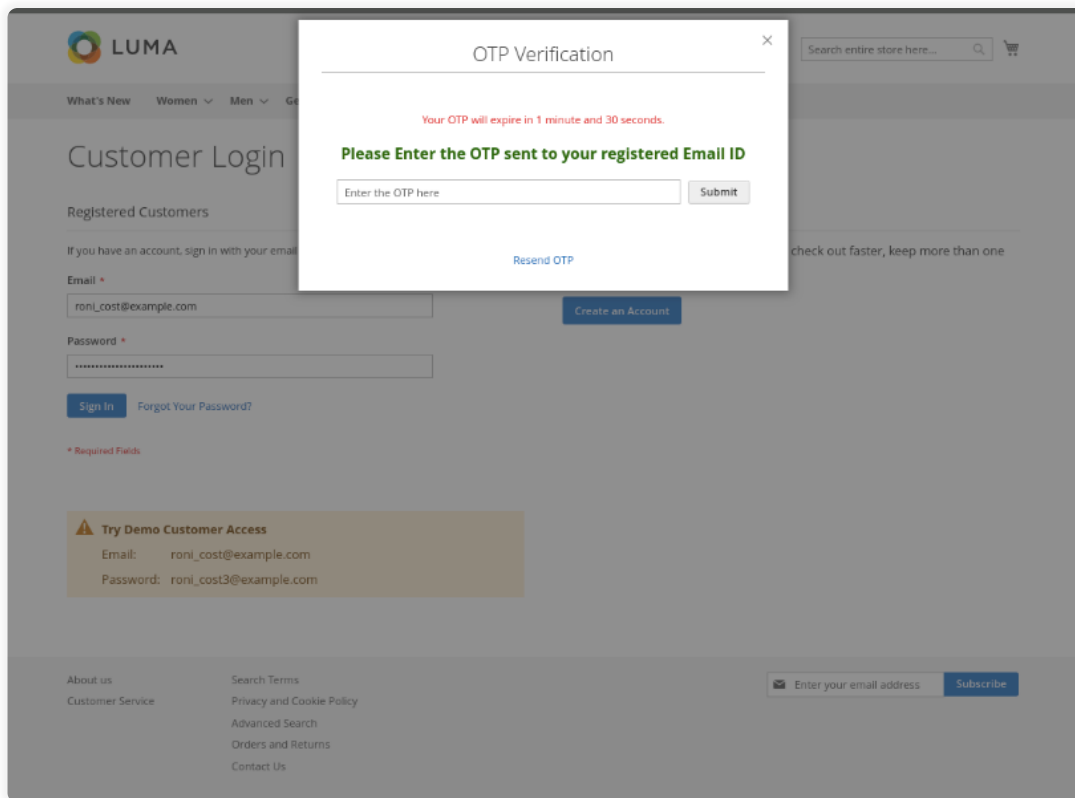
After the entering correct OTP, the submit button should be clicked for the completion of the process.

However, entering the invalid OTP will generate an error message.

**NOTE: The customer can use the OTP for a single time only.**

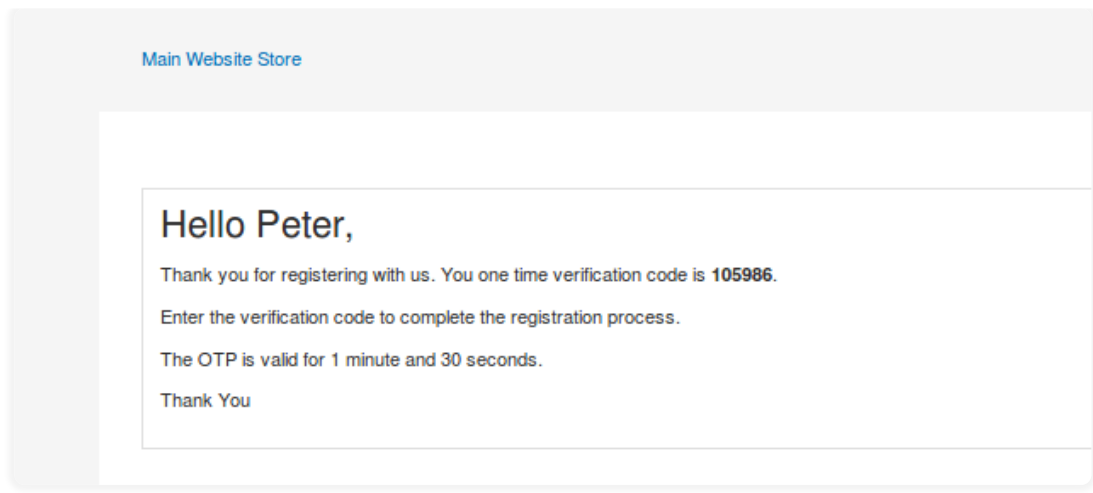
## One Time Password Generation (During Sign-In)-Through E-Mail

OTP will also be sent when signing in to the account.



