

## Instructions for setting up your Multi-Factor Authentication (MFA)

1. When users access the ESS Portal for the first time, the below announcement will be displayed.

**Announcements**

**Welcome to RSA Employer Self-Service (ESS).**

**New! Multi-Factor Authentication (MFA)**

A second layer of login protection is now required to access your Employer Self-Service (ESS) account. Your first login will require you to set up your MFA contact information to receive your secondary security code. Once the setup has been completed, every subsequent login will require you to receive and enter a secondary code to log in to your account. This is just another way the RSA is helping to keep our employers safe online!

The ESS Portal provides employers the ability to submit enrollment and contribution information, review correspondence from the RSA, and make electronic payments. A dedicated Employer Services Representative (ESR) team has been created to answer employer questions.

If you need any assistance, please contact [employer.services@rsa-al.gov](mailto:employer.services@rsa-al.gov), or call 334.517.7005.

2. Once users log in to the ESS Portal, they will be prompted to edit their contact information.

**Edit a Contact Person**

**Name**

First Name: \*

Middle Name:

Last Name: \*

Suffix:

Job Title: \*

**Contact Information**

E-mail: \*

Work Phone: \*  ext.  Please note: Phone number with extension will not be used to send the temporary security code for login.

Alternate Phone:  ext.

Personal Phone:  Note: This number will only be used as one of your options to send the temporary security code for login and can only be seen by you. It will not be shared with your Admin or with RSA personnel.

Fax:

**Next**

*Please note: The MFA generator will not recognize a dial-by-directory or extension, therefore, we strongly recommend providing a direct number to ensure that the user receives their MFA code to successfully gain access to the ESS Portal.*

- Next, users will select a Contact Type option to have the MFA code sent to, then select Send Authentication Code.

The screenshot shows a 'Multi Factor Authentication' setup screen. At the top, there is a dark header with the text 'Multi Factor Authentication'. Below the header, there is instructional text: 'To complete your multi-factor authentication set-up, select your preferred Contact Type and click Send Authentication Code. Once you receive your code, enter it in the Authentication Code field and click Validate Authentication Code. Going forward, you will complete this multi-factor authentication step each time you log in to the portal.' The form contains two sections: 'Contact Type' with a dropdown menu showing 'Text to Work (XXX) XXX-1234' as the selected option, and 'Authentication Code' with a dropdown menu showing 'Text to Work (XXX) XXX-1234' as the selected option. To the right of the 'Contact Type' dropdown is a blue button labeled 'Send Authentication Code'. To the right of the 'Authentication Code' dropdown is a blue button labeled 'Validate Authentication Code'.

- Once the user receives their code, they will enter it and select Validate Authentication Code and a pop up will come up letting the user know it has been validated.
- When logging in to the ESS Portal after setting up the MFA, users will enter their ESS Portal log in credentials, then select the delivery method of receiving the MFA code.

The screenshot shows a 'Log in to your account' screen. At the top, there is a dark header with the text 'Log in to your account'. Below the header, there is a section titled 'Multi-factor Authentication:' with the instruction 'Select your MFA delivery method and click Send Authentication Code.' Below this instruction is a dropdown menu showing 'Email to nxxx@nxxxxx.gov' as the selected option. Below the dropdown menu is a blue button labeled 'Send Authentication Code'. Below the button is a section titled 'Authentication Code:' with the instruction 'Please enter the MFA code you received and click Login.' Below this instruction is a text input field. Below the input field is a blue button labeled 'Login'.

### **Instructions for updating your Multi-Factor Authentication (MFA)**

- In the ESS Portal, navigate to the Account tab and select Edit Contact Information.
  - This will allow the user to update any contact information tied to their account.