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NEW YORK STATE OF OPPORTUNITY. | Department of Labor

Multi-Factor Authentication (MFA)

Set-Up Instructions

New York State has started using Multi-Factor Authentication (MFA) on some of its public-facing applications. MFA is a way to help ensure the safety and security of your account. It requires a second factor of proving that you are who you say you are beyond just a password. If you are using an MFA-protected application, even if someone were to guess or steal your password, they still would not be able to log in without your second factor. While a password is something that you know, the second factor is something that you are (usually read by a biometric device) or something that you have.

Tip: It's recommended that you set up more than one Multi-Factor Authentication method.

Tip: If you will be setting up a multifactor authentication method that uses a phone app (Okta Verify or Google Authenticator), download the app before you click the Setup button on the "Set up multifactor authentication" browser page. The two multifactor authentication methods that use apps are Okta Verify and Google Authenticator. To download your app now, click here for Android and here for Apple Devices.

NOTE: All screenshots are from a computer monitor unless otherwise indicated.

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Setting up Okta Verify Multifactor Authentication

If you are not yet enrolled in MFA, you will be prompted to enroll after logging into Labor Online Services and clicking on the "Unemployment Services" application button.
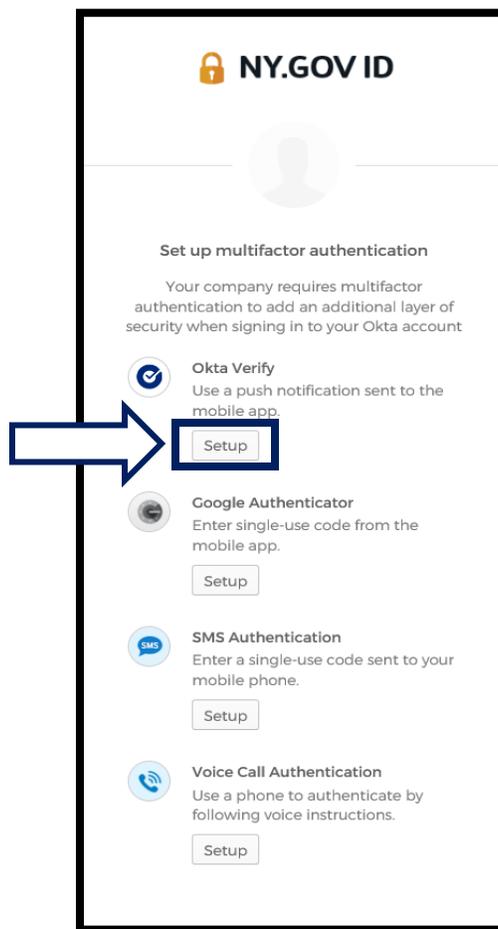
On your computer screen, you will see menu that asks you to set up your Multifactor Authentication.

1. On your smartphone, download the Okta Verify app.

2. On your computer screen, click Setup under Okta Verify to begin the setup process.

3. Click Setup under Okta Verify.

4. A new screen will open on your computer monitor. Choose either iPhone or Android depending on your device. If you have an Apple tablet, choose iPhone

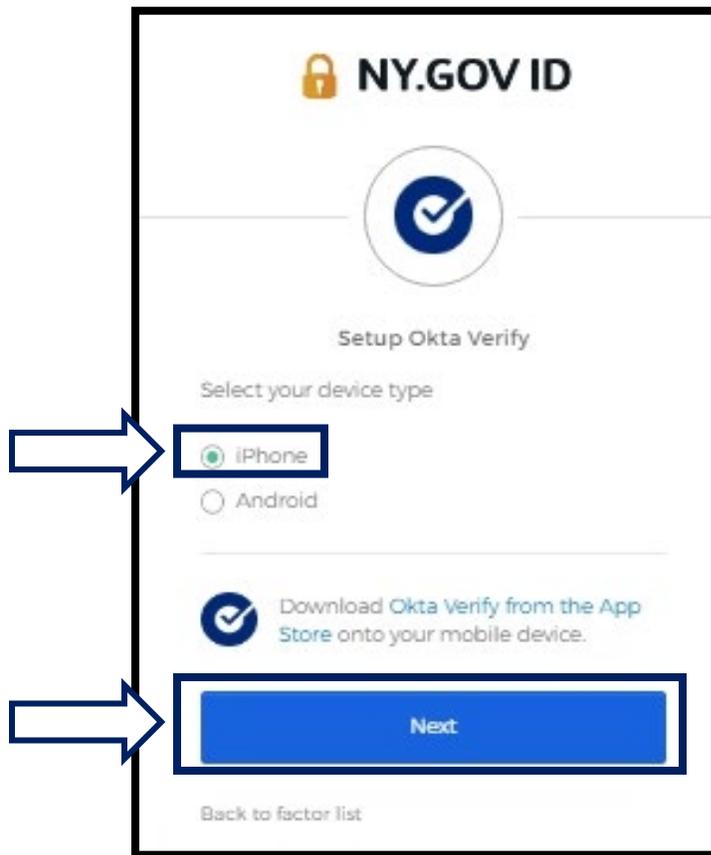   **If you choose Android, you will see this:**
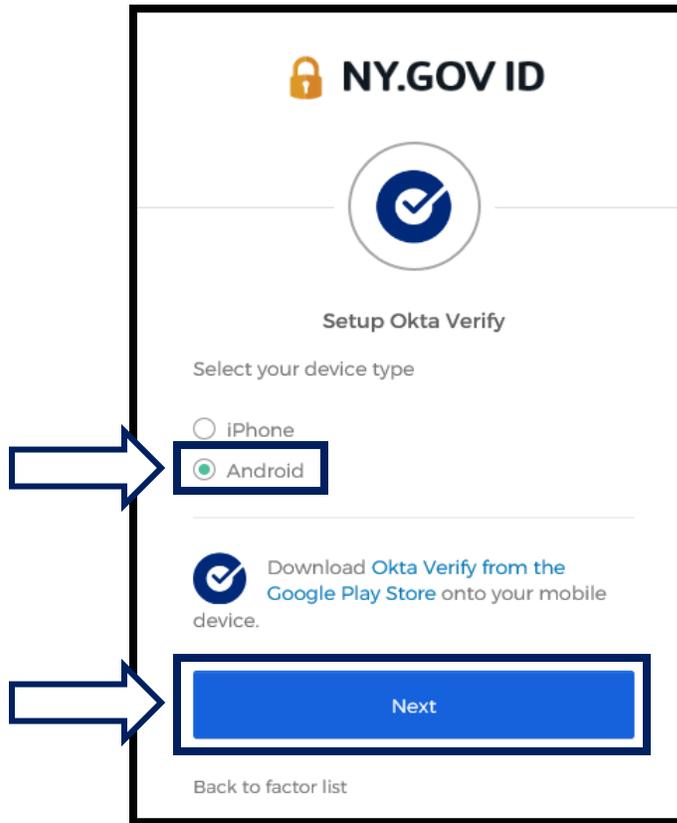
You will be instructed to download the Okta Verify app from the Google Play Store. If you have not already, you should download this app now.