It will ask the customer to enter the OTP to sign-in. The customer will receive the OTP to their registered email id or mobile number configures by the admin.

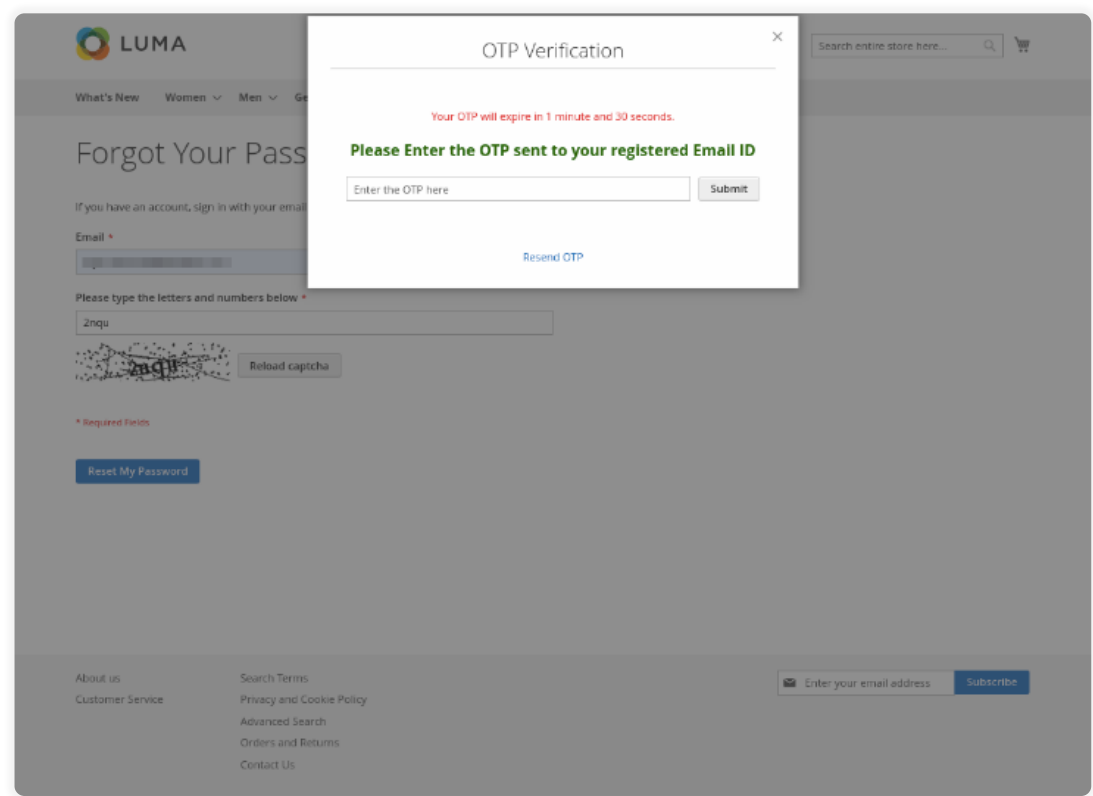
The customer will receive the OTP in their mail and that can use to login to their account.



## One Time Password Generation (If Forget The Password)-Through E-Mail

To recover the password using the “forget password” option, the customer can reset the password by verifying the OTP.

The customer will receive the OTP to their registered email or mobile number as per the configuration of the module.



After filling the details like email, captcha code, the customer can click on the “Reset My Password.”

Now the customer will receive the OTP that will be used to verify and get the link to change the password.

Now the customer will receive the OTP in their email address and it can be used to validate and process further to receive the password reset link.

After successfully validating the link the customer will receive the link to reset their password.

## **One Time Password Generation(New Registration)- Through Mobile**

The customer will receive the OTP in form of SMS on Mobile only if in the Twilio auth section the Mobile Verification enables by the admin.

So, if the admin enables the module and “**Need OTP Validation On New Customer Registration**” is set to “**YES**”, the customer will receive the OTP (SMS) in the mobile.

