

## 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 outlined by a cell phone.

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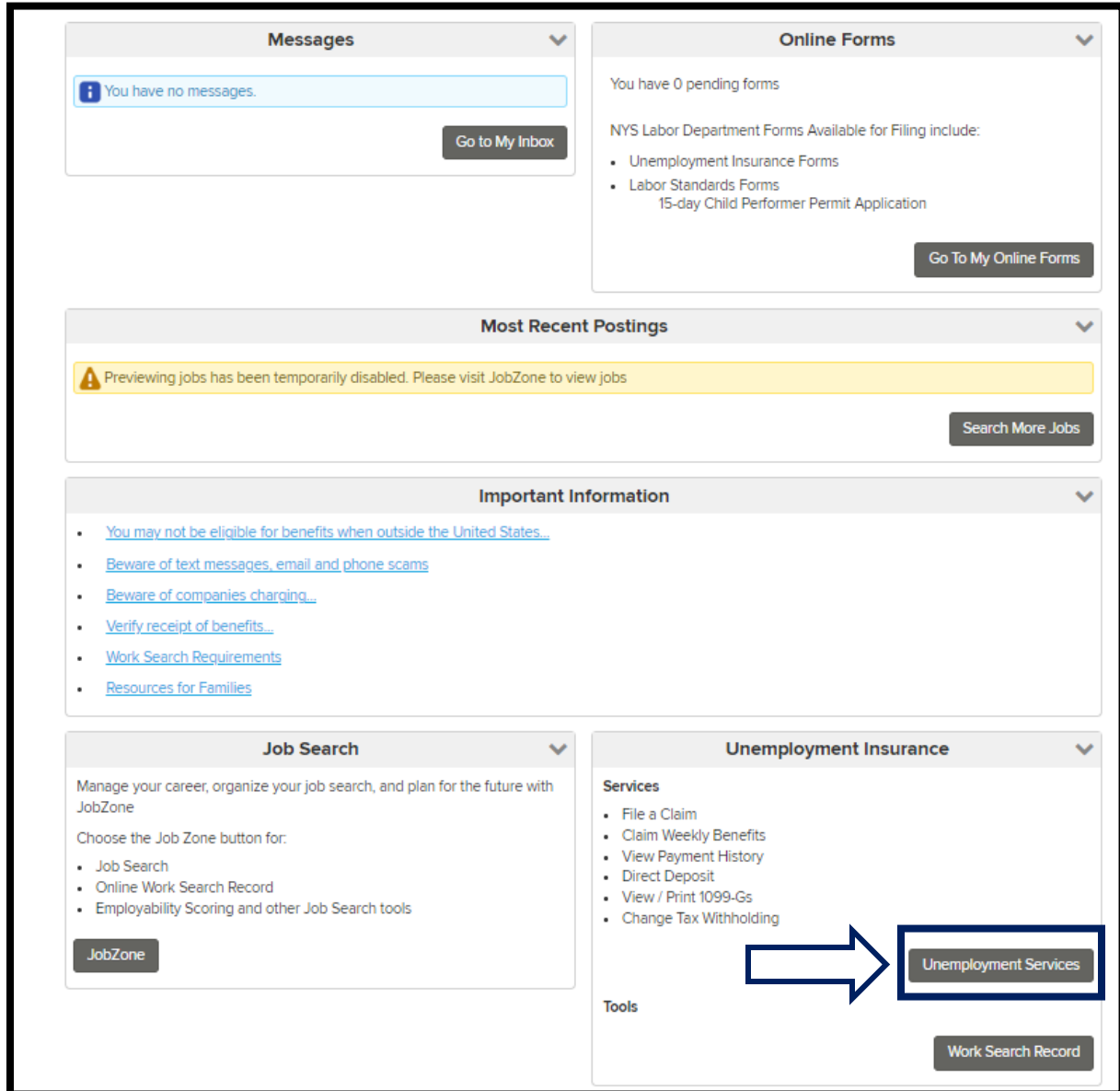
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## Setting up Google Authenticator Multifactor Authentication

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.



The screenshot displays the NYS Department of Labor online services dashboard. It features several sections: Messages (no messages), Online Forms (0 pending forms), Most Recent Postings (temporarily disabled), Important Information (links to benefits and scams), Job Search (JobZone button), and Unemployment Insurance (Services and Tools). A blue arrow points to the 'Unemployment Services' button within the Unemployment Insurance Services section.

**Messages**

You have no messages.

[Go to My Inbox](#)

**Online Forms**

You have 0 pending forms

NYS Labor Department Forms Available for Filing include:

- Unemployment Insurance Forms
- Labor Standards Forms
- 15-day Child Performer Permit Application

[Go To My Online Forms](#)

**Most Recent Postings**

⚠️ Previewing jobs has been temporarily disabled. Please visit JobZone to view jobs

[Search More Jobs](#)

**Important Information**

- [You may not be eligible for benefits when outside the United States...](#)
- [Beware of text messages, email and phone scams](#)
- [Beware of companies charging...](#)
- [Verify receipt of benefits...](#)
- [Work Search Requirements](#)
- [Resources for Families](#)

**Job Search**

Manage your career, organize your job search, and plan for the future with JobZone

Choose the Job Zone button for:

- Job Search
- Online Work Search Record
- Employability Scoring and other Job Search tools