Click here for directions on how to download the Okta Verify App on your Android device.

5. Click the **Next** button.

   Click here to proceed.

If you choose iPhone, you will see this:

You will be instructed to download the Okta Verify app from the App Store. If you have not already, you should download this app now.

Click here for directions on how to download the Okta Verify App on your Apple Device.

6. Click the **Next** button.

**Directions for downloading the Okta Verify app onto an Android Device.**

7. On your smartphone or tablet, navigate to Google Play. Make sure your smartphone or tablet is running latest version of the operating system (OS).

8. In Google Play, search for the Okta Verify app.

9. Once you have found the app, download and install it onto your smartphone or table.
   (NOTE: App may appear slightly different depending on version of phone)
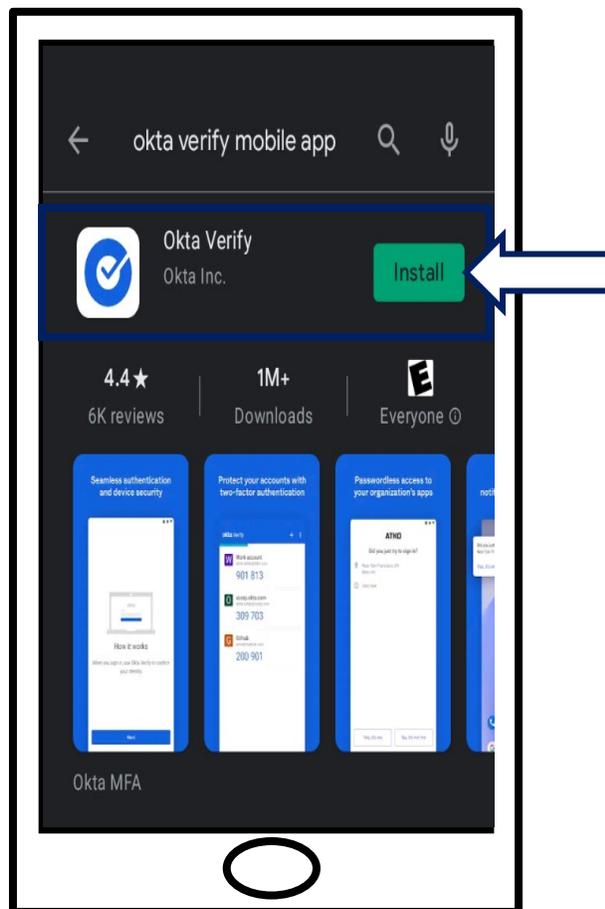
[**Click here to return to Main Page.**](#)

Directions for downloading the Okta Verify app onto an Apple Device.

10. On your smartphone or tablet, navigate to the App Store. Make sure your smartphone or tablet is running the latest version of the operating system (OS).

11. In the App Store, search for the Okta Verify app.

12. Select the Okta Verify mobile app.

13. Download and install the app.
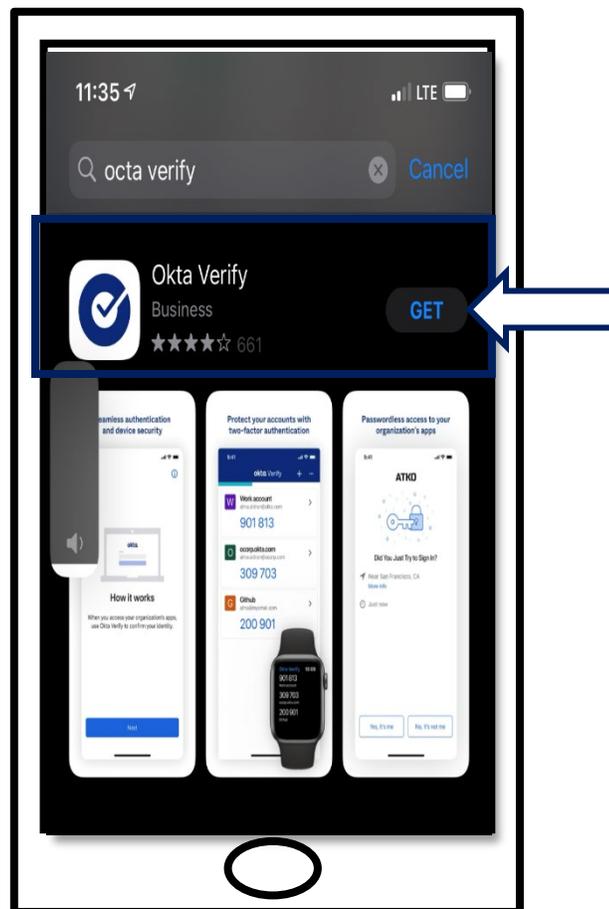
14. Once you have installed the Okta Verify app on your smartphone or tablet, navigate to the app on your device and open it.