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Sign-in Information

Email \*

Country \*

India

Mobile \*

Password \*

Password Strength: Strong

Confirm Password \*

Please type the letters and numbers below \*

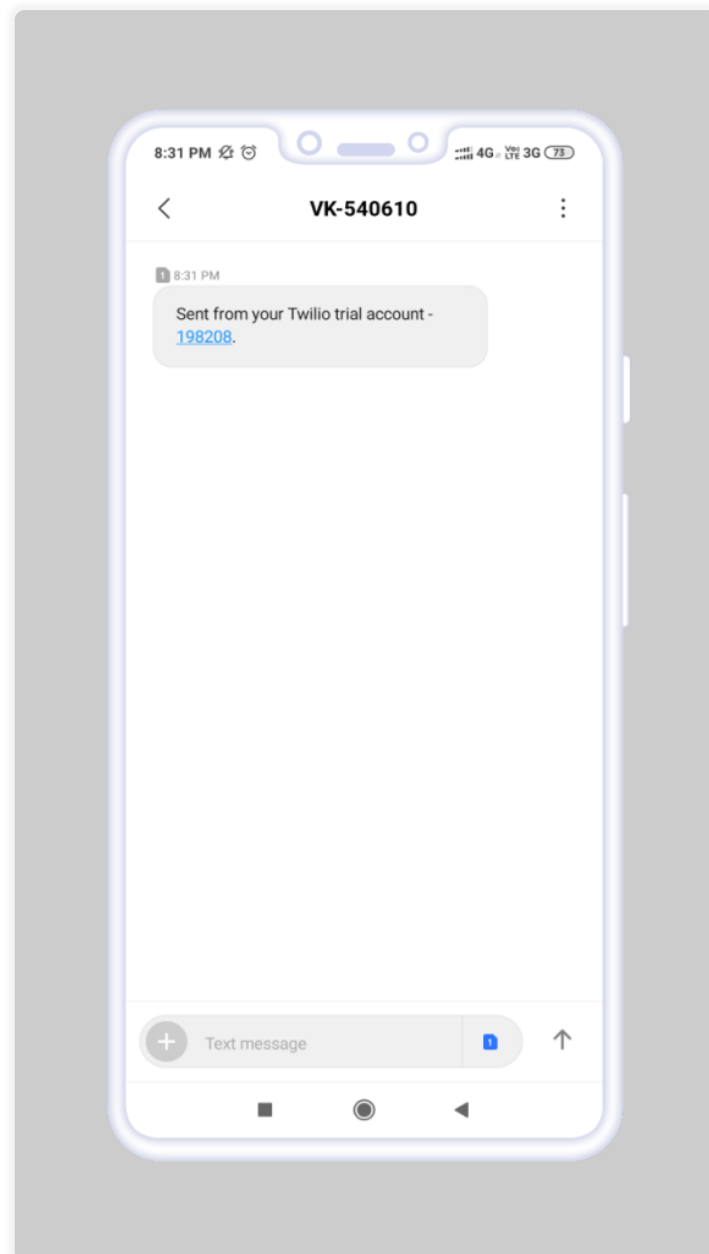
6ASW

Reload captcha

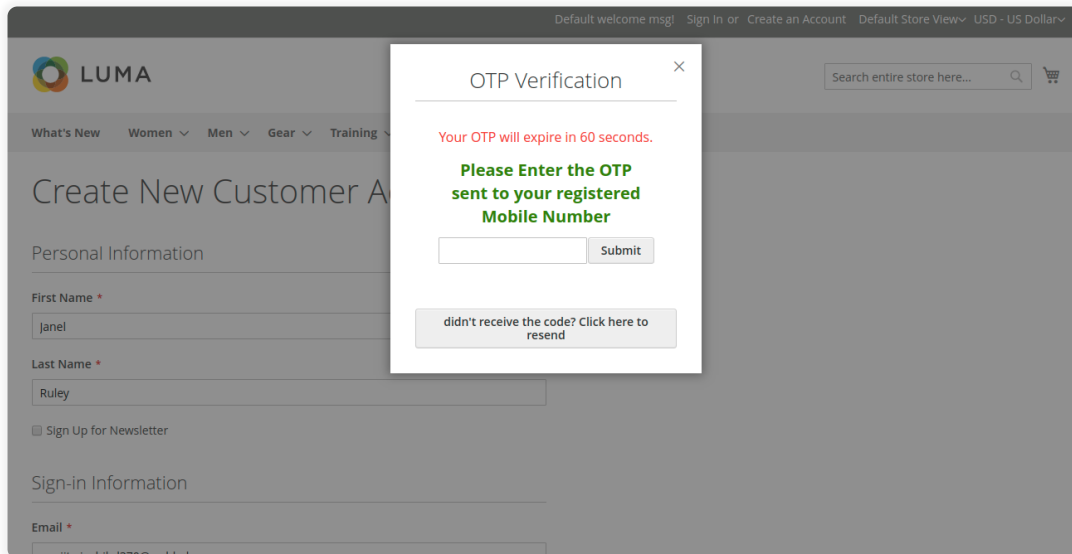
\* Required Fields

Create an Account

Thus, the customer receives the OTP (SMS) on the mobile, as shown in the image below.