[JobZone](#)

**Unemployment Insurance**

**Services**

- File a Claim
- Claim Weekly Benefits
- View Payment History
- Direct Deposit
- View / Print 1099-Gs
- Change Tax Withholding

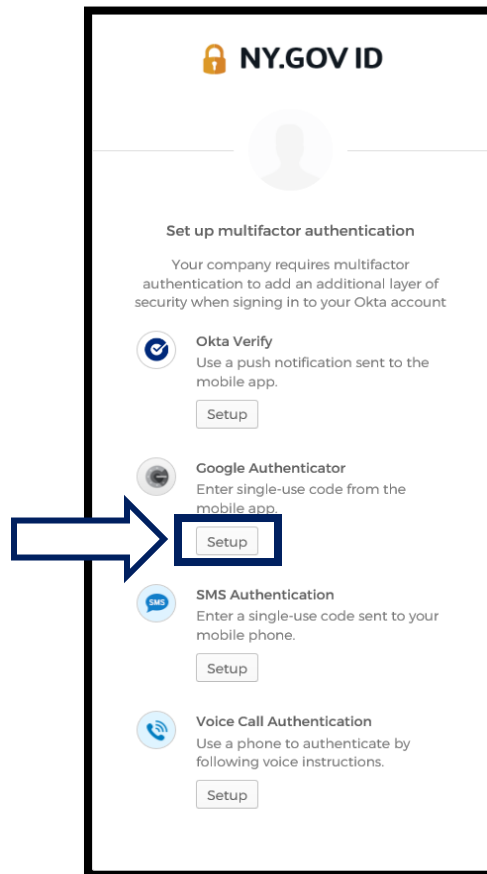
**Tools**

[Unemployment Services](#)

[Work Search Record](#)

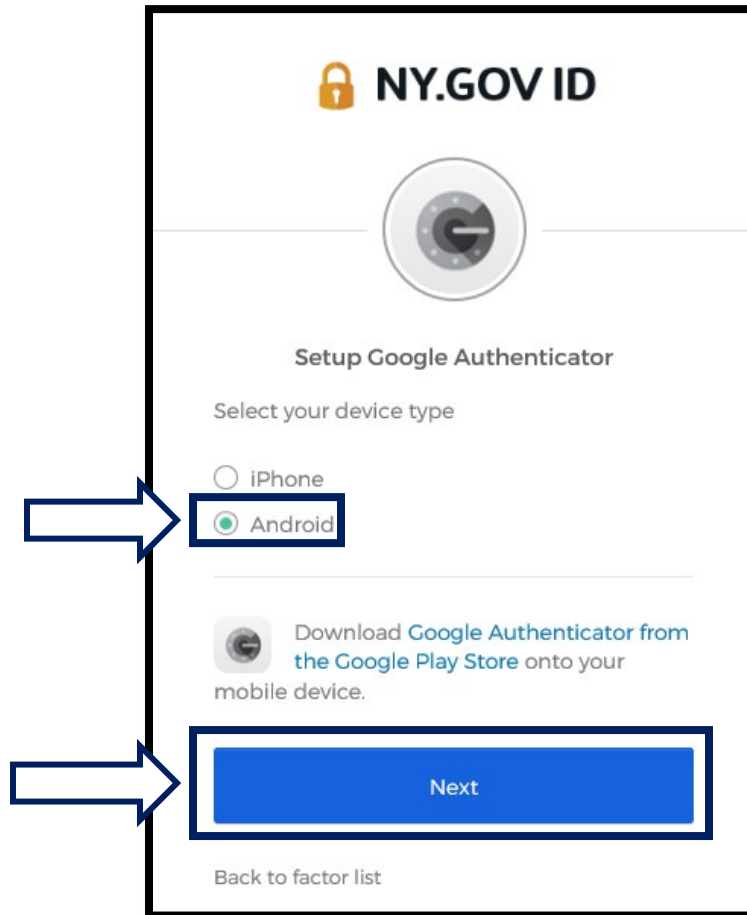
On your computer screen, you will see a screen that asks you to set up your Multifactor Authentication.

1. On your smartphone, download the Google Authenticator app.
2. On your computer screen, click Setup under Google Authenticator to begin the setup process.



3. 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 have an Android, you will see this:**