[Click here to return to Main Page.](#)

Open the Okta Verify App on your smartphone or tablet.

15. Your computer screen will now show a dialog box with a QR code in it.
   - If you are unable to scan the Quick Response (QR) code, click the **Can't Scan?** option under the QR code on your computer screen. Click here for instructions regarding the Can't Scan option.
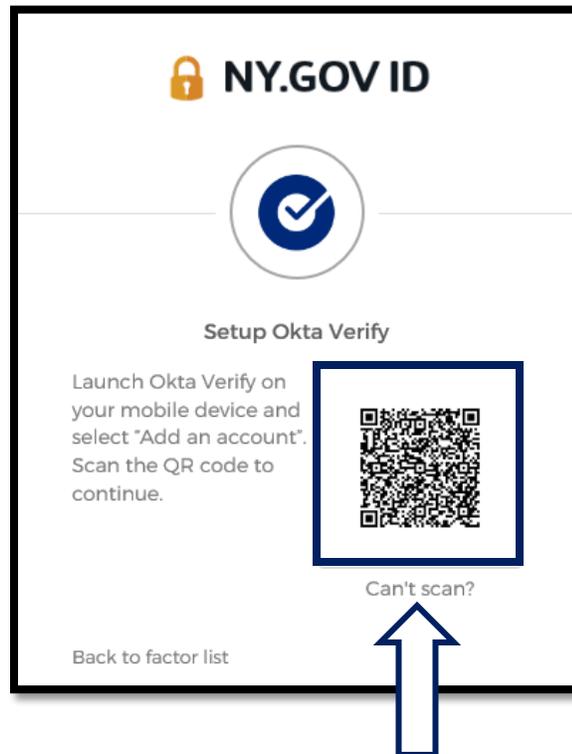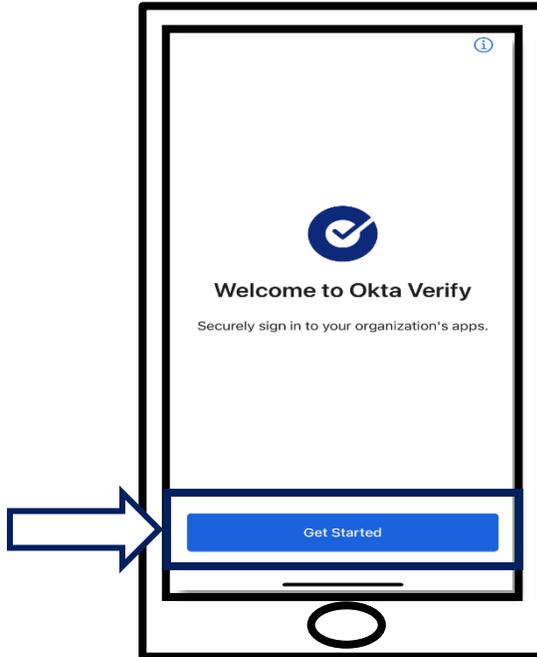

Click here for directions on how to proceed if you can't scan the QR image.

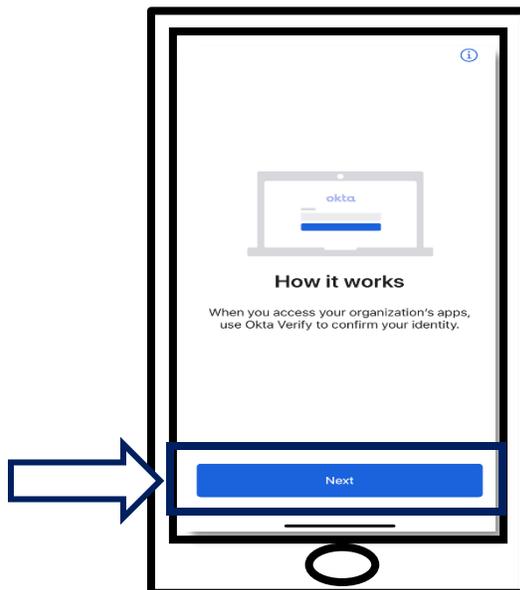16. Navigate to the Okta Verify app on your device and open the app.

Using the Okta Verify App
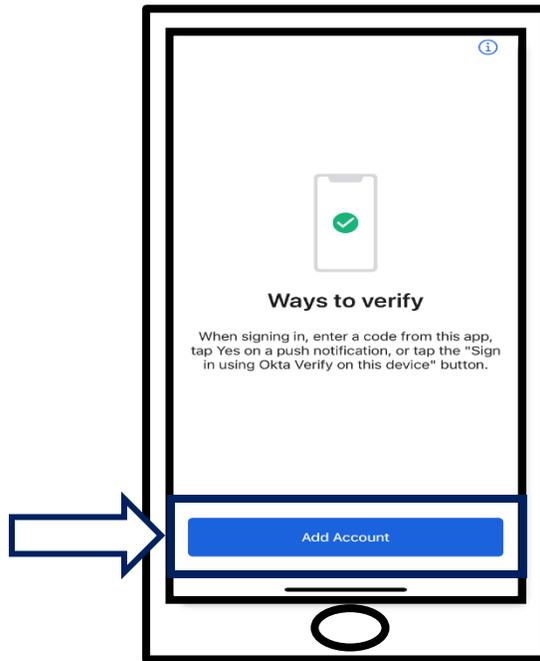
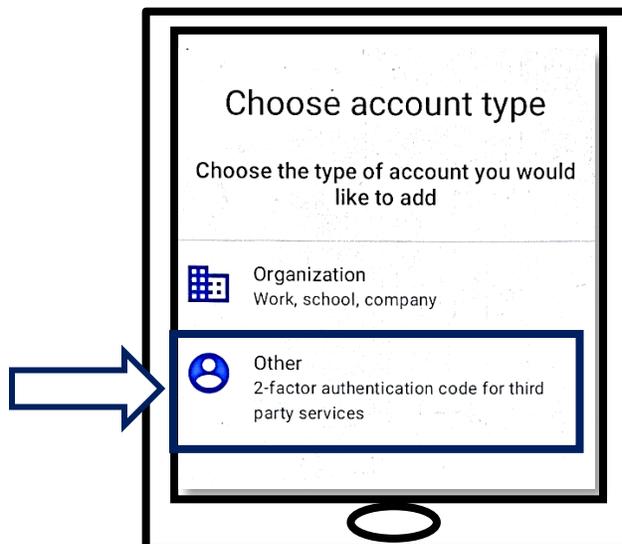17. You will see this screen.

