# Multi–Factor Authentication

HELPING YOU ACCESS YOUR INFORMATION SECURELY

We offer Multi-Factor Authentication (MFA), a secure login process that protects private information even if someone finds your password.

The first time you log in to your account, you will be required to set up multi-factor authentication. A mobile phone number or Authenticator App is required for initial set-up. Once your account is confirmed, you may use your preferred method for future login.
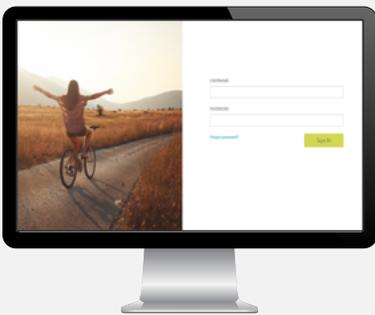
First time users

Username: Your Social Security number (no dashes)

Password: The last four digits of your Social Security number
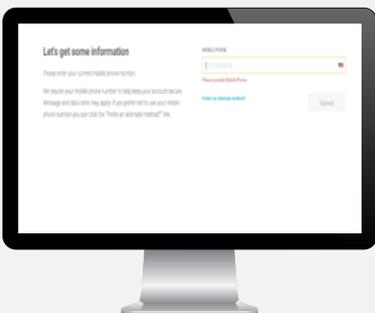
Note: If this is not your first time log-in, please use your previously established User ID and password.

Verifying your information

Enter your last name, SSN and the birth date that is listed in your employee record, then select **Submit**.

Note: If you enter information incorrectly you will be logged off and returned to the Account Access screen

Setting up account security

Mobile phone: Enter your mobile phone number to receive a security code used to access your account. Enter this code and select Submit.*

Prefer not to use your mobile phone? Click the **Prefer an alternate method?** link to see instructions for downloading a third party authenticator app. Enter the code provided and select **Submit**.*

*After two consecutive failed code entries the user is locked out of their account and sends them to a lockout page

Setting up your account

Create a username: Username must be at least 6 characters long

Current Password: Use default password entered at the beginning of the process*

New/Confirm New Password: Re-enter your password to confirm.

*If you enter an incorrect current password you will be logged out. When you try to log back in you will use the newly established username.

Verifying your email address

Enter a valid email address. You will receive a verification email. Follow the instructions in this email to validate your email address. Next time you log in to your account, this screen will be bypasssed.
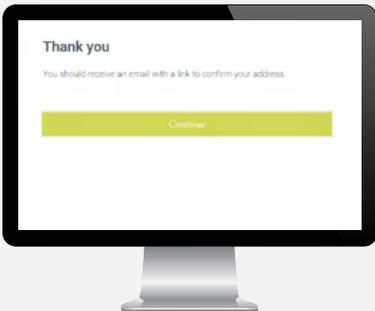
You're done!

Click Continue to continue to your account. If you are returned to the account access screen after continuing, you will need to contact our Customer Service Center to confirm eligibility or determine if you are locked out of your account.