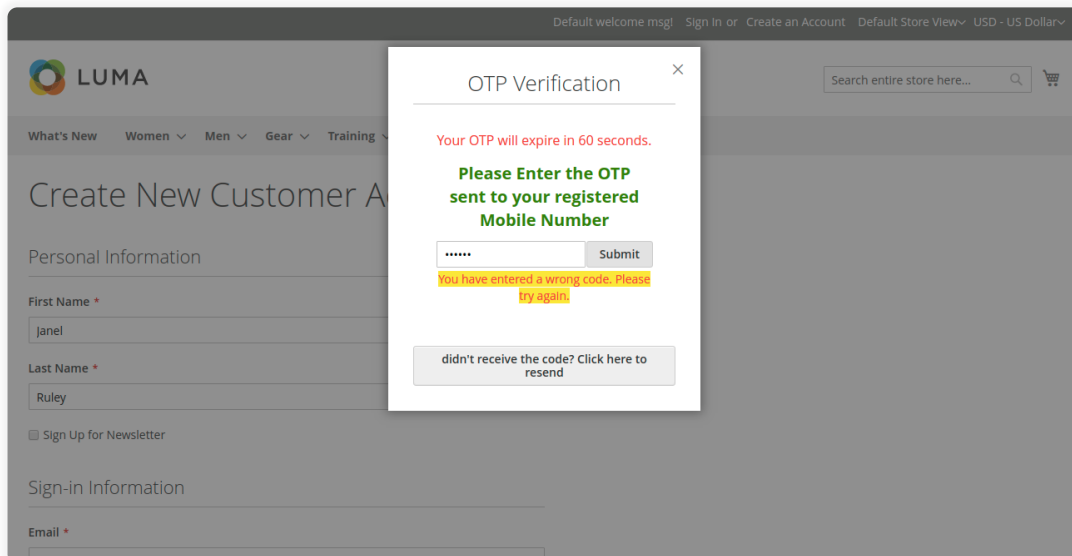


And OTP pop box appears, as shown in the image below.



After entering the correct OTP, the customer needs to click on the submit button for the completion of the process.

So, if in case the OTP is filled incorrectly, the following image will be displayed.



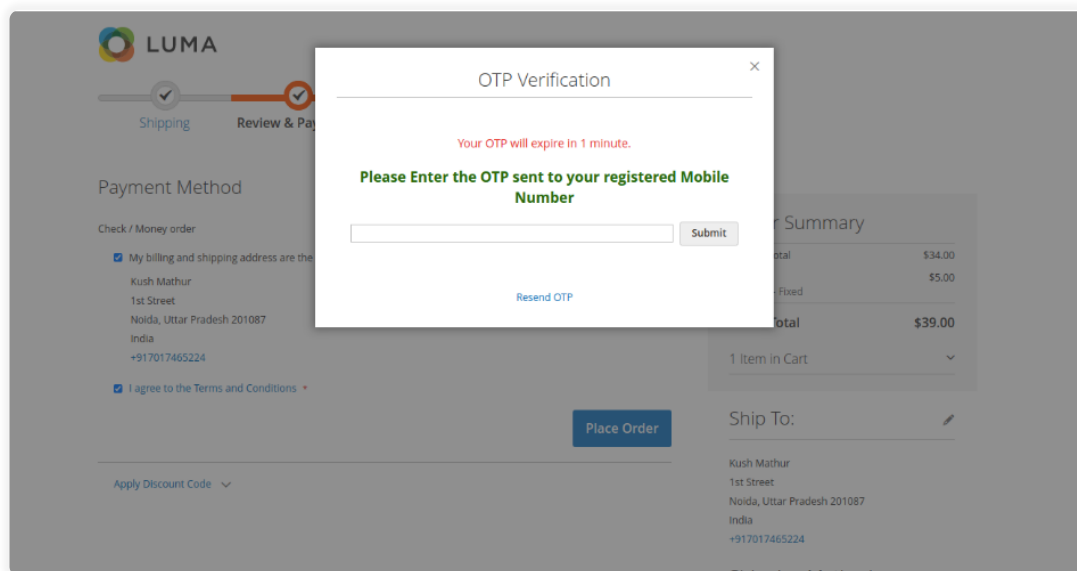
## One Time Password Generation (During Checkout)- Through Mobile

If- In the Twilio auth section in the OTP module, the admin enables the **Mobile Verification** option, the customer will receive the OTP in mobile-only.