18. Click **Get Started**.

19. This screen will open. Click **Next**.

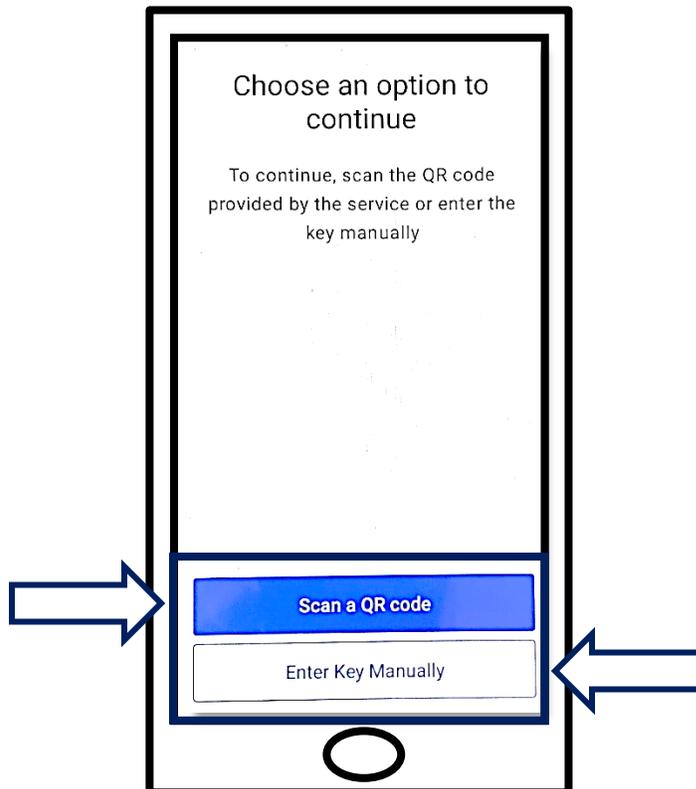20. This screen will open. Click **Add Account**.

21. This screen will open. Click **Other**.

22. This screen will open. You will be given the option to either **Scan a QR** code or **Enter Key Manually**. Choose one.
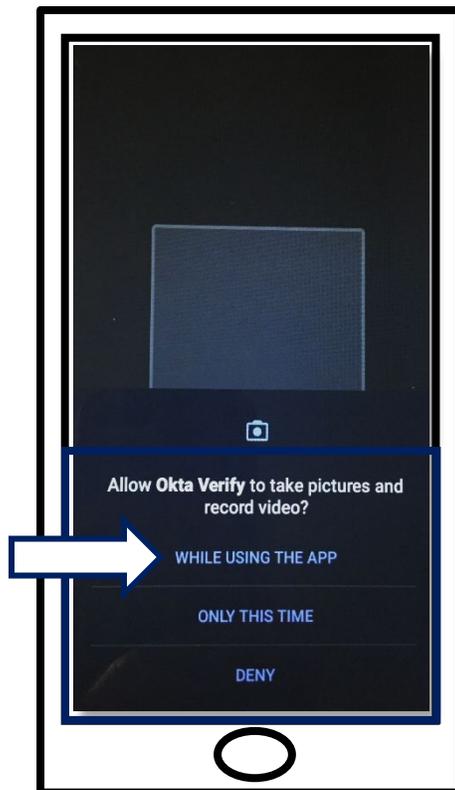
- To Enter Key Manually, you will need to follow the steps in the Can't Scan section for Verify Manually Without Push Notification. Click here to be taken to those directions.

Directions for using the Okta Verify app to scan a QR code:

On an Android Device

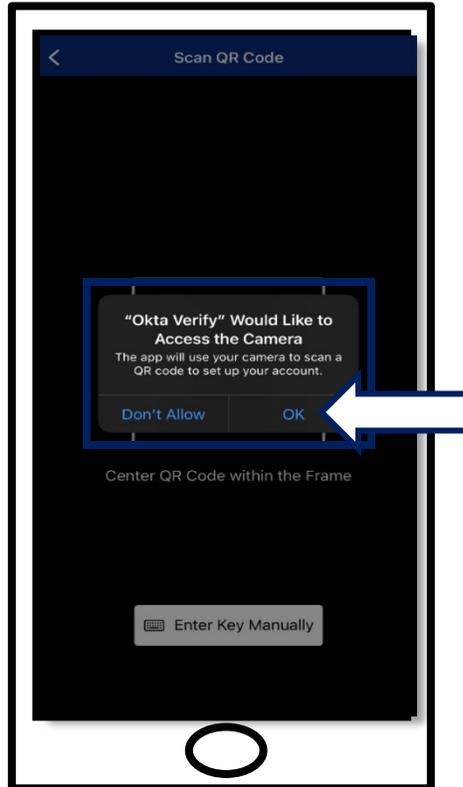23. The app will ask for permission to use your camera. Click **OK**.

