

# NEW YORK STATE INSURANCE FUND

## Enhanced Security Enrollment

### NYSIF Online Customer Accounts

NYSIF takes your privacy seriously. To protect the personal information of its customers, including health records, NYSIF has implemented an enhanced security feature (also known as multi-factor authentication) for all NYSIF online account holders. Enhanced security allows NYSIF to identify you as the true owner of your online account by adding a layer of protection against unauthorized access. We do this by sending you a one-time passcode, in addition to requesting your username and password.

Please see the following screen shots for more information on how your account will be enrolled in enhanced security.

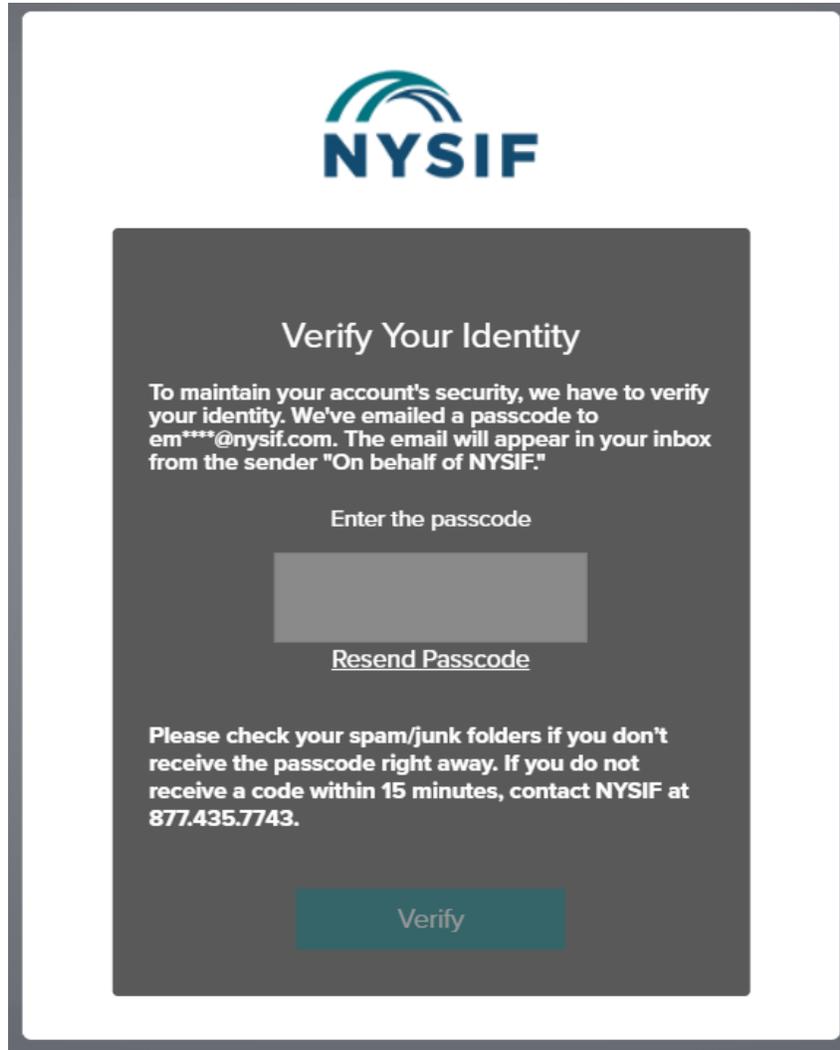
#### LOGIN

1. Visit **nysif.com**. Click Login in the upper right corner.
2. Enter your username and password.

A screenshot of the NYSIF online login page. At the top center is the NYSIF logo. Below the logo is the word 'Login'. The page contains two input fields: 'USERNAME' and 'PASSWORD'. Below the password field is a teal 'Login' button. Underneath the button are two links: 'Forgot Password' and 'New to NYSIF'. At the bottom of the form is a dark blue 'Create an Account' button.