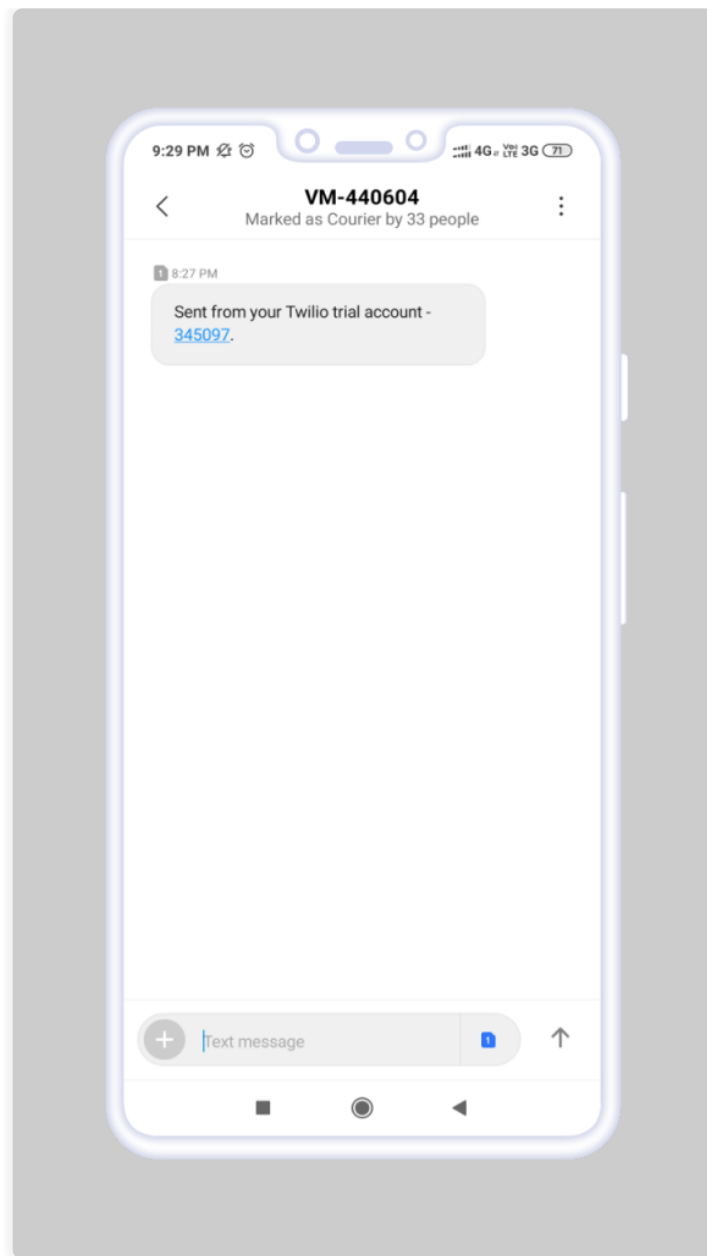
Hence, if the “**Need OTP Validation On Checkout**” is set to “**YES**”.

So, the customer will receive the OTP (SMS) when the product is added to the cart and the customer selects the payment method. Now, click the “**Place Order**” button.

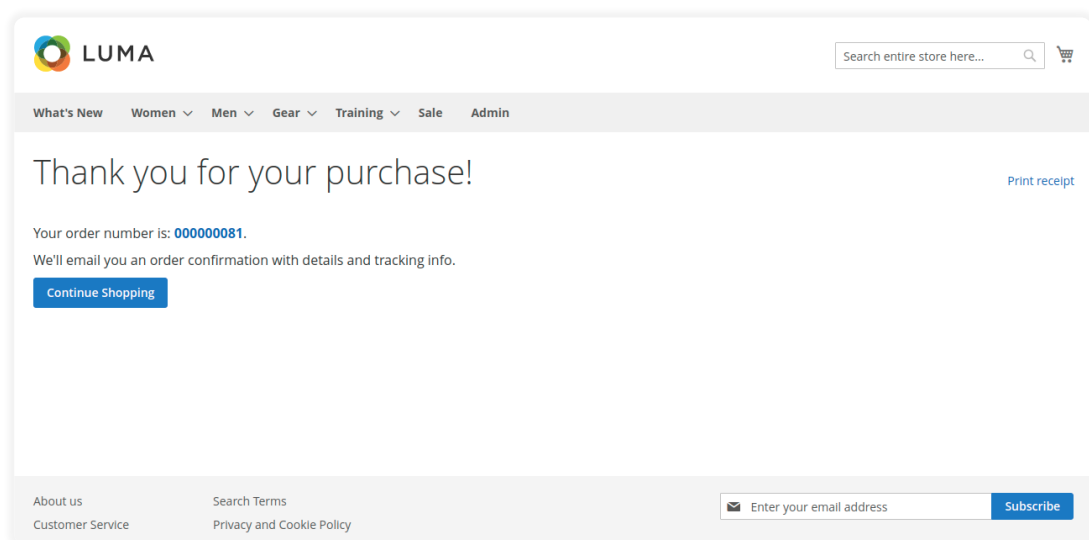
Hence, the OTP pop-up box will appear in the store, as shown below.