24. Point your smartphone or tablet's camera at the QR code that's on your computer screen. The app will automatically scan the code into your phone or tablet.
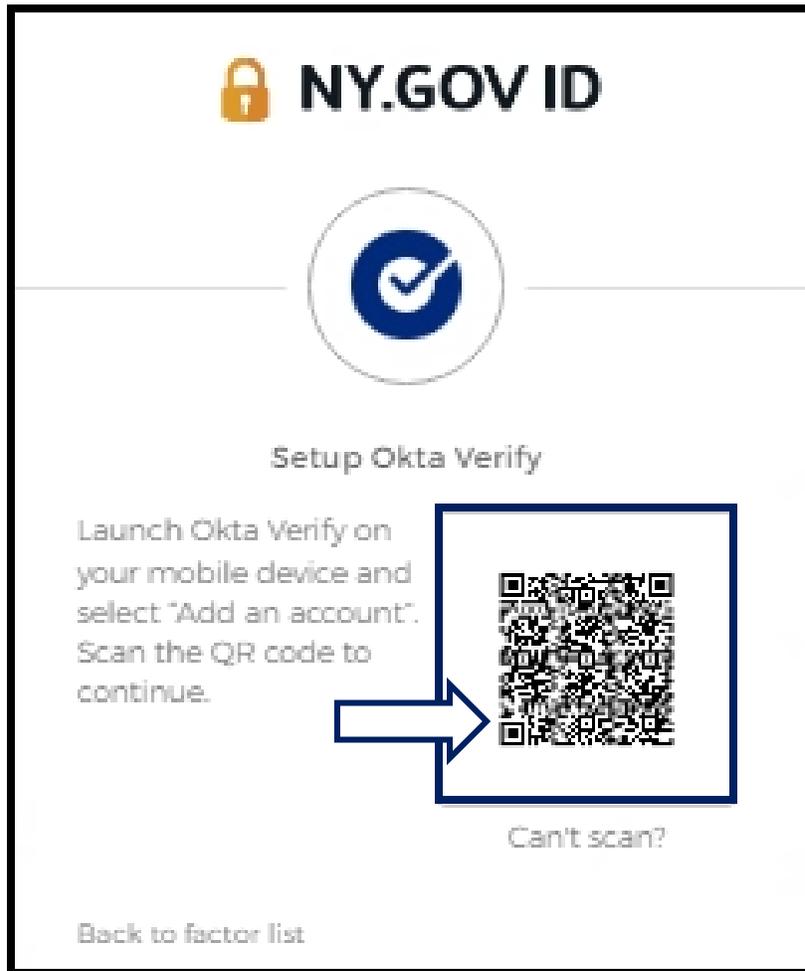
25. Proceed to Scan a QR Code.

On an Apple Device

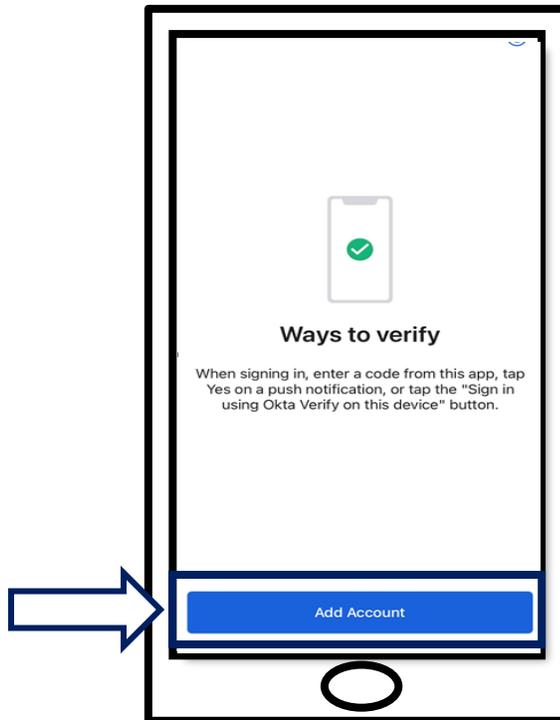26. You will see a message that *"Okta Verify" Would Like to Access the Camera*. Click **OK**.

27. Proceed to Scan a QR Code.

Scan a QR Code

28. On your computer monitor, you will see the enroll screen with a pop up with a QR code.

29. In the Okta Verify app, tap **Add Account**.

30. Point your smartphone or tablet's camera at the QR code on your computer monitor.
31. After you scan the QR code, this screen will appear. Choose either **Allow** or **Skip**.

32. Once the QR has been scanned, the app will change to a screen with a six-digit code. This code will change every 30 seconds.

