NEW YORK STATE INSURANCE FUND
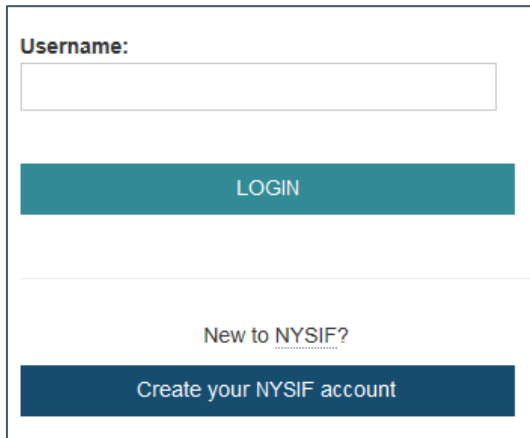
Enhanced Security Enrollment

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 asking for information only you know or possess, 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.
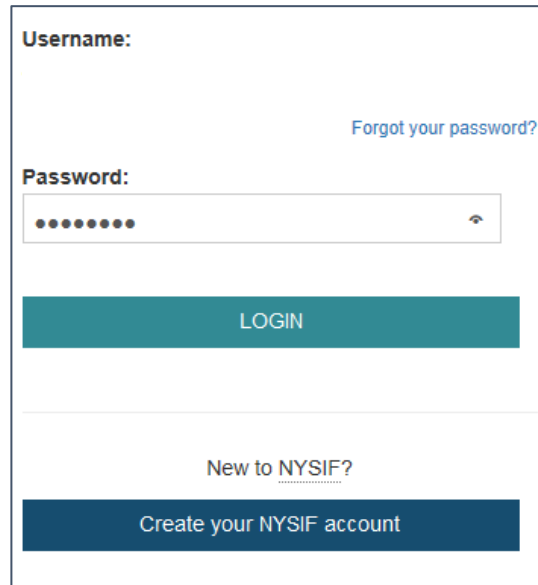
LOGIN

1. Visit nysif.com. Click Login in the upper right corner.
2. Enter your username. You will be directed to a second page for your password.

Enhanced Security Enrollment

The first time you log into your online account following implementation of enhanced security, you will be prompted to answer three security questions and to specify a phone number and an email address to receive verification alerts. The security questions, phone number and email are not optional.

1. Select and answer three security questions. Each prompt includes a drop-down menu of questions.

Security Questions

Please choose and answer three different security questions. If, upon a future login, NYSIF detects the possibility of unauthorized use, you may be asked to answer one of your security questions.

1. Question:

In what city was your mother born? (Enter full name of city only)

• **Answer:**

2. Question:

What is your father's middle name?

• **Answer:**

3. Question:

What was the name of your first girlfriend/boyfriend?

• **Answer:**

2. Enter a phone number and check the "Valid for SMS" box, if applicable. Checking this box will enable a text message to be received. (Please enter numbers only.)
3. Enter an email address. You <u>must</u> provide a phone number and email address.
4. If using a trusted computer, you may check the "Remember this computer" box.
5. Click Go.

Phone Numbers

Please provide a phone number and email address NYSIF can use to contact you in the event we need to verify your identity. If, upon a future login, NYSIF detects the possibility of unauthorized use, we may send you a one-time authentication code. Please check the box if the phone number can accept SMS text messages.

Area Code

Area Code

Phone Number

Number

☐ Valid for SMS
[?]