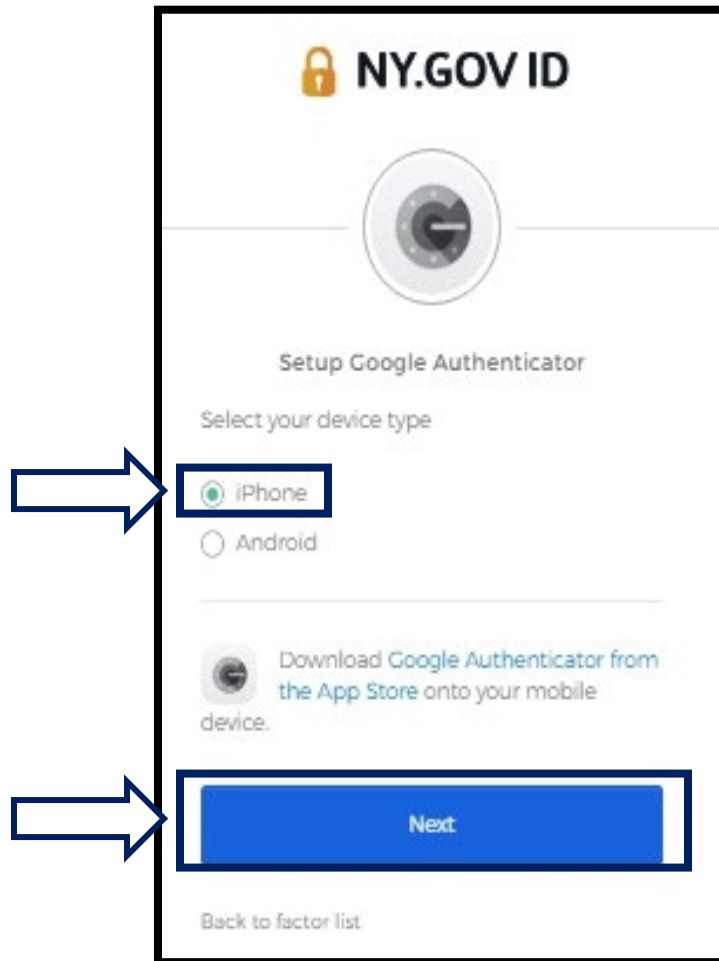
You will be instructed to download the Google Authenticator app from the Google Play Store. If you have not already, you should download this app now.

[Click here for directions on how to download the Google Authenticator App on your Android device.](#)

4. Click the Next button.

[Click here to proceed.](#)

If choose iPhone, you will see this:



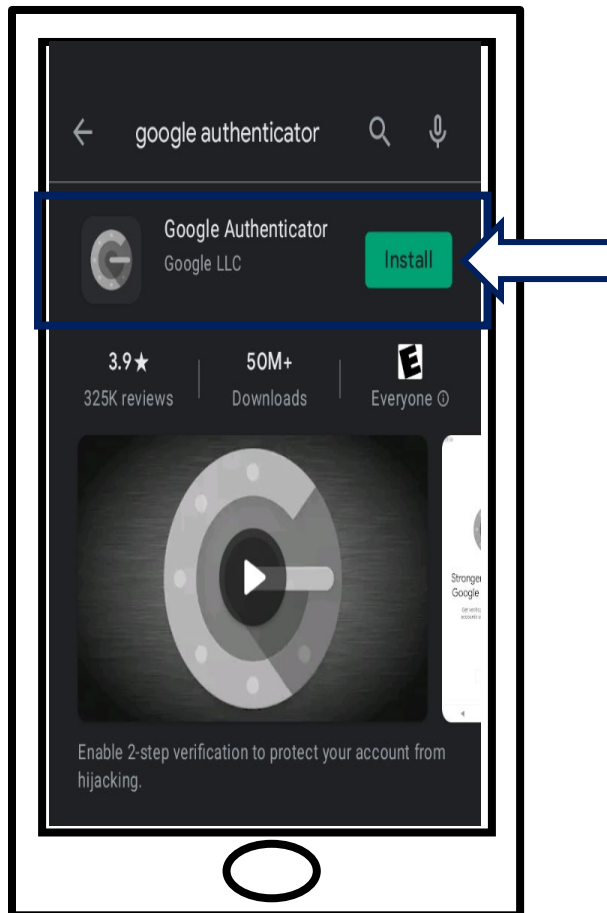
You will be instructed to download the Google Authenticator app from the App Store. If you have not already, you should download this app now.

[Click here for directions on how to download the Google Authenticator App on your Apple Device.](#)

5. Click the Next button.

**Directions for downloading the Google Authenticator app onto an Android Device.**

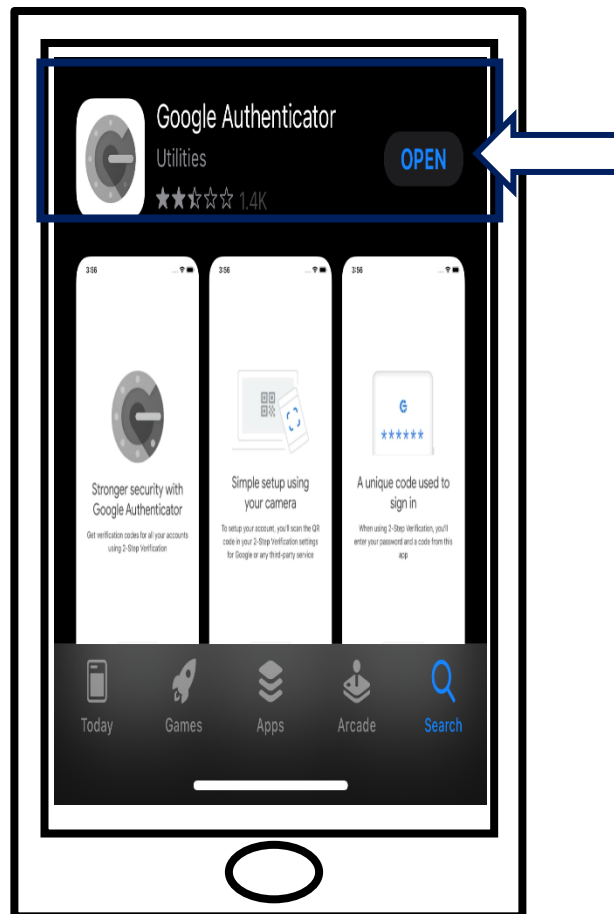
6. On your smartphone or tablet, navigate to Google Play. Make sure your smartphone or tablet is running latest version of the operating system (OS).
7. In Google Play, search for the Google Authenticator app.
8. Once you have found the app, download and install it onto your smartphone or tablet. *(NOTE: App may appear slightly different depending on version of phone)*



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

## Directions for downloading the Google Authenticator app onto an Apple Device.

9. On your smartphone or tablet, navigate to the App Store. Make sure your smartphone or tablet is running latest version of the operating system (OS).
10. In the App Store, search for the Google Authenticator app.
11. Select the Google Authenticator mobile app.
12. Download and install the app.