33. After successfully scanning the QR code into your smartphone, your computer screen will change to look like this:
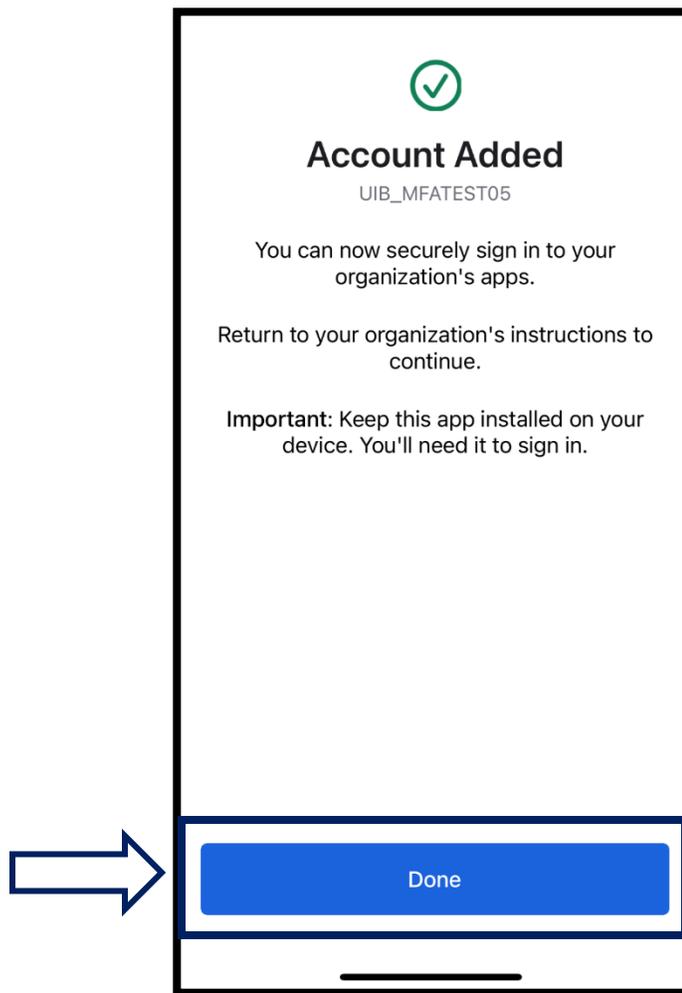
34. You will be redirected back to the enroll screen where you can set up another Multifactor Authentication method. The screen will now show that Okta Verify is under the Enrolled factors heading. It is recommended that you set up more than one multifactor authentication method.
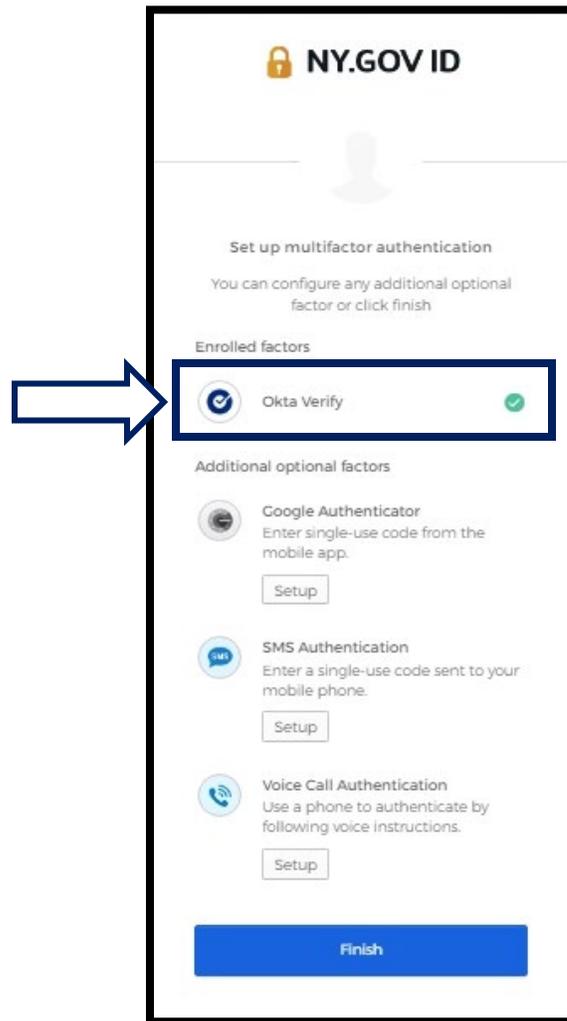

35. When you have set up all the Multifactor Authentication methods that you want, click the Finish button.

TIP: If you will be setting up a multifactor authentication method that uses a phone app, download the apps before you click the Setup button on the "Set up multifactor authentication" browser page. The two multifactor authentication methods that use apps are Okta Verify and Google Authenticator.
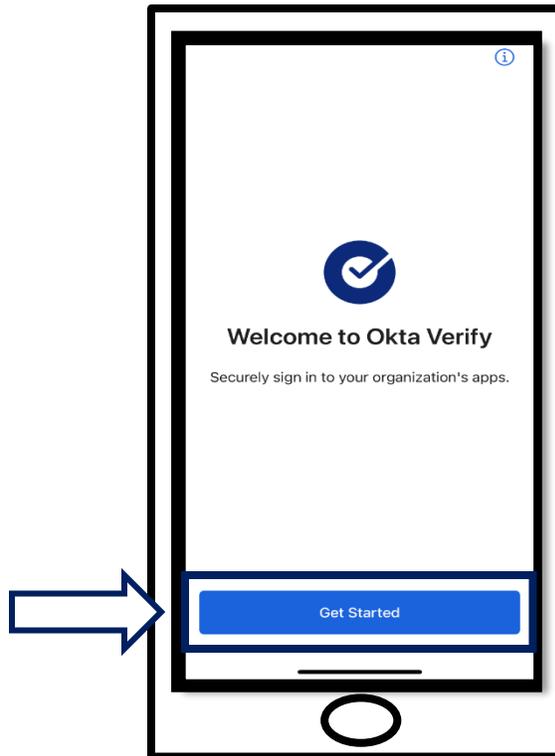
Click on Can't Scan

36. Clicking on Can't Scan will give you the option to have an activation link sent to you via email or SMS. Click here to set up Okta Verify Manually Without Push Notification.

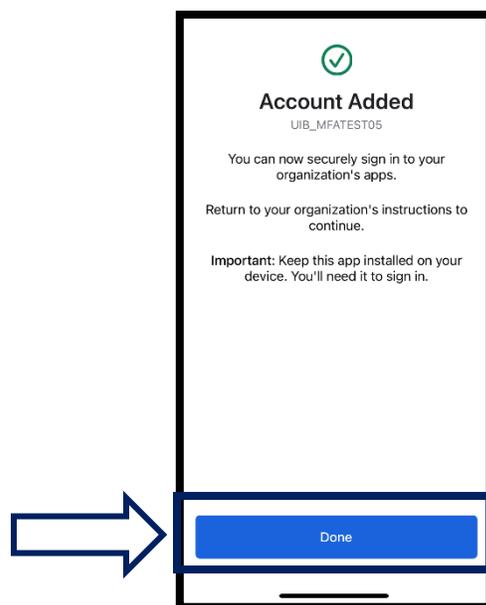**Tip:** Click here for other possible reasons for this error, and how to correct them.
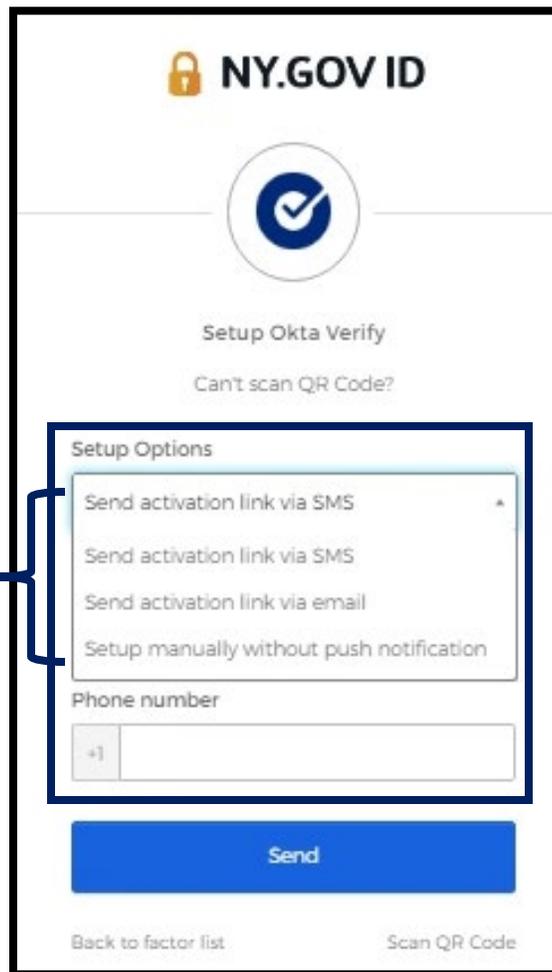
37. You will be sent a link. Click on this link.

