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.

**NOTE:** All screenshots are from a computer monitor unless outlined by a cell phone.

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Setting up SMS 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.
1. After clicking “Unemployment Services,” you will be presented with the Setup MFA page. Click Setup under SMS Authentication.
2. You will be asked to enter a phone number. This phone number must be capable of receiving text messages.

3. After you enter your phone number, click **Send code**.
4. The screen will change to look like this:

![Screen with SMS verification interface]

5. You will receive a text message with a code in it. Enter this code into the Enter Code box.

6. Press **Verify**.
7. You will be redirected back to the Multifactor Authentication enrollment screen. Notice that SMS Authentication is now under the Enrolled factors heading.

8. It is recommended that you set up more than one multifactor authentication method. When you have set up all the Multifactor Authentication methods that you want, click the Finish button.

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