



# Multi-Factor Authentication (MFA) FAQ's



Q: What is MFA?

A: MFA is an additional security feature being implemented to protect citizen's information stored in eCIS by ensuring the identity of the Department of Human Services staff, and contractors, prior to accessing that information.

Q: What are the Commonwealth systems (applications) where MFA has been implemented?



Q: How does MFA work?

A: Multi-factor authentication verifies the users based on multiple factors such as something users know, something users have and something users are. The solution uses more than one factor to authenticate the user's identity.

Q: How does the login experience change for Commonwealth and County administrators?

A: The process is very simple, quick, and intuitive. You will be required to enter a 6 digit Security Code sent to you through your registered email. The process will take an average user less than 1 minute to complete (after 1st log in).

Q: How long is my Security Code valid?

A: A security code is sent to your registered email upon every login attempt. You are required to use security code from your latest email. Selecting Private computer option will allow you to use the same security code for 12 hours. See next question for more on Private vs. Public...

Q: When do I select Private and Public computer options?

A: Select Private if you are logging in from your personal laptop or a device provided to you by your employer; Select Public if you are logging in from any public computer such as a library or a hotel business center.

Q: Where can I find a comprehensive user guide and other documents for MFA?

A: Please see the table below based on your user type:

Application / User Type	Description
eCIS Business Partner User Guide	A user guide for eCIS Business Partners can be found <a href="#">here</a> .
eCIS Business Partner One-Page Guide	A one-page guide for eCIS Business Partners can be found <a href="#">here</a> .

Q: Who do I contact for any issues with the application?

A: Your appropriate Delegated Administrator

Q: Who can I call for urgent issues?

A: 1-800-281-5340