38. The link will take you to the Okta Verify website.
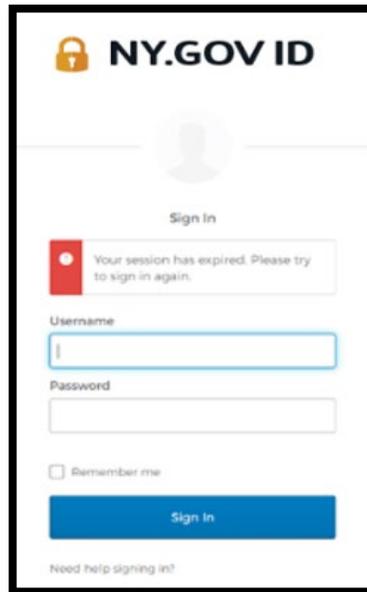
39. Click on **Get Started**.

40. Your smartphone will connect to the Okta Verify website and verify the link. You will then see this screen on your computer monitor:

Potential Error Messages and How to Resolve Them.

41. Error Message: Session has expired.
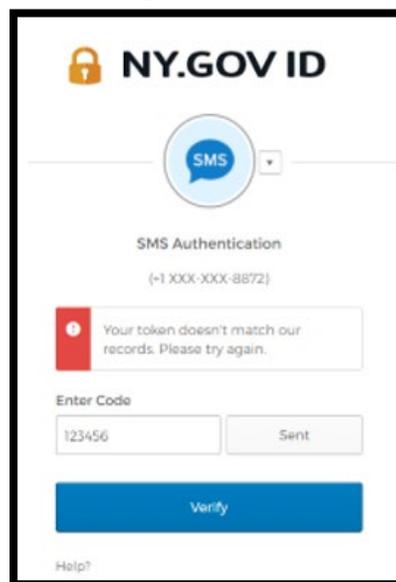42. Remedy: Customer must sign in again.

43. Error Message: Token Doesn't Match.
44. Remedy:
    a. Customer should check accuracy.
    b. Customer should "Send" code again.

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45. Error Message: Found Error.
46. Remedy: Customer must input code.
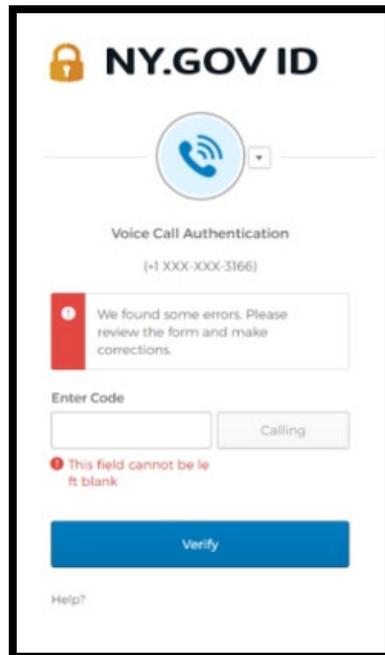
47. Error Message: Barcode doesn't scan.
48. Remedy:
   a. Try Alternative methods given.
      i. "Send Activation by SMS" – Customer can input a phone number.
      ii. "Setup manually without push" – Customer will see a temporary code.
      iii. "Send activation email" – Customer will be sent an email to the email account used in creation of their account.
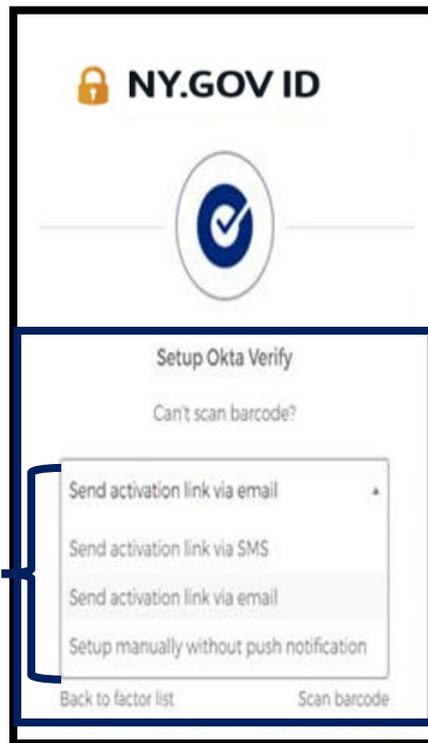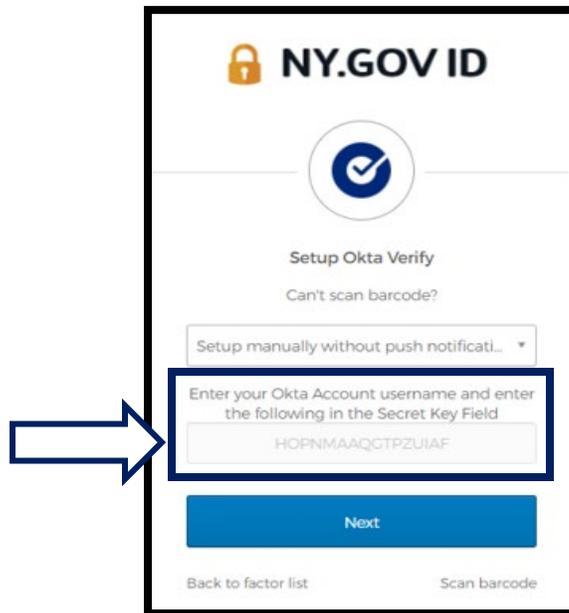