The registered mobile will receive the OTP via SMS, as shown in the image below.



After entering the correct OTP, the submit button should be clicked for the completion of the process. However, the customer will be redirected to the thank you page.





Thus, entering the invalid OTP will generate the error message.

This Module offers the store owner an additional layer of security to prevent false order placement and prevents false customer registration over the online store.

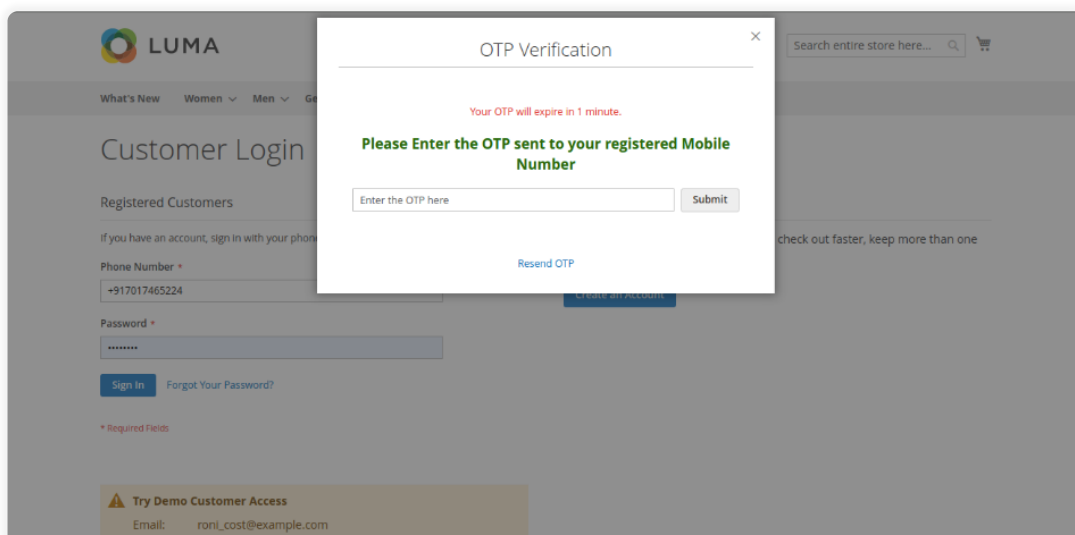
Hence, it offers a unique OTP code for a specific duration for each validation process.

The OTP strings are auto-generated and mailed to the customers over the registered mail address or send through the SMS on their mobile.

**NOTE: The customer can use the OTP for a single time only.**

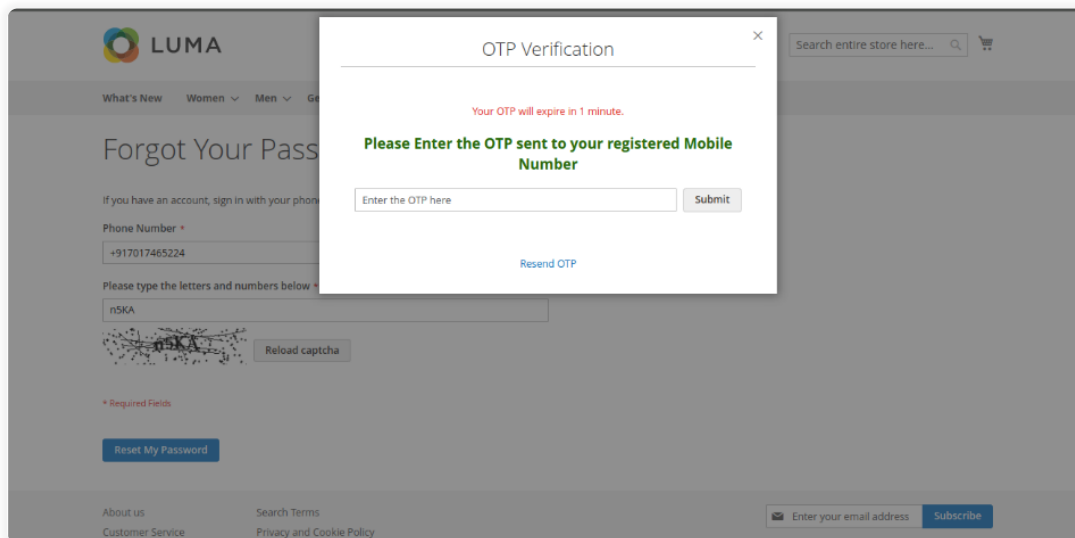
## One Time Password Generation (During Sign-In)-Through Mobile

The customer can generate the One Time Password through mobile during the sign-in process and can sign in after entering the OTP as shown in the image.