Email Addresses

Email Address

Email Address

☐ Remember this computer (Choose this option only if this is your personal computer & you trust this device / computer)
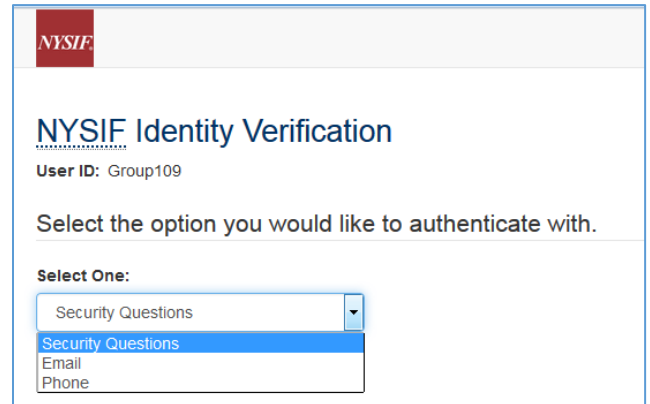
Go

*Required Field

Enhanced Security Prompts

When 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 select an authentication method: security questions, phone or email. If you choose phone or email, a one-time authentication code will be sent to your SMS-enabled phone or email address. If the phone number you provided does not accept text messages, you will only be given a choice between security questions and email.
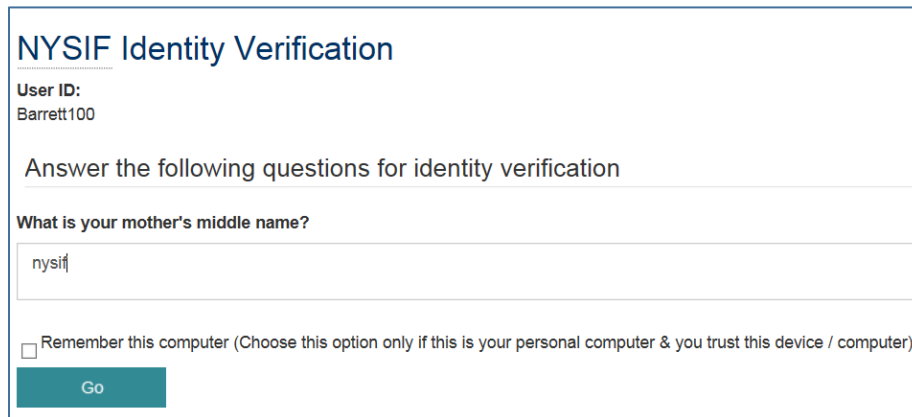
Examples of information that might trigger an enhanced security login include:

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

If you choose a **security question**, you will be directed to this page where one of your security questions will be randomly populated. Answer the question and click Go.

If you choose a **text message,** you will first need to confirm the phone number you'd like the text sent to, and check the box for "Request One-Time password via SMS." Click Go.

Enter the password you received on the next screen. The password may be a series of numbers, letters or a combination of both. Click the box for "Remember this computer" if you trust this device. Click Go.

Out-of-Band Authentication over Phone

User ID: Barrett100

Enter the password received over SMS (case sensitive): [   ]

☐ Remember this computer (Choose this option only if this is your personal computer & you trust this device / computer)

[Go]

If you choose **email**, confirm the email address and click Go.

NYSIF Identity Verification

Please confirm the email address you provided for email one-time authentication by clicking the button next to the address.

One Time Password will be sent to the selected email, which you need to enter on the next page to complete the authentication.

◉ b*******@nysif.com

[Go]

Enter the password you received on the next screen. The password may be a series of numbers, letters or combination of both. Click the box for "Remember this computer" if you trust this device. Click Go.

Out-of-Band Authentication over Email

User ID: Barrett100

Enter the password received over Email: [   ]

☐ Remember this computer (Choose this option only if this is your personal computer & you trust this device / computer)

[Go]

Update Enhanced Security Questions, Phone/Email

To update your security questions, email address or phone number:

1. On the password page, enter your password and check the box for "Edit Enrollment Information."

2. Click LOGIN, and you will be directed to your Enhanced Security Enrollment page.

NYSIF

Log In

You are accessing a protected resource. Please Identify by entering the following.

Username: Barrett100

Forgot your password?

🔒 ●●●●●●●●●

☑ Edit Enrollment information

[LOGIN]