   b. Ensure customer's device "allowed" access to camera. (Click here for instructions)

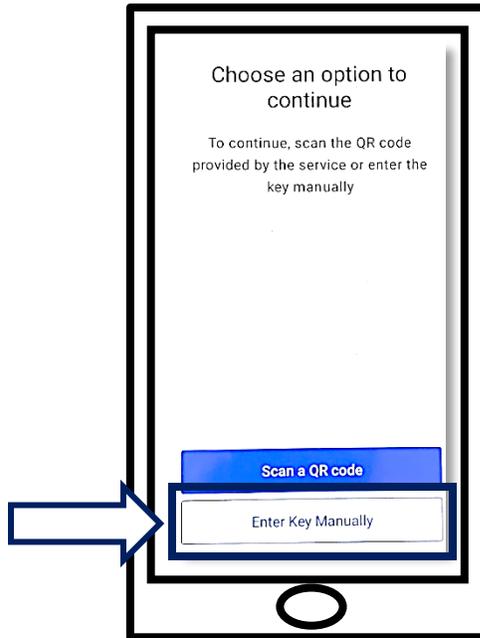**Set Up Okta Verify Manually Without Push Notification.**

49. Choose the option: Verify manually without push notification.


50. You will be taken to a screen that contains a secret code.

51. On your smartphone follow steps 1-22 above to navigate to this screen. Choose **Enter Key Manually**.

52. Enter the code on your computer screen into your smartphone screen. On your smartphone, you will enter an Account Name (created by you) and the code on your computer monitor. The screen on your smartphone will look like this:
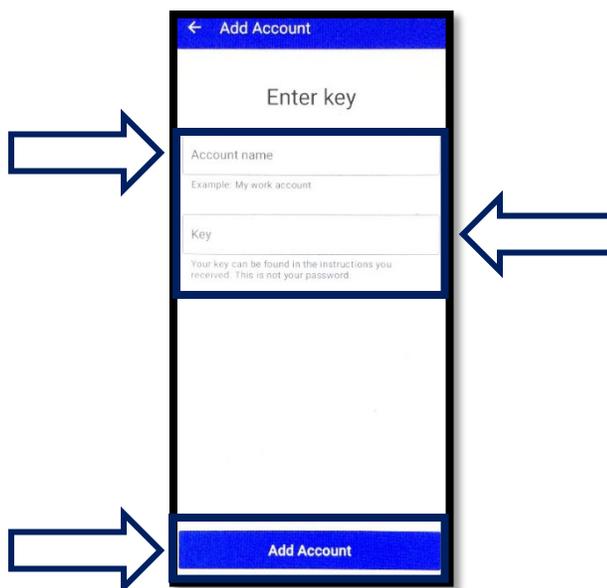
53. After entering in the above information, click **Add Account**.
54. When the code you entered has been successfully verified, you will see this screen:
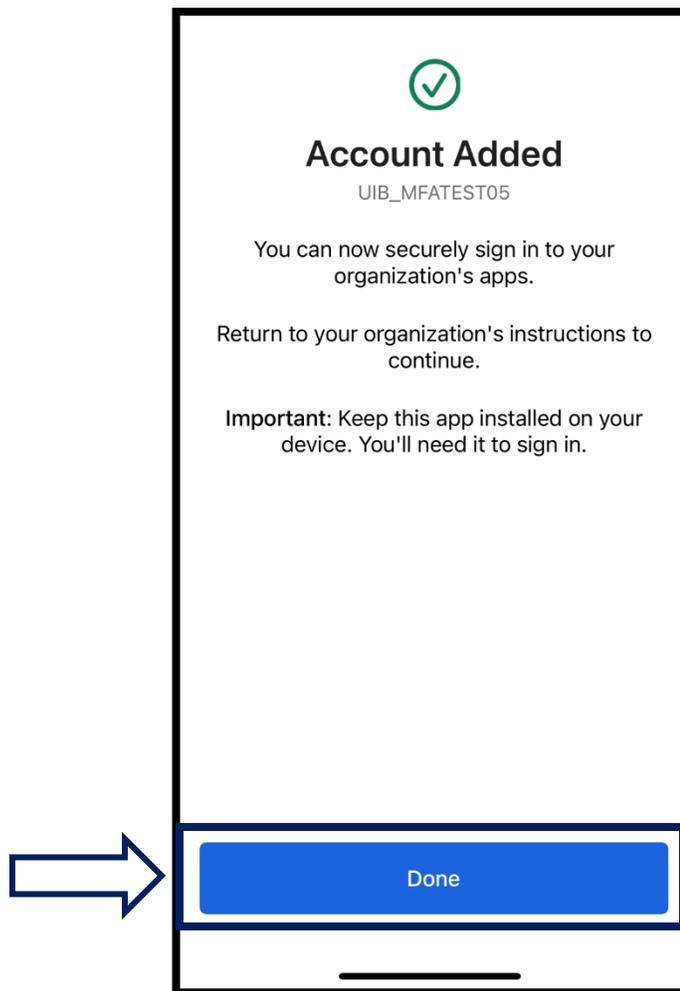
55. Click **Done**.

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