## One Time Password Generation(If Forget The Password)-Through Mobile

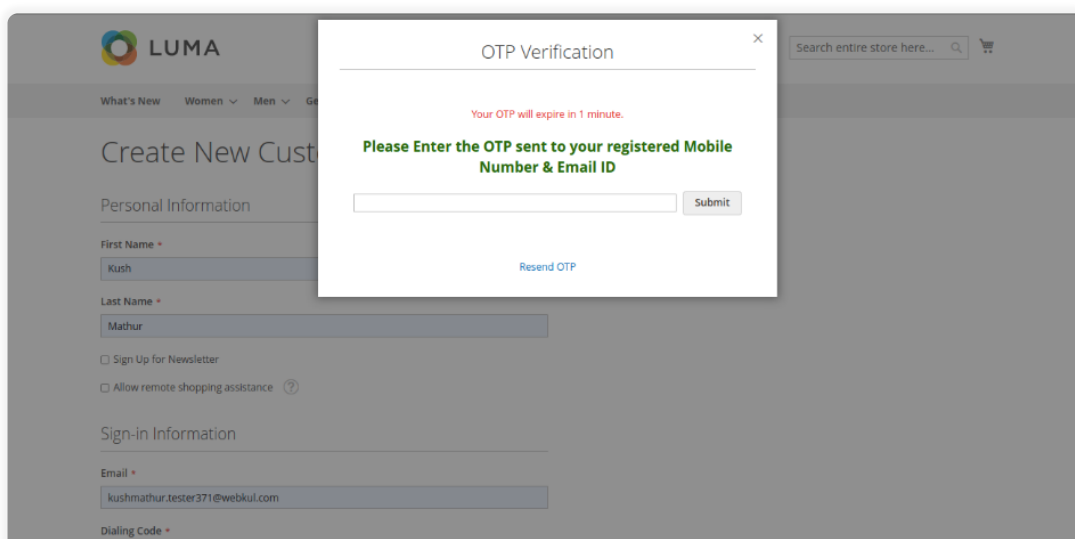
As per the configuration, customers can now reset their password after entering the One Time Password that is sent to their mobile.



after entering the OTP customer can reset the password easily.

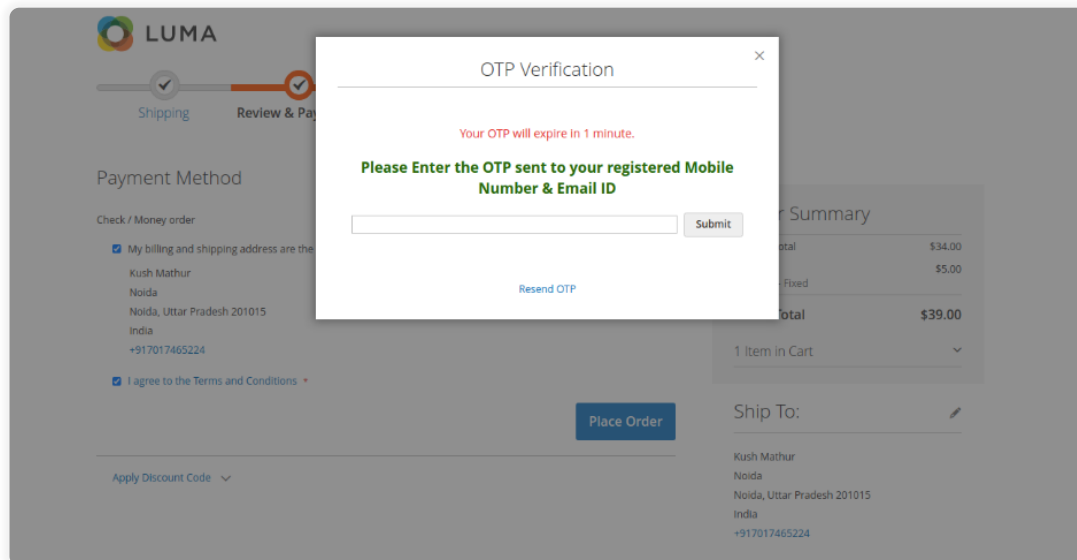
## One Time Password Generation(New-Registration)-Through Both

In this scenario, the customer will receive the OTP to their registered email as well as through SMS on their mobile number at the time of their registration.