13. Once you have installed the Google Authenticator 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 Google Authenticator App on your smartphone or tablet.

14. Your computer screen will now show a dialog box with a Quick Response (QR) code in it.

- If you are unable to scan the 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.](#)

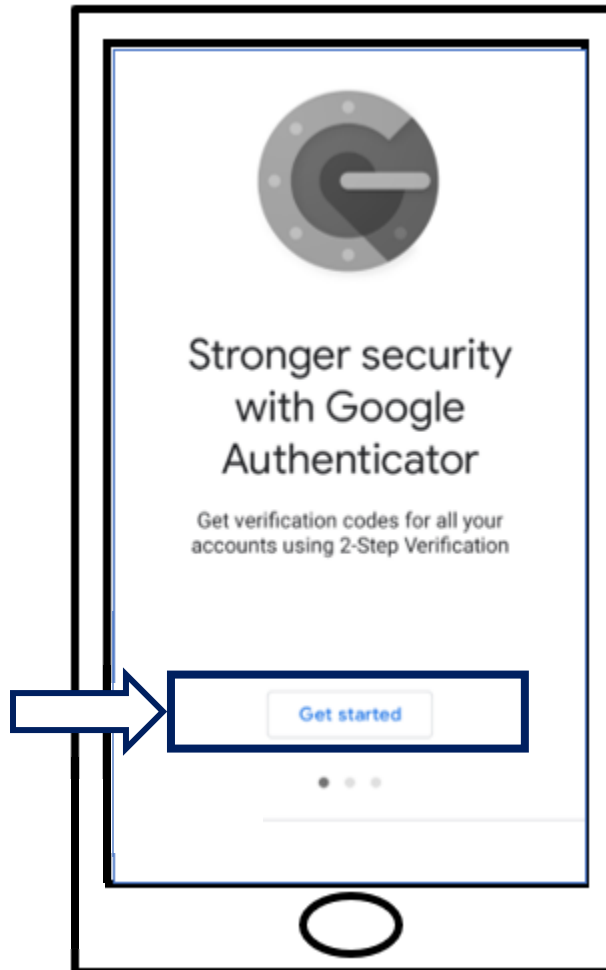


15. Navigate to your Google Authenticator App and open it.



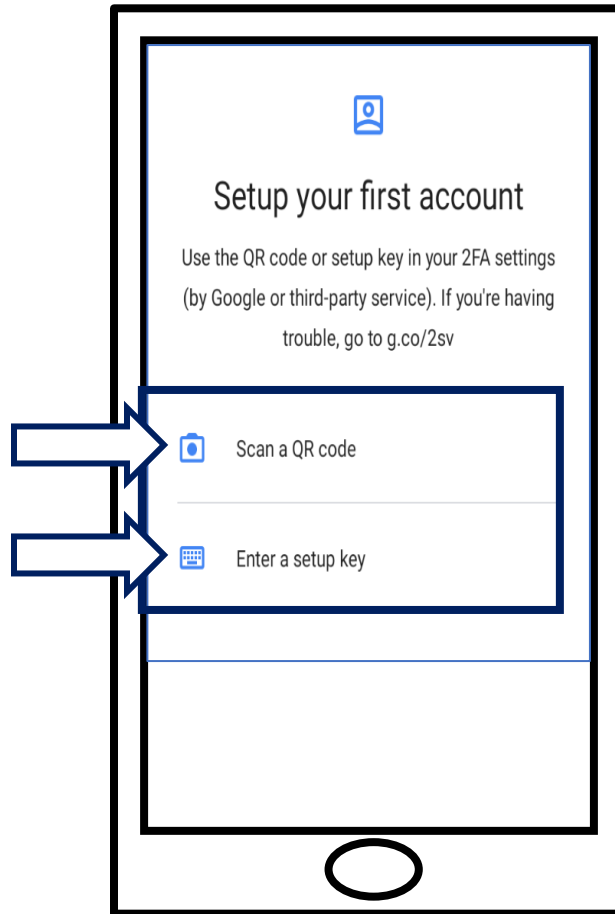
## Using the Google Authenticator App

16. On your smartphone, you will see this screen.



17. Click **Get Started**.

