

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.

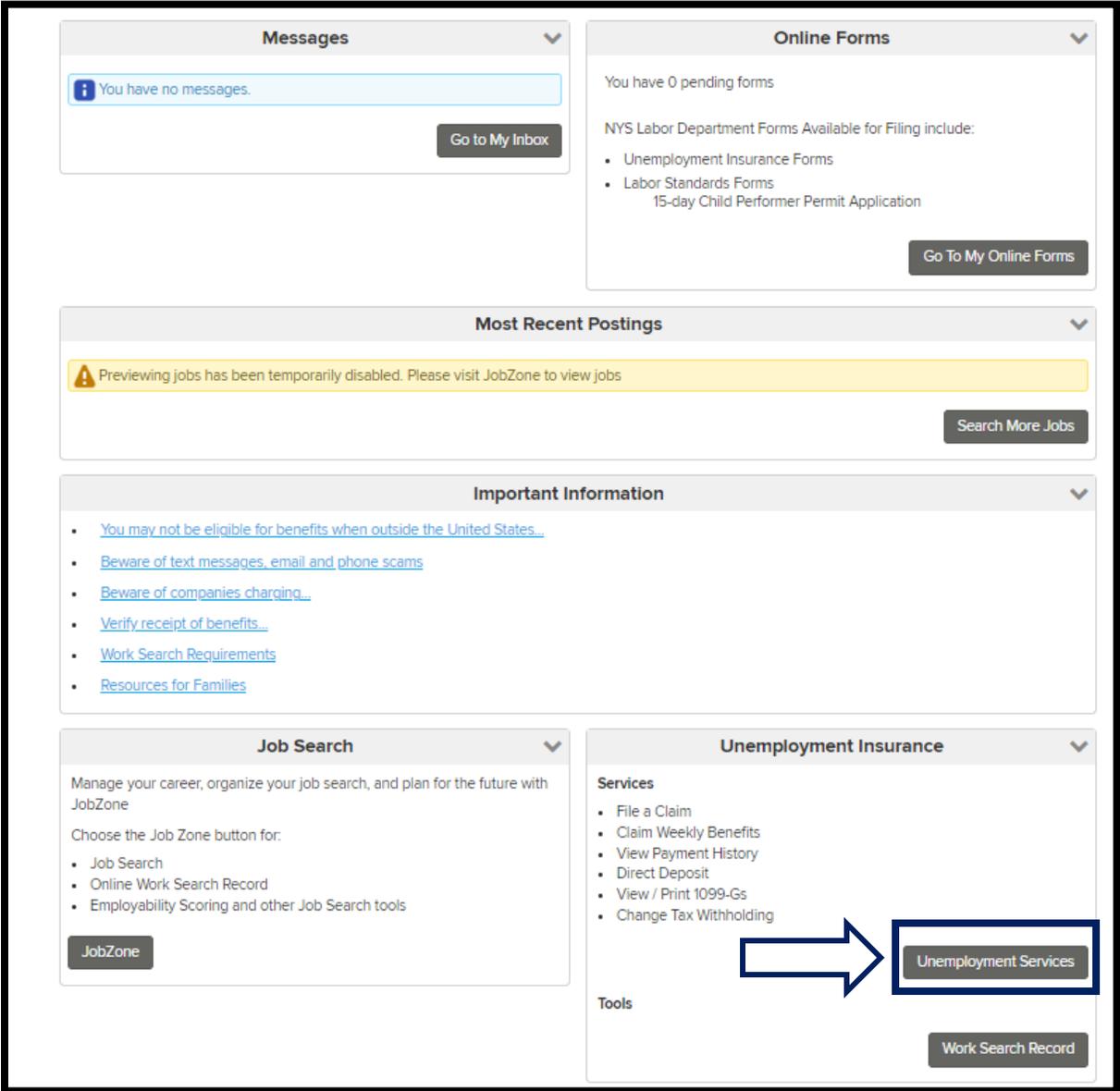
NOTE: All screenshots are from a computer monitor unless outlined by a cell phone.

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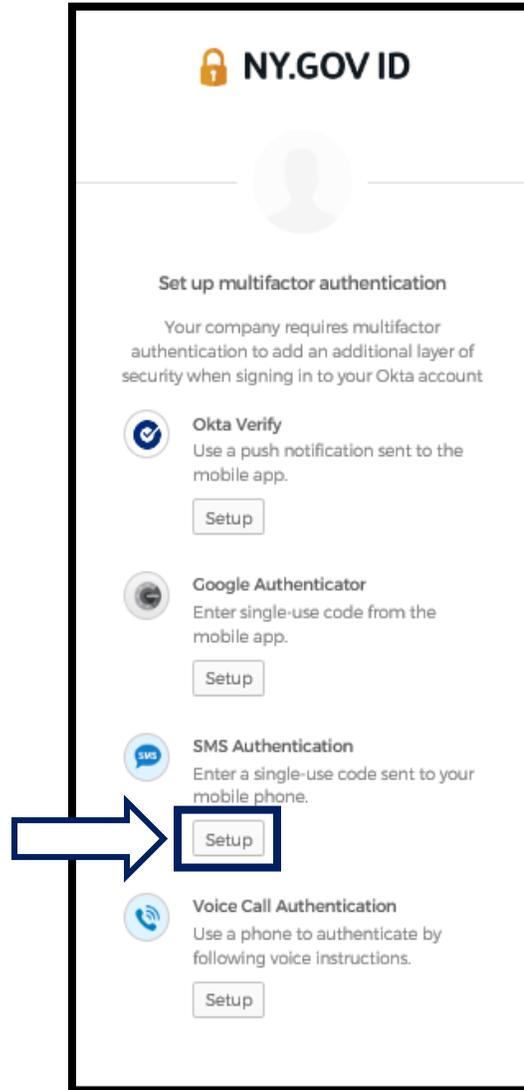
If you are not yet enrolled in MFA, you will be prompted to enroll after logging into Labor Online Services and clicking on the “Unemployment Services” application button.



