

NEW YORK STATE INSURANCE FUND

Enhanced Security Enrollment

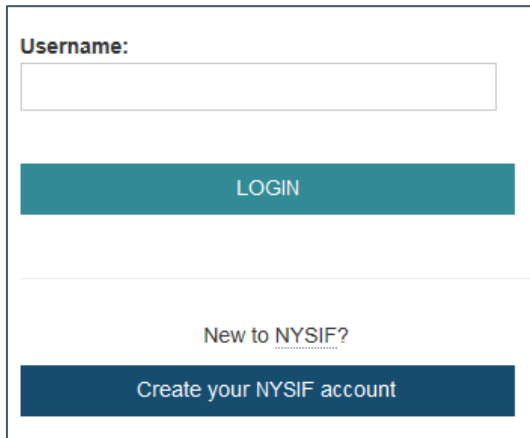
NYSIF Online Customer Accounts

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

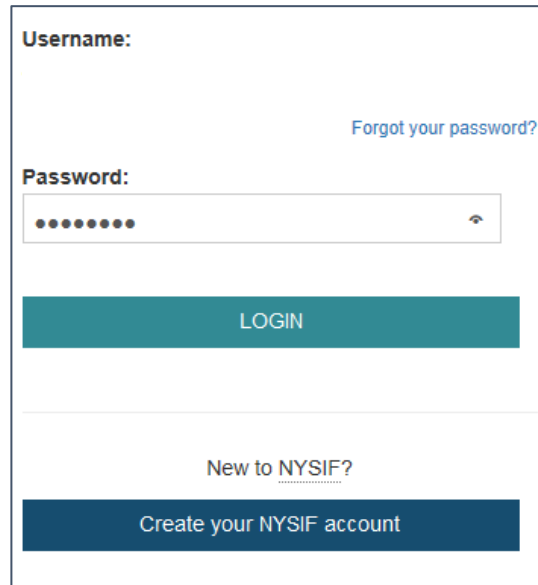
1. Visit nysif.com. Click Login in the upper right corner.
2. Enter your username. You will be directed to a second page for your password.



Username:

LOGIN

New to NYSIF?
Create your NYSIF account



Username:

[Forgot your password?](#)

Password:

LOGIN

New to NYSIF?
Create your NYSIF account

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 must 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)

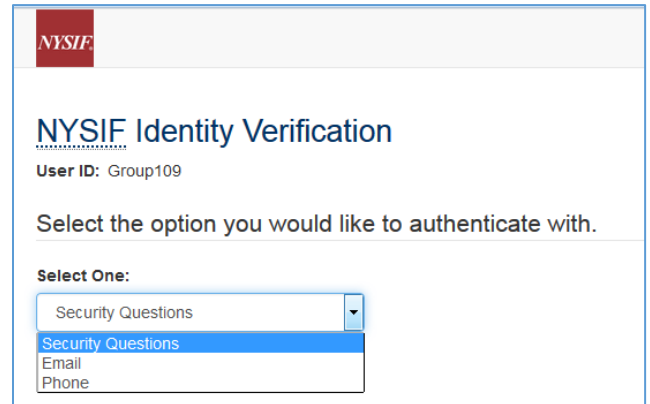
*Required Field

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.

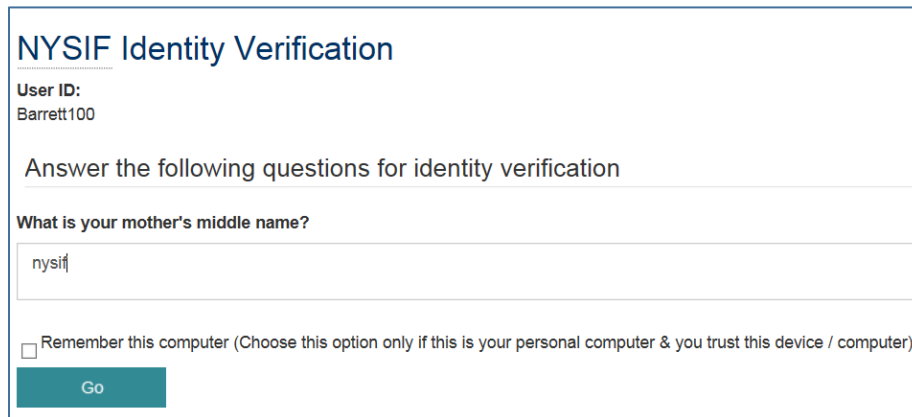
Examples of information that might trigger an enhanced security login include:

- 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



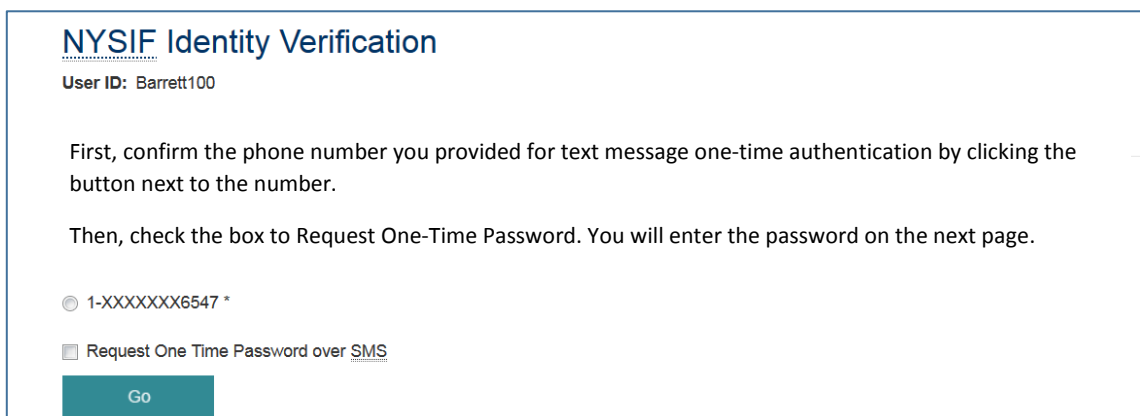
The screenshot shows the NYSIF Identity Verification page. At the top left is the NYSIF logo. Below it is the title "NYSIF Identity Verification" and the text "User ID: Group109". The main instruction is "Select the option you would like to authenticate with." Below this is a "Select One:" dropdown menu. The dropdown is open, showing three options: "Security Questions" (which is highlighted in blue), "Email", and "Phone".

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.



The screenshot shows the NYSIF Identity Verification page. At the top left is the NYSIF logo. Below it is the title "NYSIF Identity Verification" and the text "User ID: Barrett100". The main instruction is "Answer the following questions for identity verification". Below this is a question: "What is your mother's middle name?". The answer field contains "nysif". Below the answer field is a checkbox labeled "Remember this computer (Choose this option only if this is your personal computer & you trust this device / computer)". Below the checkbox is a "Go" button.

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.



The screenshot shows the NYSIF Identity Verification page. At the top left is the NYSIF logo. Below it is the title "NYSIF Identity Verification" and the text "User ID: Barrett100". The main instruction is "First, confirm the phone number you provided for text message one-time authentication by clicking the button next to the number." Below this is another instruction: "Then, check the box to Request One-Time Password. You will enter the password on the next page." Below the instructions is a radio button selected next to the phone number "1-XXXXXXX6547 *". Below the phone number is a checkbox labeled "Request One Time Password over SMS". Below the checkbox is a "Go" button.

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.

The screenshot shows a form titled "Out-of-Band Authentication over Phone". At the top, it displays "User ID: Barrett100". Below this, there is a text input field with the label "Enter the password received over SMS (case sensitive):". To the right of the input field is a checkbox labeled "Remember this computer (Choose this option only if this is your personal computer & you trust this device / computer)". At the bottom center of the form is a teal "Go" button.

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

The screenshot shows a form titled "NYSIF Identity Verification". The text reads: "Please confirm the email address you provided for email one-time authentication by clicking the button next to the address." Below this, it states: "One Time Password will be sent to the selected email, which you need to enter on the next page to complete the authentication." There is a radio button selected next to the email address "b*****@nysif.com". At the bottom center is a teal "Go" button.

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.

The screenshot shows a form titled "Out-of-Band Authentication over Email". At the top, it displays "User ID: Barrett100". Below this, there is a text input field with the label "Enter the password received over Email:". To the right of the input field is a checkbox labeled "Remember this computer (Choose this option only if this is your personal computer & you trust this device / computer)". At the bottom center of the form is a teal "Go" button.

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.

The screenshot shows the NYSIF login page. At the top right is the NYSIF logo. Below it is a "Log In" section. The text reads: "You are accessing a protected resource. Please Identify by entering the following." The "Username" field is populated with "Barrett100". To the right of the username field is a link that says "Forgot your password?". Below the username field is a password input field. Below the password field is a checkbox labeled "Edit Enrollment information", which is checked and circled in red. At the bottom of the login section is a teal "LOGIN" button.