

# eCIS - Multi-factor Authentication (MFA) for Business Partners

## What is MFA?

MFA is an enhanced security feature to protect identity data of citizens when accessed and administered by users of the Department of Human Services (DHS) and Business/Community Partners.



## Why the change?

MFA has been implemented to ensure the identity of citizens are protected on state agency sites.



## How does MFA work?

Multi-factor authentication is based on multiple factors such as something user know, something user have and something user are.

The solution uses more than one factor to authenticate the user's identity.



## How does my login experience change?

The process is very simple, quick, and intuitive. You will be required to enter a 6 digit security code that you receive to your registered email account. The process should only take a moment to complete.



## MFA security applies to ...



## The Process Flow



Click on URL to access the log-in page of application and select your User Type

Log into Keystone Key

Open email to access your 6 digit Security Code and enter the code

Select Security Option (Private vs. Public) and click Continue

Successfully access application

## Need help?

Refer to the complete end user guide for further instructions and additional information and the FAQ document.

[eCIS Business Partner User Guide](#)

[eCIS Business Partner FAQ](#)