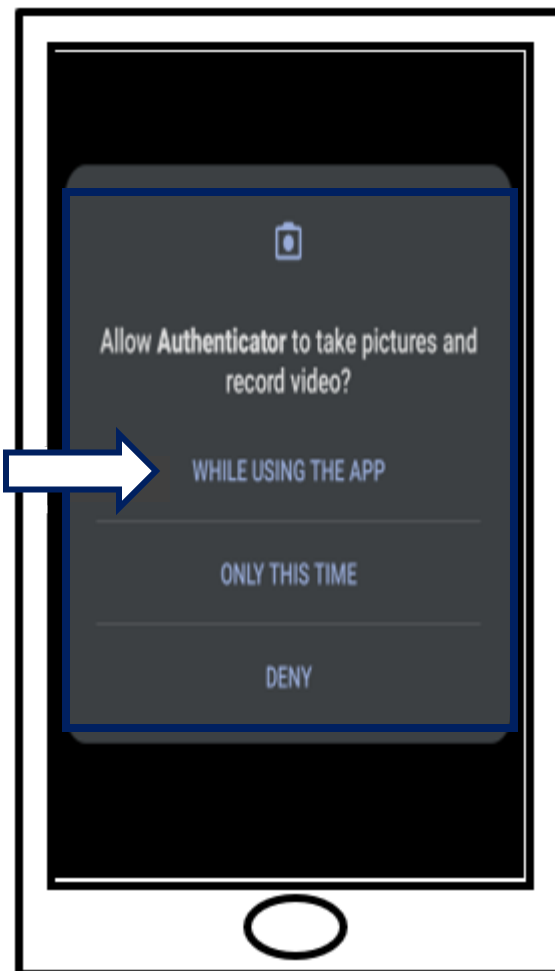
18. This screen will open. You will be given the option to either **Scan a QR code** or [Enter a setup key](#). Choose one.



## Directions for using the Google Authenticator app to scan a QR code:

### On an Android Device

19. The app will ask for permission to use your camera. Click **While Using the App**.



20. Proceed to [Scan QR Code](#).

**On an Apple Device**

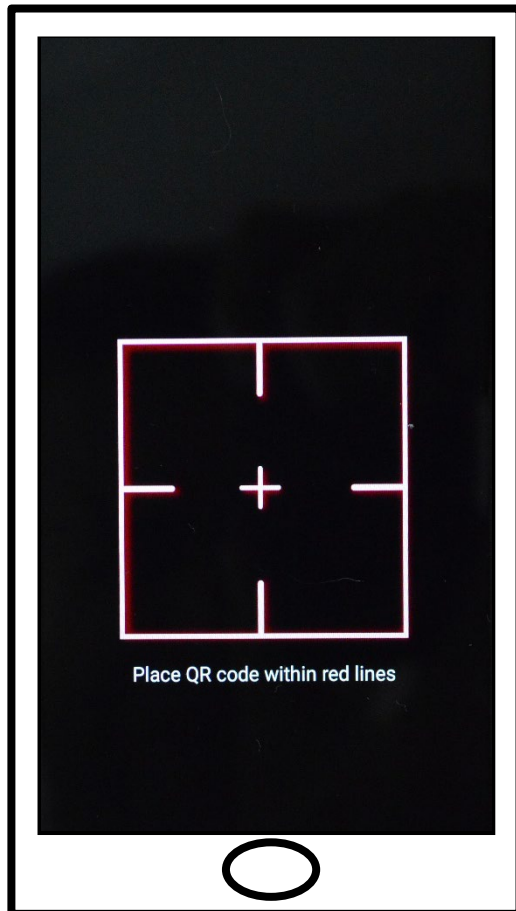
21. You will see a message that *“Authenticator” Would Like to Access the Camera*. Click **OK**.



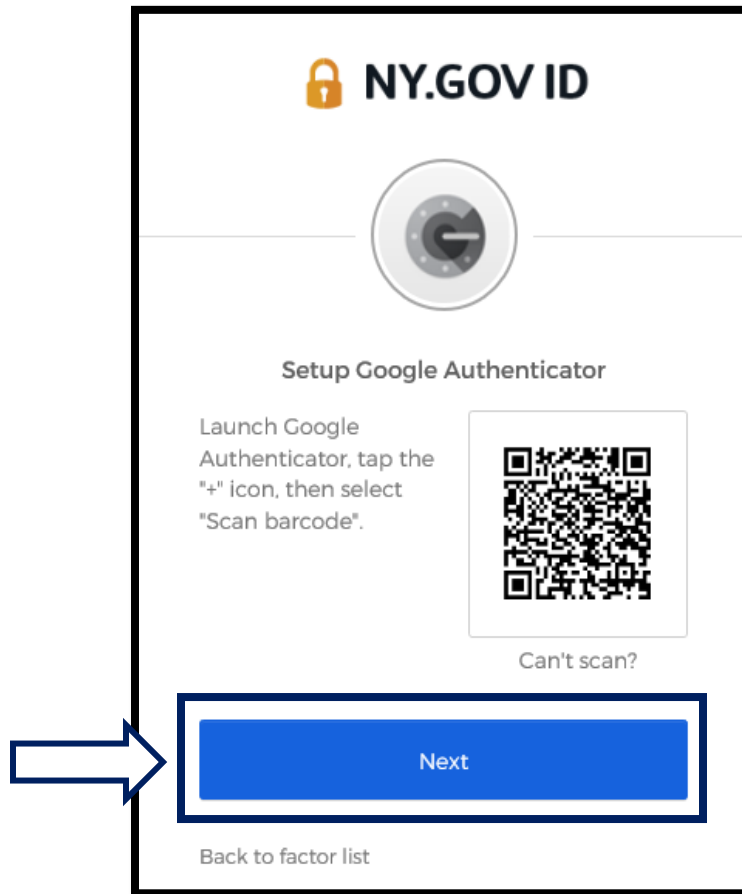
22. Proceed to [Scan a QR Code](#).

