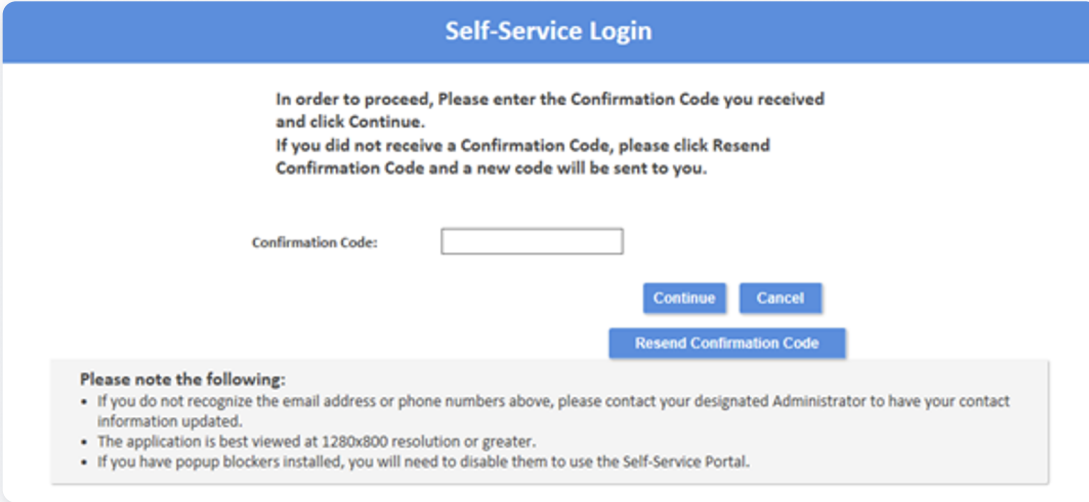


# Employer Multi- Factor Authentication Instructions

Multi-Factor authentication provides an additional layer of security around your credentials. It helps reduce the risk of your account becoming compromised, as it requires two successive factors – ‘something you know’ (your username & password) and ‘something you have’ (your mobile phone or email address).

- After successfully entering your user ID and password, the system may prompt you to provide a confirmation code. Confirmation codes can only be sent to an email address or cell phone number already on file. If both an email address and phone number are on file, codes will be sent via SMS text message over email.

- Once you receive the confirmation code, you'll be prompted to enter it to proceed with your login. Confirmation codes are case sensitive, so be sure to enter the confirmation exactly as it was received. When receiving confirmation codes via email, we recommend copying and pasting the code to ensure it is entered correctly. It may take 1-2 minutes to receive a confirmation code via email depending on your email and internet provider.

A screenshot of a web interface titled "Self-Service Login". The interface has a blue header bar with the title. Below the header, there is a white box containing instructions: "In order to proceed, Please enter the Confirmation Code you received and click Continue." and "If you did not receive a Confirmation Code, please click Resend Confirmation Code and a new code will be sent to you." Below the text, there is a label "Confirmation Code:" followed by a text input field. To the right of the input field are two buttons: "Continue" and "Cancel". Below these buttons is a button labeled "Resend Confirmation Code". At the bottom of the white box, there is a section titled "Please note the following:" with three bullet points: "If you do not recognize the email address or phone numbers above, please contact your designated Administrator to have your contact information updated.", "The application is best viewed at 1280x800 resolution or greater.", and "If you have popup blockers installed, you will need to disable them to use the Self-Service Portal." The entire form is set against a light gray background.

**Self-Service Login**

In order to proceed, Please enter the Confirmation Code you received and click Continue.  
If you did not receive a Confirmation Code, please click Resend Confirmation Code and a new code will be sent to you.

Confirmation Code:

[Continue](#) [Cancel](#)

[Resend Confirmation Code](#)

**Please note the following:**

- If you do not recognize the email address or phone numbers above, please contact your designated Administrator to have your contact information updated.
- The application is best viewed at 1280x800 resolution or greater.
- If you have popup blockers installed, you will need to disable them to use the Self-Service Portal.

- After successfully entering the confirmation code provided, you'll be authenticated and directed into the system.

**NOTE:** You will **not** be prompted to obtain a confirmation code every time you log in. Each time you attempt to access your account, the system analyzes several factors to determine if a confirmation code is warranted, including typical login patterns and the devices you use.