Multi-Factor Authentication

Multi-Factor Authentication (MFA) Multi-factor authentication (MFA) is an added layer of security that goes beyond a password to perform a second level check to verify a user's identity before they can access protected applications. This extra layer of security protects all Personal Identifying Information (PII) and Protected Health Information (PHI) stored in the applications.

Where do I go to add or update my MFA feature?

1. Login to the HCS https://commerce.health.state.ny.us with your User ID and Password
2. Click **My Content** on main menu bar
3. Select **All Applications > Letter M**
4. Click **MFA Enrollment**
5. Choose one:
   A. I have a NYS driver's license or Non-driver Photo ID
   B. I do not have a NYS driver's license or Non-driver Photo ID.

If you selected option A: I have a NYS driver's license or Non-driver Photo ID

6. Enter your DMV ID number, Date of Birth (MMDDYYYY), Gender and Zip Code from your ID
7. Click **Next**
8. Confirm State ID/License information has been verified with NY State Department of Motor Vehicles (NYSDMV)
9. Select **Type of Authentication** (Voice, SMS , RSA or Time Based One Time Password –See page 2 for more info if needed).
10. Enter your phone number or email address
11. Click **Submit**
12. Confirm **Congratulations!! MFA information saved successfully.**

If you selected option B: I do not have a NYS driver's license or Non-driver Photo ID

6. Enter your Date of Birth, Gender, Non NYS ID, Non NYS ID Value and Type of Authentication (Voice, SMS, RSA or Time Based One Time Password) and phone number or email address.
7. Click **Submit**
8. Confirm **Congratulations!! You have successfully completed your MFA Enrollment.**

What is needed to enter MFA information?

You will need either a valid NYS DMV Driver's License, NYS DMV Non-driver Photo ID, Passport, Unexpired Foreign Passport, US Driver's license (out-of-state users), or other acceptable form of photo identification.

How do I use the MFA feature?

1. Open the HCS application that requires MFA
2. Authentication page will appear with instructions:
3. Enter **Verification Code**
   SMS: Enter the number you see in your text message
   Voice: Enter the number you hear upon answering your phone "your verification code for Health Commerce is…"
   Time Based One Time Authenticator: Enter the code from the authenticator app on your phone.
   RSA token: Enter the number from your State issued RSA hard or soft token
4. Click **Authenticate.**

TIPS:

- Your name in the HCS and on your DMV ID must be an exact match.
- User MFA info can be set up anytime.
- Previously submitted MFA info does not display on screen.
- User receives email notification for all MFA updates.
- **Need help?** Send an email to the Commerce Accounts Management Unit (CAMU) camu@health.ny.gov or call **866-529-1890** option 1.
- **I locked my account!** Users will have three chances to enter the MFA validation code successfully in an application. After three failed attempts, you will be logged out of the HCS and your account will be locked. Call the CAMU, verify your identity and your account will be unlocked.
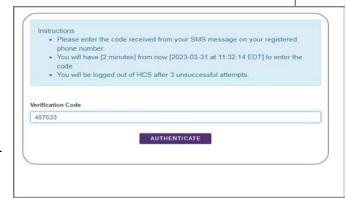
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MFA Authentication Types

Voice – To audibly hear the MFA code, enter the phone number you wish to receive the call on. Once you receive the call, enter the number provided from the call in the Verification Code field.

SMS (text message) – To receive the MFA code by Short Message Service (SMS) text message, enter the phone number you wish to receive the text message. Once you receive the text message, enter the number provided from the text in the Verification Code field.

Sample Verification Screen

Time‑based One Time Password Authenticator—To receive the MFA code by Quick Response (QR*) Code, scan the QR Code displayed with an authenticator app on your smart phone, like Google or Microsoft Authenticator.

Sample QR Code

Once scanned, enter the number provided from the Authenticator app in the Verification Code field.

> *You can download Authenticator apps on your smart phone from the Google Play Store or Apple App Store to read the QR code. The QR Code is a type of matrix barcode (or two‑dimensional barcode).*

RSA Token (*available to New York State employees only*) To receive the MFA code by RSA token, enter the email address you registered with your RSA token. Enter the code from your hard/soft RSA token in the Verification Code field.

RSA SecurID, LLC consists of a token – either hardware (e.g. a key fob) or software (soft token). To request an RSA Token, go to https://mytoken.ny.gov/console-selfservice/SelfService.do.