**Scan a QR Code**

23. Your smartphone's screen will now show a blank screen with a square in the center.



24. Point your smartphone or tablet's camera at the QR code that's on your computer screen (see below image), so that the QR code on the computer screen appears in the green box on your smartphone's screen. The app will automatically scan the code into your phone or tablet.



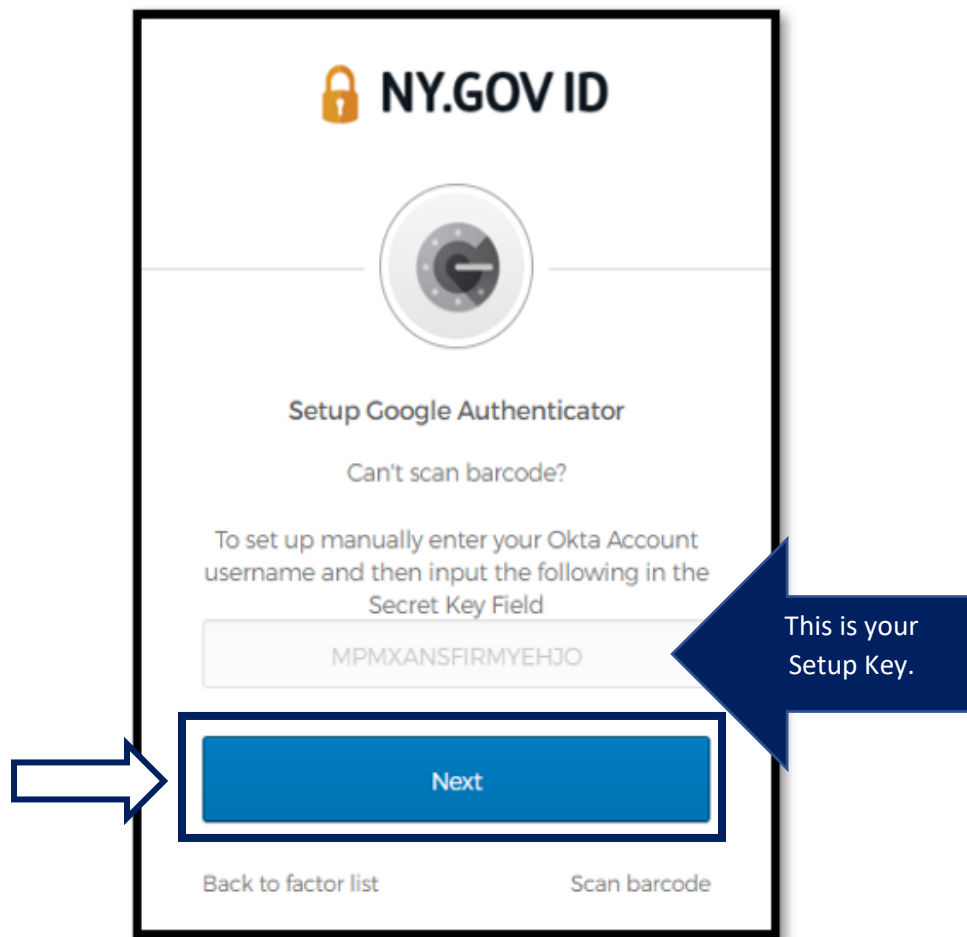
25. Proceed to [Entering Your Code](#) steps.

