

# Multi-factor Authentication Quick Reference Guide

The **Multi-factor Authentication (MFA)** is a method of access which a user can pass by successfully presenting several separate authentication stages. It will provide another security level to an HCS application that contains protected health information (PHI) or personal identifying information (PII). Users of the MFA protected applications will be able to choose how they will authenticate MFA, by SMS (text message) or voice call. However, to use the MFA feature, the user will need to enroll their MFA information using their valid NYS driver license or non-driver photo ID. If they do not have one, they must see their HCS Coordinator in person who can enroll them with a valid photo ID.

## User steps...

or

## HCS Coordinator steps...

### What is needed to enter MFA information...

1. A valid NYS driver license or non-driver photo ID
2. If you **do not** have a valid NYS driver license or non-driver photo ID, **stop here and see your HCS Coordinator**.

### Where do I locate the MFA feature...

1. Open a web browser.
2. Go to HCS — <https://commerce.health.state.ny.us>
3. Enter your User ID and Password
4. Click **Sign In**
5. Click **My Content** in the upper right corner
6. Click **Change My Contact Information...**
7. Click the **MFA Information** tab

MFA Information

### How do I enroll my MFA information...

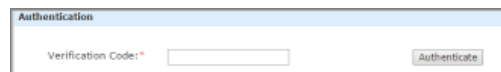
1. Enter your DMV ID or non-driver photo ID
3. Enter your date of birth (YYYYMMDD format)
4. Select your gender
5. Enter your zip code
6. Click **Submit**
7. Select how you want to receive the type of authentication (SMS or Voice)
8. Enter the phone number where the validation code should be sent



Information entered successfully, you will see **DMV check successful. Please enter MFA information**. If your DMV validation is not successful, call CAMU at 1-866-529-1890 option 1 for assistance with your account matching DMV or see your HCS Coordinator to be enrolled.

### How do I use the MFA feature...

1. Click the application that requires MFA in your My Applications
2. You will receive the verification code either SMS or Voice
3. Enter the verification code
4. Click **Authenticate**



### What is needed to enter my user's MFA information...

1. You will need to validate the user in person
2. The user must have a valid photo ID

### Where do I locate the MFA feature...

1. Open a web browser.
2. Go to HCS <https://commerce.health.state.ny.us>
3. Enter your User ID and Password
4. Click **Sign In**
5. Click **Coordinator's Update Tool** in your My Applications
6. Select the organization (if not selected)
7. Click **Manage People**
8. Click the user's name link
9. Click the **MFA Information** tab

MFA Information

### How do I enroll my user's MFA information...

1. Enter the user's date of birth (YYYYMMDD format)
2. Select the user's gender
3. Select the user's valid photo ID
4. Enter the user's ID info in **Comments** :  
Photo ID Account Number  
Photo ID Expiration Date  
Database used to validate the Photo ID  
Method used to validate the Photo ID against the selected database/issuing agency
2. Select how the user wants to receive the type of authentication (SMS or Voice)
3. Enter the user's phone number the validation code should be sent to
4. Check the checkbox to attest that you verified the user's identity
5. Click **Submit**



Information entered successfully, you will see **MFA information saved successfully**.

### Need help...

- MFA questions—Send an email to [hcsoutreach@health.ny.gov](mailto:hcsoutreach@health.ny.gov).
- **I locked my account!** User's will have three chances to enter the MFA validation code successfully in an application. After three failed attempts, they will be logged out HCS and their account will be locked.
  1. They must contact the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1 to have their account unlocked.