The screenshot displays the Labor Online Services dashboard with several sections:

- Messages:** Shows "You have no messages." with a "Go to My Inbox" button.
- Online Forms:** Shows "You have 0 pending forms" and lists available forms: Unemployment Insurance Forms, Labor Standards Forms, and 15-day Child Performer Permit Application. Includes a "Go To My Online Forms" button.
- Most Recent Postings:** Displays a warning: "Previewing jobs has been temporarily disabled. Please visit JobZone to view jobs" and a "Search More Jobs" button.
- Important Information:** Lists links for: "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", and "Resources for Families".
- Job Search:** Provides instructions to manage career and plan for the future with JobZone, and lists options: Job Search, Online Work Search Record, and Employability Scoring and other Job Search tools. Includes a "JobZone" button.
- Unemployment Insurance:** Lists services: File a Claim, Claim Weekly Benefits, View Payment History, Direct Deposit, View / Print 1099-Gs, and Change Tax Withholding. Includes a "Work Search Record" button. The "Unemployment Services" button is highlighted with a blue box and a blue arrow pointing to it.

1. After clicking “Unemployment Services,” you will be presented with the Setup MFA page. Click **Setup** under SMS Authentication.



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2. You will be asked to enter a phone number. This phone number must be capable of receiving text messages.

A screenshot of the NY.GOV ID authentication interface. At the top, it says "NY.GOV ID" with a padlock icon. Below that is a blue circular icon with "SMS" inside. The text "Receive a code via SMS to authenticate" is centered. There is a dropdown menu showing "United States". Below that is a "Phone number" section with a "+1" country code selector, an input field, and a blue "Send code" button. A blue arrow points to the input field. At the bottom, there is a link that says "Back to factor list".

3. After you enter your phone number, click **Send code**.

4. The screen will change to look like this:

NY.GOV ID

SMS

Receive a code via SMS to authenticate

United States

Phone number

+1

Sent

Enter Code

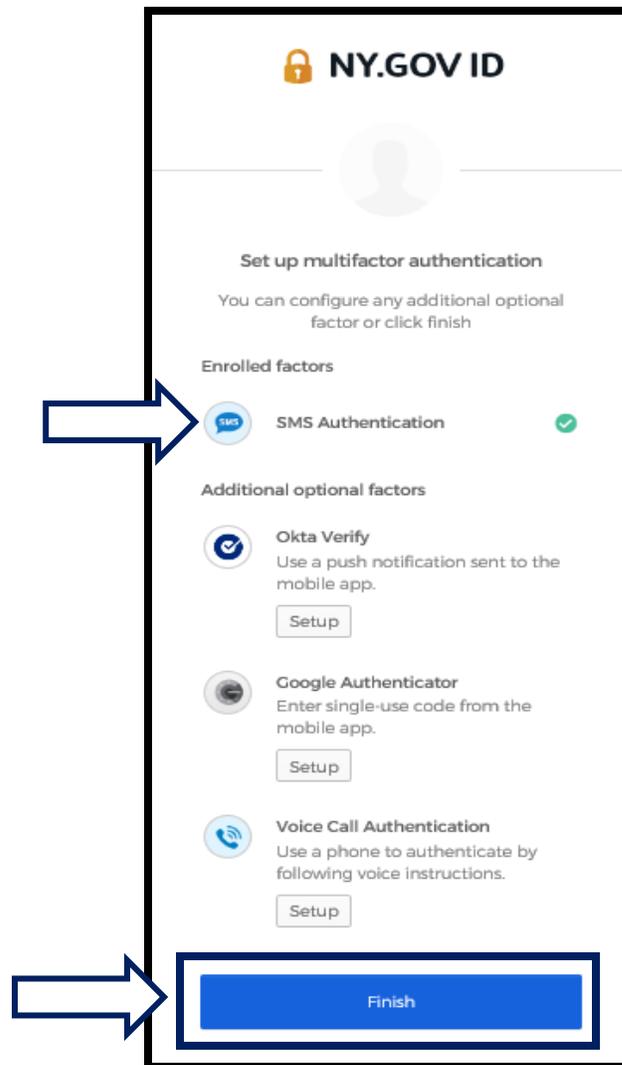
Verify

Back to factor list

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

6. Press **Verify**.

- You will be redirected back to the Multifactor Authentication enrollment screen. Notice that SMS Authentication is now under the Enrolled factors heading.



- 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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