## Directions on how to enter a Setup Key (if you can't scan a QR code).

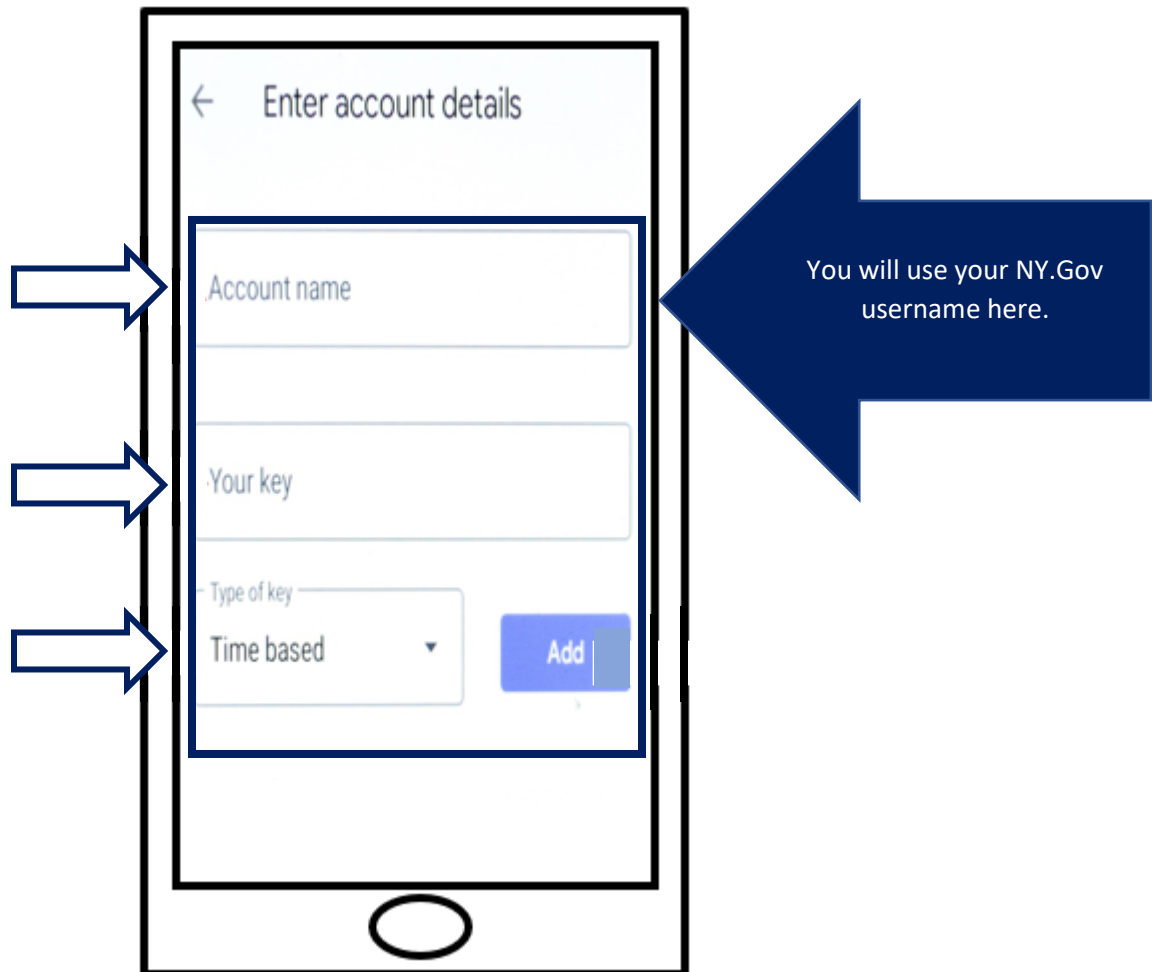
26. If you cannot scan the code, in step 13 above, select **Enter a setup key**.

**Tip:** [Click here for other possible reasons for this error, and how to correct them.](#)

27. On your computer screen, you will be shown a Secret Key. This is the code you will enter in the Google Authenticator app. You will be shown a screen that contains Instructions to Enter a Setup Key. NOTE: To proceed with this step, you must first set up the Okta Verify multifactor authentication method.



28. On your Google Authenticator App, enter your NY.gov Account name, enter your Secret Key, select Time based.



29. Click the **Add** button.

30. Proceed to [Entering Your Code](#) steps.



## Entering Your Code

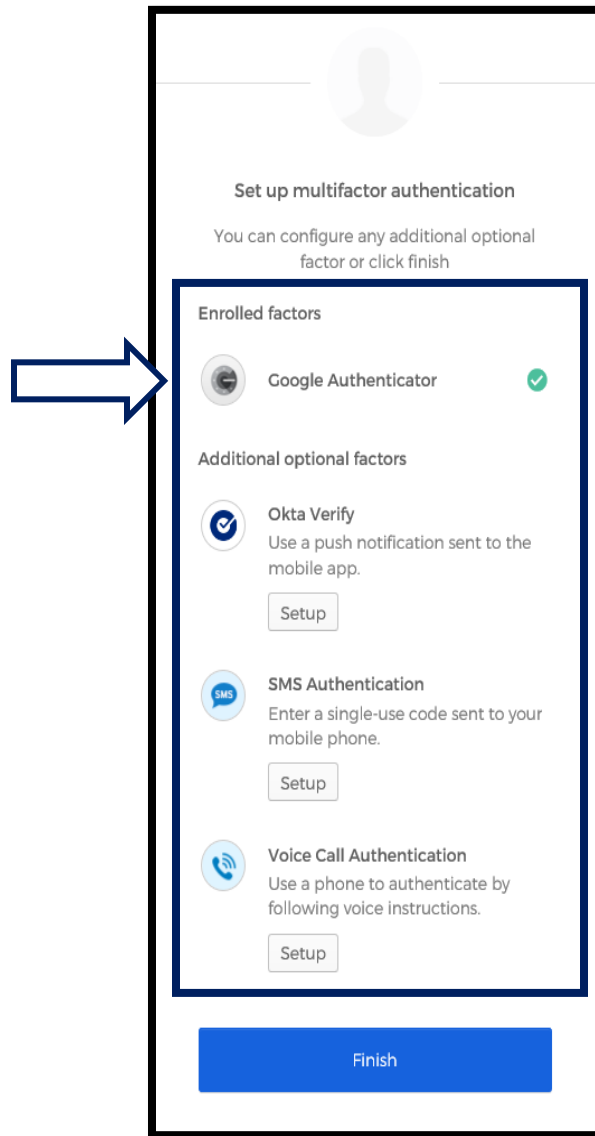
31. Once the app has successfully scanned the QR code, your smartphone will show you a screen with your username and a six-digit code. This is the code you will enter in the computer in the next steps. This code will change every 30 seconds.