## Passcode

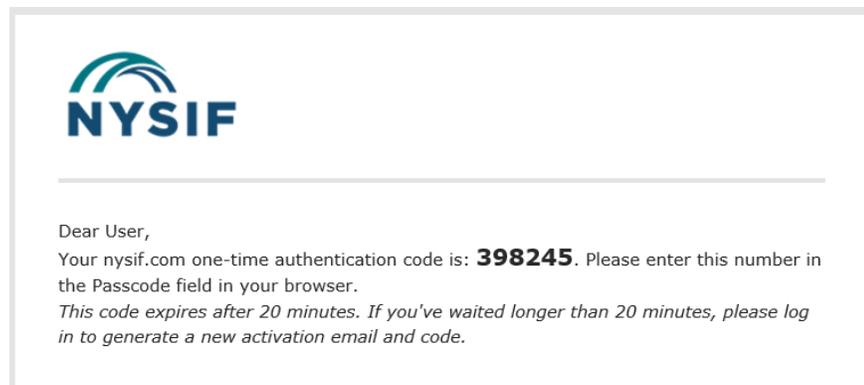
The first time you log into your NYSIF online account following implementation of enhanced security, you will be prompted to enter a passcode to verify your identity. The passcode will be sent to the email address associated with your NYSIF online account. At this time, you can only retrieve this passcode via email.



The screenshot shows a web page for NYSIF with the following content:

- NYSIF logo at the top.
- Section title: **Verify Your Identity**
- Text: "To maintain your account's security, we have to verify your identity. We've emailed a passcode to em\*\*\*\*@nysif.com. The email will appear in your inbox from the sender "On behalf of NYSIF."
- Text: "Enter the passcode" above a grey input field.
- Text: "[Resend Passcode](#)"
- Text: "Please check your spam/junk folders if you don't receive the passcode right away. If you do not receive a code within 15 minutes, contact NYSIF at 877.435.7743."
- A teal "Verify" button at the bottom.

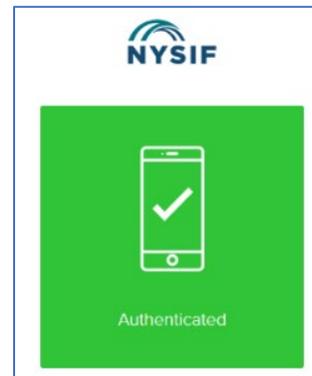
The passcode will expire after 20 minutes. The email will appear in your inbox from the sender **"On behalf of NYSIF."**



The screenshot shows an email verification message with the following content:

- NYSIF logo at the top.
- Text: "Dear User,"
- Text: "Your nysif.com one-time authentication code is: **398245**. Please enter this number in the Passcode field in your browser."
- Text: "This code expires after 20 minutes. If you've waited longer than 20 minutes, please log in to generate a new activation email and code."

Enter the passcode in the field provided. Click "Verify." If authenticated, users will receive confirmation before being directed to their customer landing page or the application they were trying to reach.



## Authentication

Each time you log into nysif.com, NYSIF's systems will perform a risk assessment of your login details. If the assessment identifies a probability of fraud, you will be asked to authenticate via passcode as shown above, sent to the email address associated with your online account.

Examples of information that might trigger an enhanced security login include:

- Frequent password changes
- Different user location or time zone
- Different user IP address
- Different browser or version
- Different or new device/computer
- New mobile login

## Forgot Password or Username:

Choose "Forgot Password" from the login page. Enter your Username in the field provided. A temporary password will be sent to the email address associated with the online account.

A screenshot of the "Forgot Password" screen. The title "Forgot Password" is at the top. Below it are three numbered steps: 1. Request, 2. Validate, and 3. Recover. The "Request" step is active. Below the steps is the instruction: "Enter your username to reset your password or unlock your account." There is a text input field labeled "USERNAME" with the placeholder text "Username". Below the field is a teal "Send Request" button. At the bottom, there are links for "Forgot Username" and "Cancel".

Choose "Forgot Username." Enter your email address. Our system will send the username associated with that email address to the email address.

A screenshot of the "Forgot Username" screen. The title "Forgot Username" is at the top. Below it is the instruction: "Enter your email address to receive an email with your username." There is a text input field labeled "EMAIL ADDRESS" with the placeholder text "Email Address". Below the field is a teal "Send Request" button. At the bottom, there are links for "Forgot Password" and "Cancel".A screenshot of the "Username Recovery" screen. The title "Username Recovery" is at the top. Below it is the message: "Thanks for your request. If your email address is verified, you'll receive an email with your username." Below the message is a teal "Continue" button.