

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.

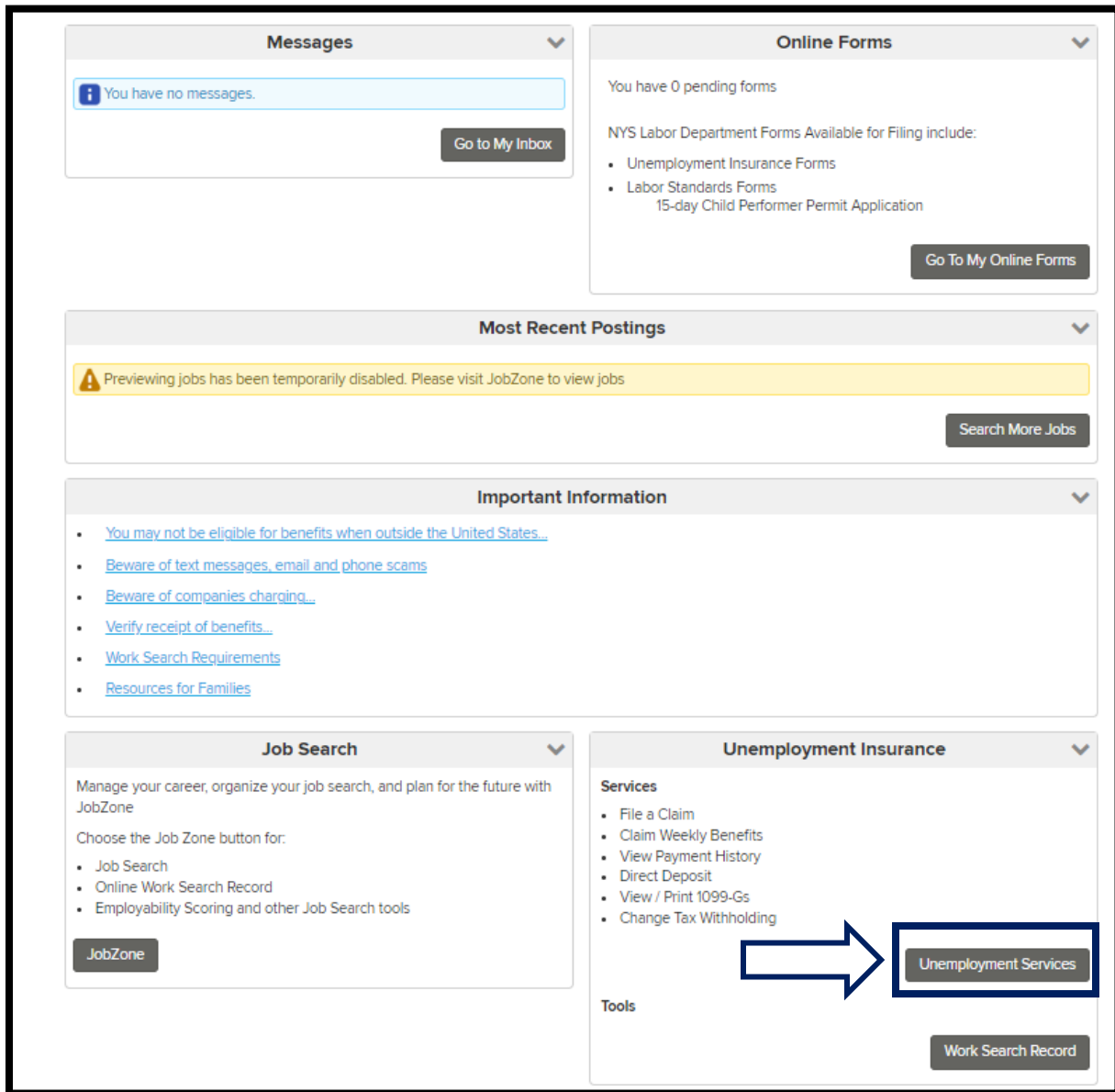
NOTE: All screenshots are from a computer monitor unless outlined by a cell phone.

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Setting up Voice Call 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.



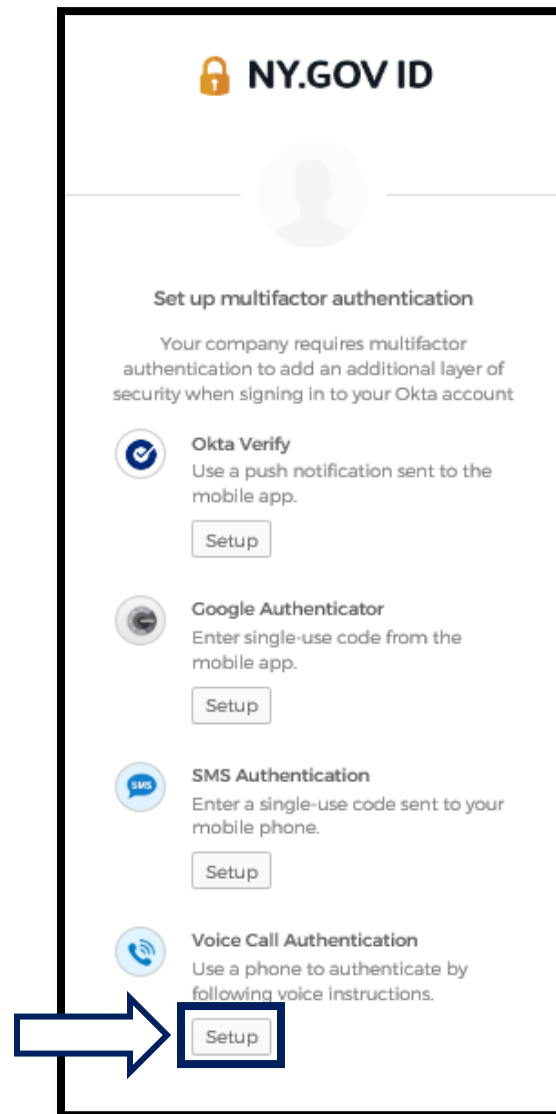
The screenshot shows the NYS Department of Labor online services dashboard. It features several sections:

- Messages:** A notification stating "You have no messages." with a "Go to My Inbox" button.
- Online Forms:** A notification stating "You have 0 pending forms." Below this, it lists "NYS Labor Department Forms Available for Filing include:" with a bulleted list: "Unemployment Insurance Forms", "Labor Standards Forms", and "15-day Child Performer Permit Application". A "Go To My Online Forms" button is present.
- Most Recent Postings:** A yellow warning banner stating "Previewing jobs has been temporarily disabled. Please visit JobZone to view jobs." with a "Search More Jobs" button.
- Important Information:** A list of links: "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:** A section titled "Job Search" with a "JobZone" button. It includes text: "Manage your career, organize your job search, and plan for the future with JobZone" and "Choose the Job Zone button for:" followed by a bulleted list: "Job Search", "Online Work Search Record", and "Employability Scoring and other Job Search tools".
- Unemployment Insurance:** A section titled "Unemployment Insurance" with a "Work Search Record" button. It includes a "Services" list: "File a Claim", "Claim Weekly Benefits", "View Payment History", "Direct Deposit", "View / Print 1099-Gs", and "Change Tax Withholding". A blue arrow points to the "Unemployment Services" button.

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



2. You will be asked to enter a phone number.

NY.GOV ID

Follow phone call instructions to authenticate

United States

Phone number Extension

+1

Call

Back to factor list

3. After you enter your phone number, click **Call**. This phone number must be capable of receiving incoming phone calls.

4. The screen will change to look like this:

NY.GOV ID

Follow phone call instructions to authenticate

United States

Phone number Extension

+1

Calling

Enter Code

Verify

Back to factor list

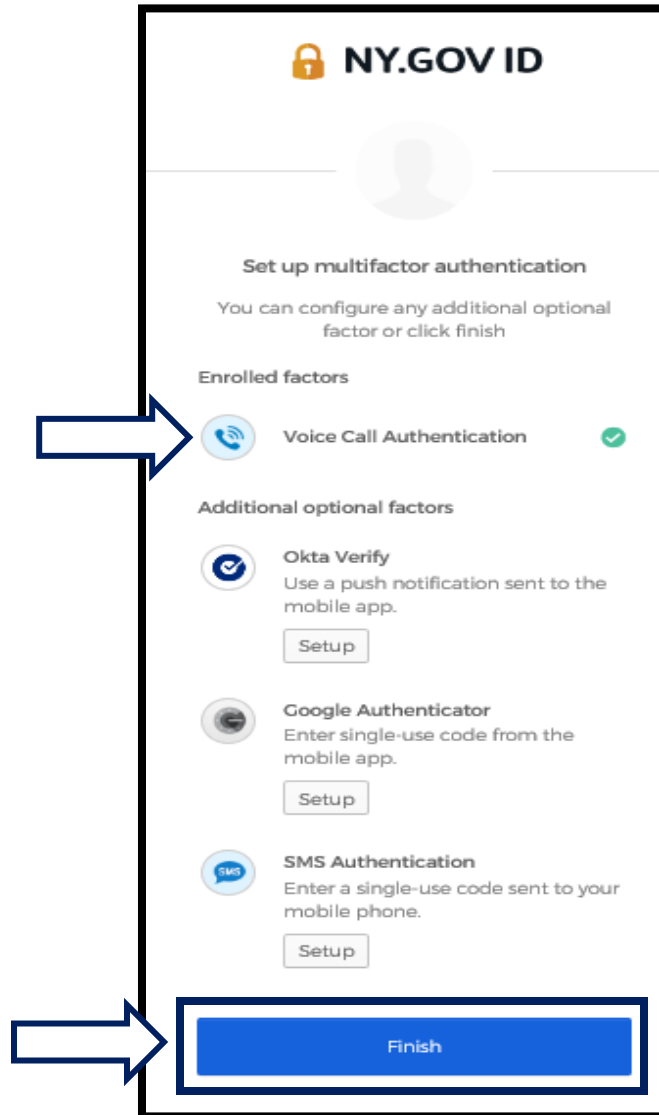
5. You will receive a phone call. When you answer the call, a recorded voice will read a five-digit number to you.

NOTE: The number will not repeat. Be sure to have a pen and paper ready to record the number.

6. Enter this code into the Enter Code box.

7. Press **Verify**.

- You will be redirected back to the Multifactor Authentication enrollment screen. Notice that Voice Call 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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