

# Multi-Factor Authentication for User

**Multi-Factor Authentication (MFA)** is a security technology that requires two or more ways to verify a user's identity before they can log into an application. This extra layer of security protects Personal Identifying Information (PII) and Protected Health Information (PHI). Users of MFA protected Health Commerce System (HCS) applications can choose how they want to verify their identity. To set up MFA, the user needs to sign up using their NYS driver license or NYS non-driver photo ID. If the HCS user does not have either, then they must see their HCS Coordinator **in person** for the set up.

## What is needed to enter MFA information?

You need a valid NYS driver's license or NYS non-driver photo ID.

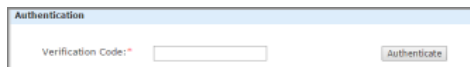
If you do not have either, then **STOP here and see your HCS Coordinator to complete the enrollment for you.**

## 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. Enter your NYS DMV ID or NYS Non-driver Photo ID, Date of Birth (MMDDYYYY), Gender and Zip Code from your ID
6. Click **Submit**
7. Confirm **DMV check successful. Please enter MFA information**
8. Select the type of authentication needed: Voice, SMS, RSA (state users only) or Time Based One Time Password Authenticator
9. Enter your phone number or email address
10. Click **Submit** again
11. Confirm **MFA information saved successfully.**

## 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:** Scan the QR code
  - RSA token:** Enter the number from your State issued RSA hard or soft token
4. Click **Authenticate.**

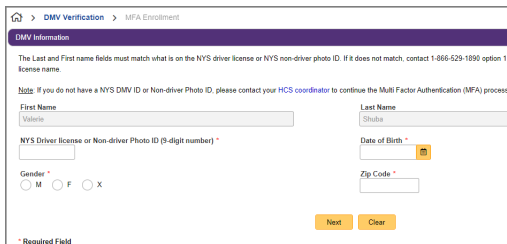
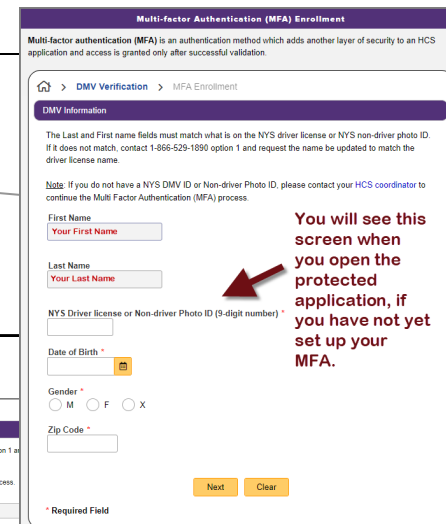


## How do I know if the HCS application requires MFA?

You will see this screen when you open the application:

If you do not have a NYS ID, then your Coordinator will need to set it up for you.

## User MFA Info

## TIPS:

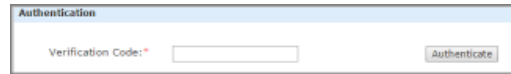
- HCS Name and DMV ID must be an exact match.
- User MFA info can be set up anytime.
- Previously submitted MFA info does not display on screen.
- User receives email notification for all MFA updates.
- **Need help?** Send an email to the Commerce Accounts Management Unit (CAMU) [camu@health.ny.gov](mailto:camu@health.ny.gov) 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.

See page 2 for details about the authentication types

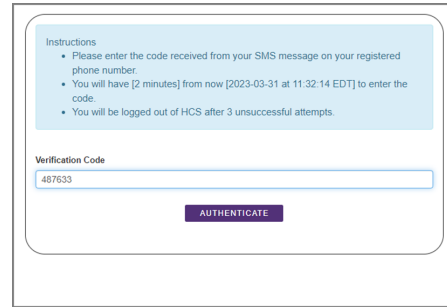
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## MFA Authentication Types

**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.

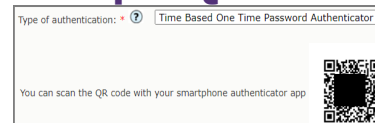


**SMS (text message)** - To receive the MFA code by Short Message Service (SMS) text message, enter the phone number you wish to receive the text message. Once you receive the text message, enter the number provided from the text in the Verification Code field.



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

## Sample QR Code



*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 (a soft token). To request an RSA Token, go to <https://mytoken.ny.gov/console-selfservice/SelfService.do>.

**Note:** If you do not have a NYS driver's license or NYS non-driver photo ID, then please see your organization's Coordinator. They will verify your identity with one of these forms of ID:

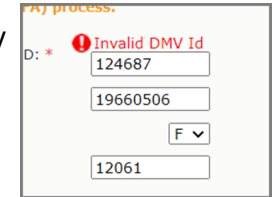
You will need to present your out of NYS ID **in person**.

To find your Coordinator click **My Content** > **Look up my coordinators**.

U.S.Passport, with photograph and name  
US Driver's License with photograph and name  
US Federal, NY State ID card with photograph  
Driver's Lic issued by Canadian Govt.  
Unexpired foreign passport with I-551/I-94  
Alien Registration Card with photograph  
Unexpired Temporary Resident Card(INS I-688)  
Unexpired Employment Card(INS I-688A)  
Unexpired Reentry Permit(INS I-327)  
Unexpired Refugee Travel Document(INS I-571)  
Unexpired Employment Document(INS I-688B)

## Common Errors

- Wrong NYS DMV ID number
- Wrong HCS Name, Gender, Date of Birth, Zip Code or Date of Birth doesn't match what is on your NYS DMV license/ID
- Wrong Date of Birth Format (YYYYMMDD)



DMV check failed. You cannot complete your MFA enrollment

City Contact Information Profession Information MFA Information

match what is on the NYS driver license or NYS non-driver photo ID

## Need help?

- Send an email to the Commerce Accounts Management Unit (CAMU) [camu@health.ny.gov](mailto: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 to have your account unlocked. Your identity will need to be verified, so have your valid photo ID available.
- Update** your MFA information anytime. Note: Previously submitted info will not display for security purposes.