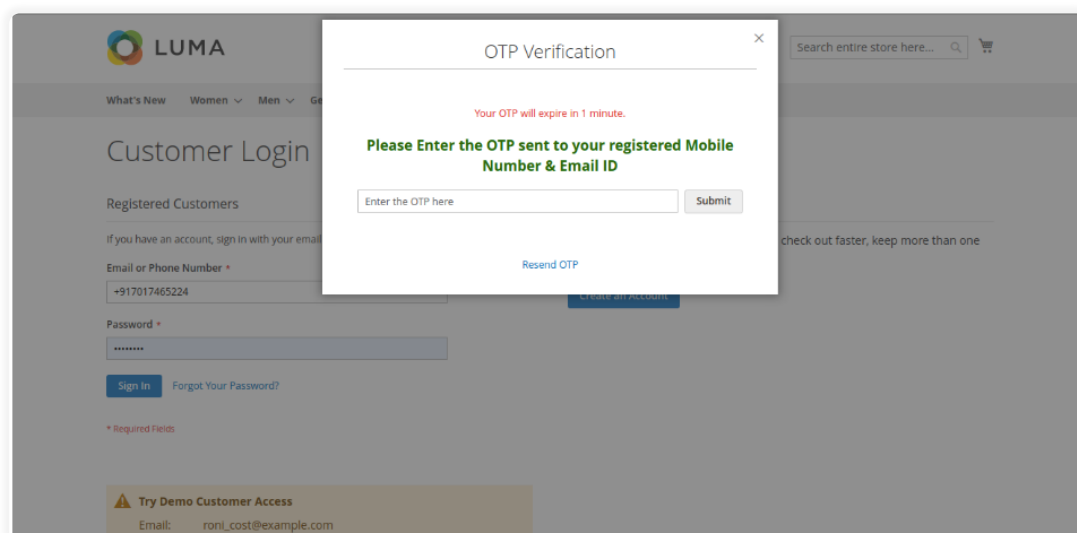
# One Time Password Generation (During Checkout)-Through Both

The customer will receive the OTP during checkout to their registered email address and through SMS on their registered mobile number.



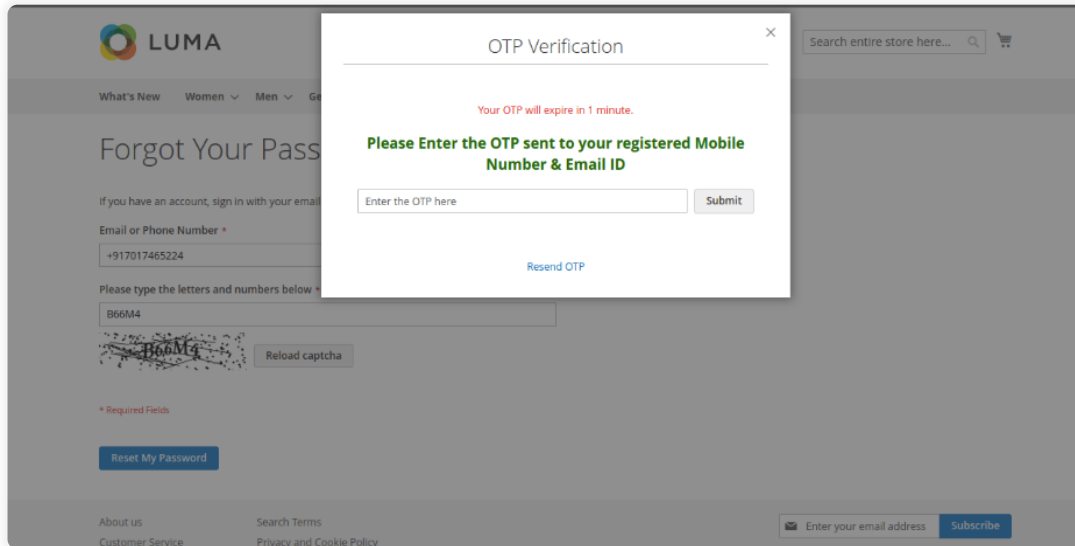
# One Time Password Generation (During Sign-In)-Through Both

At the time of login, customers will receive the OTP through SMS on their mobile number and their registered email address also.



# One Time Password Generation (If Forget The Password)-Through Both

In this case, the customer will receive the OTP to their registered email address as well as on their mobile number through SMS if they forget their password.



So, that's all for the **One Time Password(OTP) Module**. Still, if you have any issues, feel free to add a ticket at [webkul.uvdesk.com](https://webkul.uvdesk.com).

**Current Product Version - 5.0.1**

**Supported Framework Version - Magento 2.4.x**