32. Type the code from your app into the Enter Code field on your computer monitor and click **Verify**.

The screenshot shows the 'NY.GOV ID' verification interface. At the top, there is a lock icon and the text 'NY.GOV ID'. Below this is a circular icon representing a security device. The main heading is 'Setup Google Authenticator', followed by the instruction 'Enter code displayed from the application'. A central form area is highlighted with a blue border and contains an 'Enter Code' label, a text input field, and a blue 'Verify' button. A white arrow points to the input field from the left, and another white arrow points to the 'Verify' button from the right. At the bottom of the form area, there is a link labeled 'Back to factor list'.

33. You will be redirected back to the enroll screen where you can set up another Multifactor Authentication method. Notice that Google Authenticator is now under the Enrolled factors heading. It is recommended that you set up more than one multifactor authentication method.

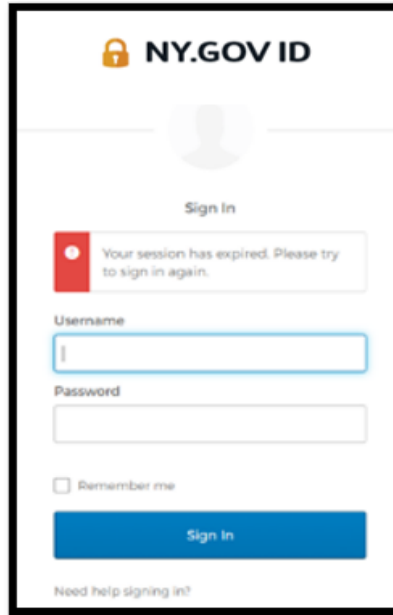


34. When you have set up all the Multifactor Authentication methods that you want, click the Finish button.

- 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.

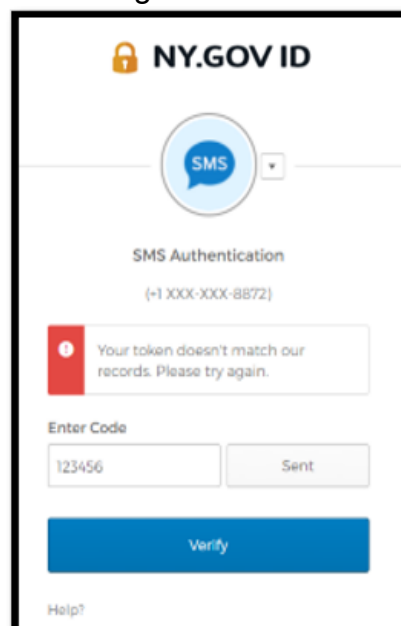
## Potential Error Messages and How to Resolve Them.

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



The screenshot shows the NY.GOV ID sign-in interface. At the top, there is a lock icon and the text "NY.GOV ID". Below this is a user profile icon and the text "Sign In". A red error message box states: "Your session has expired. Please try to sign in again." Below the error message are input fields for "Username" and "Password". There is a checkbox for "Remember me" and a blue "Sign In" button. At the bottom, there is a link that says "Need help signing in?"

- Error Message: Token Doesn't Match.
- Remedy:
  1. Customer should check accuracy.
  2. Customer should "Send" code again.



The screenshot shows the NY.GOV ID SMS Authentication interface. At the top, there is a lock icon and the text "NY.GOV ID". Below this is a blue circular icon with "SMS" and a dropdown arrow. The text "SMS Authentication" and a phone number "(-1 XXX-XXX-8872)" are displayed. A red error message box states: "Your token doesn't match our records. Please try again." Below the error message is an "Enter Code" section with a text input field containing "123456" and a "Sent" button. A blue "Verify" button is at the bottom. At the very bottom, there is a link that says "Help?"

# WE ARE YOUR DOL



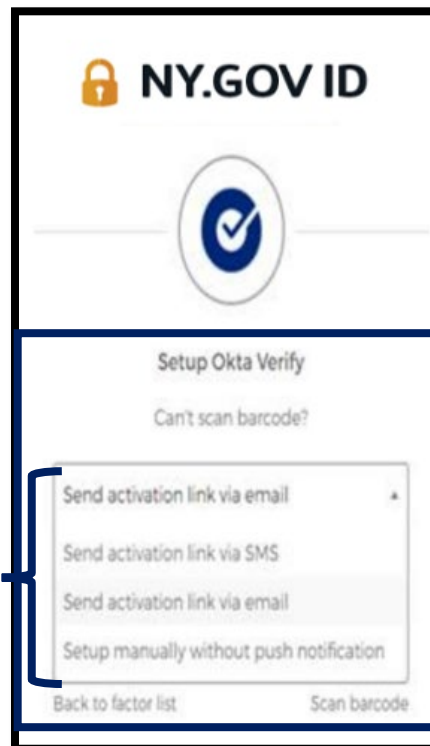
- Error Message: Found Error.
- Remedy: Customer must input code.

A screenshot of the NY.GOV ID Voice Call Authentication interface. At the top, it says "NY.GOV ID" with a lock icon. Below that is a blue circular icon with a white telephone handset and a checkmark. The text "Voice Call Authentication" and "(+1 XXX-XXX-3166)" is displayed. A red error message box states: "We found some errors. Please review the form and make corrections." Below this is an "Enter Code" section with a text input field and a "Calling" button. A red error message below the input field says: "This field cannot be left blank". At the bottom is a blue "Verify" button and a "Help?" link.

# WE ARE YOUR DOL



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



2. Ensure customer's device "allowed" access to camera. ([click here for instructions](#))

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